

External Privacy and Data Protection Policy

Purpose

This Privacy Policy ("Policy") aims to inform, in an objective and transparent manner, how Raízen collects, uses, stores, shares, and protects personal data processed in physical or digital environments. This Policy has been prepared in accordance with applicable legislation, especially the General Data Protection Law (LGPD), reaffirming Raízen's commitment to privacy, data protection, and the trust of its customers, partners, third parties, and other Personal Data Subjects.

Scope

This Policy applies to Personal Data processed by Raízen in its external environments, including websites, applications, digital platforms, customer service channels, and other interfaces accessible to the general public, business partners, suppliers, visitors, and other third parties who interact with Raízen.

This Policy does not apply to employees, service providers hired under internal arrangements, or other professionals working directly within Raízen's facilities or corporate environment. The processing of Personal Data for this audience is governed by PLT.33 – Internal Privacy and Personal Data Protection Policy.

Version Control

Versão	Data	Alterações
V.1	01/06/2025	Initial publication of the policy

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1. Guidelines

1.1. External Privacy and Data Protection Policy

This Policy demonstrates Raízen's commitment to privacy and Personal Data protection, in compliance with applicable legislation. Personal data is processed transparently, securely, and only for legitimate and informed purposes, reaffirming the company's respect for data subjects' privacy.

1.2. What are the sources of Personal Data collection?

Personal Data provided directly by you or obtained from other legitimate sources is processed by Raízen for specific and defined purposes. The type and volume of data processed may vary depending on your relationship with the company.

Raízen may collect your data in different contexts, including:

- When you provide data directly;
- When partners involved in our operations share your data with us;
- When your interactions with Raízen are recorded in our systems;
- When the use of our products and services generates activity records.

Raízen may also collect Personal Data from publicly accessible sources or authorized third parties under confidentiality obligations and in compliance with Brazilian legislation, aiming to validate, complement, and keep customer data updated, ensuring service security and responsible credit granting.

1.3. What's Personal Data is collected?

Raízen collects, but is not limited to, the following Personal Data:

- Identification data: name, taxpayer ID (CPF), date of birth, parentage;
- Contact data: home or business address, email, phone number;
- Financial data;
- Browsing data: IP address, cookies, geolocation, etc.;
- Health data: when necessary to ensure accessibility or proper service;
- Biometric data;
- Images and photographs: for example, for security purposes;

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- Other personal data: as necessary for the execution of Raízen's activities, according to the purpose and context of collection.

1.4. How is Personal Data used?

Personal Data is collected and processed by Raízen for several purposes, always in a legitimate and proportional manner, including:

- Identify and authenticate you in our physical or digital environments, such as in operational and corporate areas, visits to units and bioparks, or when using our platforms;
- Expand and strengthen our relationship with you by informing you about news, features, content, events, and communications that may be of your interest;
- Register and respond to your requests or demands submitted through our service channels;
- Enable contact with our ombudsman, customer service (SAC), or ethics channel (when you choose to identify yourself);
- Facilitate your participation in recruitment and selection processes for job positions, internships, or trainee programs available on our official platforms;
- Comply with legal and regulatory obligations;
- Meet requests from competent public authorities;
- Support humanitarian, social, or assistance initiatives within communities, either by Raízen's initiative or due to legal requirements;
- Comply with determinations, orders, or judicial decisions;
- Ensure the safety of people and operations in Raízen's in-person environments through access control, camera monitoring, and/or geolocation;
- Conduct business activities, such as entering into agreements and managing partners, service providers, former employees, retirees, dependents, and beneficiaries;
- Perform conflict of interest assessments and other controls to ensure compliance with laws, internal policies, integrity standards, and code of conduct, preventing fraud and risks;
- Implement information security and data protection measures to prevent incidents, fraud, and data breaches, and to ensure compliance with internal policies and applicable legislation.

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Some of Raízen's processes depend on the provision of Personal Data: you are responsible for the accuracy and updating of such information. The absence or inaccuracy of data may make it impossible, in whole or in part, to carry out services or activities.

Raízen may refrain from processing Personal Data when there is a risk of violating applicable legislation or indications of misuse of its environments for unlawful purposes or purposes contrary to ethics and moral standards.

1.5. Sharing of Personal Data

Raízen may share your Personal Data, always based on applicable legal grounds, in the following situations:

- With suppliers and partners, when necessary for the provision of services, under contracts that ensure data protection and compliance with applicable legislation;
- With group companies, in Brazil or abroad, for purposes consistent with this Policy;
- With judicial, administrative, or governmental authorities, pursuant to legal obligation, court order, or formal request;
- With companies located outside Brazil, when necessary to fulfill the purposes set out in this Policy, adopting appropriate security measures and legal compliance safeguards;
- In corporate transactions, such as mergers, acquisitions, incorporations, or divestitures, including audit or due diligence processes.

1.6. Data and Information Storage

Personal Data collected is stored in a secure and controlled environment for the time necessary to fulfill the purposes informed, including legal, contractual, regulatory obligations, or requests from competent authorities. After the retention period, the data will be deleted or anonymized, except where retention is necessary to meet legitimate interests or legal and regulatory obligations.

Data may be stored on Raízen's own servers or those of contracted third parties, located in Brazil or abroad. In all cases, Raízen adopts technical, administrative, and contractual measures to ensure the security of information and compliance with applicable legislation.

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1.7. Security Measures

Raízen adopts technical and organizational measures to protect Personal Data against unauthorized access, misuse, loss, or destruction. Information is stored in secure environments that are not accessible to the public.

Despite our efforts, no system is completely immune to risks. Therefore, it is essential that you also adopt good security practices. If you identify any situation that may compromise your Personal Data, please contact us through the channels indicated in this Policy.

1.8. Data Subject Rights

Raízen respects and implements mechanisms to ensure the exercise of your rights as a Data Subject, as provided in the General Data Protection Law (LGPD). As a Data Subject, you may exercise a range of rights, including:

- Request confirmation of the existence of the processing of your Personal Data;
- Request access to or correction of your Personal Data;
- Request restriction of the use of your Personal Data;
- Object to and/or withdraw consent regarding the use of your Personal Data;
- Request anonymization, blocking, or deletion of your Personal Data that has been collected and/or used by Raízen.

You may exercise these rights by contacting us through the contact details provided at the end of this Policy.

For security reasons, whenever you submit a request to exercise your rights, Raízen may request additional information to verify your identity, always aiming to prevent fraud. Raízen adopts these measures to ensure the security and privacy of all individuals, preventing the disclosure of Personal Data to unauthorized persons.

In some cases, Raízen may have legitimate grounds for not fulfilling a request to exercise rights. These situations include, for example, cases where the disclosure of specific information could violate Raízen's or third parties' trade secrets, as well as cases where requests for anonymization, blocking, or deletion cannot be met due to Raízen's obligation to retain such data, whether to comply with legal or regulatory obligations or to enable the defense of Raízen's or third parties' rights, including in disputes of any nature.

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Additionally, some requests may not be answered immediately; however, Raízen commits to responding to all requests within a reasonable timeframe and always in accordance with applicable legislation.

1.9. General provisions and contact

This Policy may be amended at any time to reflect changes in processes, legal requirements, or Raízen's strategic decisions. Whenever there is a relevant update, we will inform you through our official channels.

If you have any questions regarding the provisions of this Policy, you may contact our Data Protection Officer through the following contact details:

- Data Protection Officer: Maria Gabriela Metz Brea de Gutierrez Alvarez
- Contact: dporaizen@raizen.com

2. Roles and Responsibilities

2.1. Data Protection Officer

- Act as a communication channel between Raízen, Data Subjects, and the National Data Protection Authority (ANPD);
- Receive communications from Data Subjects and respond to or forward such requests;
- Provide guidance to Raízen and its employees on best practices related to privacy and data protection;
- Ensure Raízen's compliance with the General Data Protection Law (LGPD);
- Participate in the management of risks related to Personal Data;
- Support responses to security incidents.

2.2. Privacy and Data Protection Team

- Support the drafting and updating of internal privacy policies and procedures;
- Assess risks related to the Processing of Personal Data and propose mitigation measures;
- Monitor compliance with legal and regulatory obligations regarding Personal Data protection;
- Support responses to security incidents involving Personal Data;
- Ensure that Personal Data is processed with ethics, security, integrity, and transparency;

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- Work jointly with the DPO to ensure that Data Subjects' Personal Data is processed responsibly and in compliance with applicable legislation.

2.3. Other Employees

All employees, partners, and service providers acting on behalf of Raízen who may have access to Personal Data are responsible for:

- Complying with the guidelines set forth in this Policy;
- Maintaining the secrecy and confidentiality of the information accessed;
- adopting good practices for security and protection of Personal Data in the performance of their duties.

Area	Compliance
Responsible	Maria Aparecida Bortolan Viviane Emy Mendes Caneiro
Approver	Gabriela Metz