

## SUZANO — PRIVACY POLICY

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### **1. What is this Privacy Policy for?**

The General Data Protection Law (Law No. 13,709 dated as of August 14, 2018, “LGPD”) has established several requirements and obligations that must be implemented for personal data processing activities. Many of these requirements and obligations aim to: (i) process personal data in the appropriate manner; (ii) protect personal data from improper access or processing; (iii) avoid the risk of leakage or other internal failures that may generate damages to the holders of this data; among others. There are several actions that must be adopted by the processing agents to demonstrate that these activities are carried out considering the best practices with respect to the processing and focusing on the protection of the data subject.

This is the Privacy Policy of Suzano S.A. (“Suzano”) and it applies to the interactions among clients, suppliers and other interested parties and Suzano, by means of its official website <https://www.suzano.com.br/> (“Platform”). In this Policy we explain how we process the personal data (“Data”) that the Platform users (“You”) supply to us through its means.

Each term beginning with a capital letter used in this Policy is a defined term and has the meaning ascribed to it in the Policy.

After reading this Policy, if You have any questions, complaints, wish to exercise your rights related to your personal data or communicate with Suzano regarding the information contained in this Policy, You may contact us through our service channels or contact our Data Protection Officer (DPO) by e-mail at [lgpd@suzano.com.br](mailto:lgpd@suzano.com.br).

### **2. When do we collect your Data?**

Data is collected when voluntarily entered or submitted by You when filling out the forms required to contact us, whether for: (i) demands related to our products; (ii) complaints to our Ombudsman’s Office; (iii) Press requests; (iv) requests for accreditation as a company’s supplier; and (v) any other communications made by You to Suzano through the Platform.

In addition, whenever You access our website(s), make a request, complaint, send a message or register for any of our services, we are able to collect information that may be used to identify your computer, browser or any mobile devices you use to surf the internet. This information is collected by installing small text files called “Cookies”. In addition to other functions, when you visit our website(s) again, the previously stored Cookies allow us to recognize your browser.

### 3. What data may be collected?

Suzano only receives and/or collects the following types of information related to You: (i) personal information to enable and communication between You and Suzano; and (ii) navigation data.

i. Personal information used to enable communication between You and Suzano: data provided by You when: (i) contacting us on the Platform; (ii) requesting any information regarding products, services and initiatives; (iii) forwarding a complaint to our Ombudsman's Office; (iii) contacting us for press purposes; (iv) registering as a prospective supplier; (v) among other reasons for communication between You and Suzano. The Data collected, as a rule, are:

- full name;
- e-mail address;
- physical address; and
- telephone number.

It is possible that You may also send us data related to your application to selective processes. However, in case of applications, the Platform will redirect You to a third party website or application. Once You are redirected to a third party website or application, the privacy practices will be governed by the privacy policy and terms of use of these third parties. Therefore, we recommend that You carefully read the applicable privacy policies.

ii. Navigation Data: Data related to your access and activity on our Platform, such as:

- your IP address;
- the operating system of your device;
- your device's browser;
- sections of the website that you have accessed;
- interactions performed;
- technical data, such as URL information;
- cookie data;
- the types of devices You are using to access or connect to the Platform;
- the unique device ID (MAC address);
- device attributes;
- the type of network connection; and

- the performance of the provider, network, and device.

#### 4. How do we use your Data?

We may use your Data to fulfill, among other things, the following purposes:

Data	Purpose
<b>Personal Information that Enables Communication between You and Suzano</b>	<ul style="list-style-type: none"> <li>• To adequately respond to your requests, questions, complaints and any other demands sent to Us by You;</li> <li>• To adequately identify You;</li> <li>• To send messages with information on products or services that may be of interest to You; and</li> <li>• To generate knowledge, innovate and/or develop new products.</li> </ul>
<b>Navigation Data</b>	<ul style="list-style-type: none"> <li>• To improve the use and experience of our services;</li> <li>• To carry out statistics, studies, research and surveys regarding the activities and behavior in the use of the Services, performing such operations in an anonymized manner;</li> <li>• To protect us from rights and obligations related to the use of the Services, including in judicial and administrative measures;</li> <li>• To cooperate and/or comply with judicial order or request by administrative authority; and</li> <li>• To redirect You, our visitor, to our profile on other websites.</li> </ul>

#### 5. Where do we store Data?

Data may be stored in our own servers or those of third parties hired for this purpose, whether they are allocated in Brazil or abroad, in accordance with applicable law, and may also be stored by means of cloud computing technology and/or other technologies that may arise in the future, always aiming to improve and enhance our services.

#### 6. For how long will your Data be stored?

Suzano stores your Data for the time necessary for the purposes for which they were collected or for as long as we are required to store them under the applicable law.

The Data is stored in a secure and controlled environment, for a minimum period of six (6) months, in accordance with the Internet Civil Framework Law No. 12,965 dated as of April 23, 2014), subject to the technical level available.

#### 7. Registration of Activities

We may register your activities performed on the Platform, creating, when possible and applicable, logs (registers of activities performed on the websites, applications, Platform and services) that will contain: the IP address of the device used, access and actions performed by You on the Platform made available, date and time of each action performed and information about the device used, such as the operating system version, browser and geolocation.

We may use certain technologies to monitor the activities performed on the Platform, such as:

*Cookies.* Cookie is a data file that may be placed on a device when it uses the Platform. Cookies may be used for several purposes, including remembering You and your preferences and tracking your visits and activities related to the Platform. The Platform may also use locally stored objects to provide certain content such as video on demand, video clips, or animation. Please be aware that if You attempt to disable or remove cookies, some parts of the Platform may cease to function and your ability to limit cookies will be subject to your browser settings and limitations.

*Web beacon.* Web beacon is a technique that allows You to map who is visiting a particular web page by identifying their behavior with different websites or web servers.

*Analytics tools.* These tools may collect information such as how You visit the Platform, including which pages and when You visit those pages, as well as other websites that have been visited previously, among other things.

*Redirection Tools.* Our website uses redirection technologies. This allows us to interact with You from our social networks. The redirection technologies analyze the information we collect about your interactions with the Suzano platform. Once You are redirected to a third party website or application, the privacy practices will be governed by the privacy policy and terms of use of third parties. We cannot control or be responsible for the privacy practices and content of third parties. Please read the applicable privacy policies carefully to understand how they collect and process your data.

The technologies we use will always comply with the terms of this Policy.

## **8. With whom do we share Data?**

The database is our property and responsibility, and its use, access and sharing, when necessary, will be carried out within the limits and purposes of our business.

We share your Data only with third parties that help us to meet the demands (doubts, complaints and other requests) requested by You in our communication channels and with those necessary to perform our business normally, within the limits of the previous paragraph.

We may also provide your personal information to third parties to keep our systems secure,

or when necessary, to protect your or our best interests.

We may also disclose your Data to police and government authorities or authorized third parties if and to the extent that we are required or authorized to do so by law or court order.

Generally, Data sharing occurs on these occasions:

- Data sharing among companies of the Suzano Group;
- Sharing with third parties (service providers, suppliers); and
- Data sharing to comply with a court order.

Please be advised that some of the Suzano Group companies and service providers with whom we share your Data may be located outside of Brazil. If your Data is transferred to another country, Suzano will adopt measures to ensure that your personal information will continue to be protected in accordance with this Privacy Policy, subject to the applicable laws in the countries to which it has been sent.

Access to the information collected is restricted only to employees authorized for the proper use of this information. Employees who misuse this information, in violation of this Policy, will be subject to the penalties of Our disciplinary process.

## **9. What are your rights with respect to your Data?**

As established by the LGPD, You have rights and guarantees with respect to your Data. Suzano provides mechanisms detailed below so that You have clarity and transparency to exercise your rights. When necessary, please contact our team for questions and requests.

Your rights include:

*(i) Confirmation of process and access to your Data:* You may request details about the process and/or copy of your Data held by Suzano.

*(ii) Change or correction of incomplete, inaccurate or outdated Data:* If you wish to change your Data or if you have any reason to believe or suspect that any Data we hold about You is incomplete or inaccurate, please contact us.

*(iii) We store and make available to You your history of interactions with us:* You may contact us, just as Suzano is authorized to contact You, to clear your doubts, address complaints and suggestions, through e-mail, telephone or the Platform. The conversations are stored by Suzano and we may make them available to You, to use their contents as a means of proof in court or in the other hypotheses provided by law.

Please contact us to clarify any doubts or for further requests regarding your Rights.

## **10. How do we ensure the security of your Data?**

We strive to protect the Data we keep in our records; however, we cannot guarantee the most complete security. Unauthorized access or use, hardware or software failure, and

other factors may compromise the Data security at any time.

Please note that the Data transmission over the internet is not completely secure due to many factors, including network and operational factors, and Suzano cannot guarantee the complete data security transmitted. Although we will do our best to protect your Data, we cannot guarantee the data security transmitted to our Platform. Any transmission is your sole responsibility, which, by agreeing to this Policy you expressly acknowledge and assume.

Once Data is received by the Platform, we undertake to ensure that such Data is secure. To prevent unauthorized access to or disclosure of your Data, we have implemented appropriate physical, electronic, and administrative procedures to secure and protect the Data we collect.

Our efforts are intended to mitigate risks of destruction, accidental or unlawful loss, change, unauthorized disclosure or access, or any other form of unlawful or inappropriate processing.

## **11. Changes to the Privacy Policy**

Suzano may change the provisions of this Privacy Policy at any discretion and at any time. Whenever the Policy is materially changed, such changes shall be valid, effective and binding after, alternatively: (i) being posted on the Platform; (ii) being emailed to You; or (iii) being otherwise communicated to You.

Please be sure to check the latest version available on the Website regularly.

## **12. How to contact us**

Any questions or requests regarding the provisions of this notice should be addressed by e-mail to: [lgpd@suzano.com.br](mailto:lgpd@suzano.com.br).