

# HV Assets Care

Asset Management Platform

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## Terms of Use

May 18, 2026

# HV Assets Care Platform

Version 1.1 – May/2026

## Welcome to HV Assets Care!

HV Assets Care is an intelligent digital platform for monitoring, diagnosing, and managing transformers through oil analyses (DGA, OQA, and FFA). By accessing or using the platform, you represent that you have read, understood, and fully agreed to these Terms of Use and General Conditions.

## 1. Acceptance of the Terms

Use of the HV Assets Care platform (the “Platform”) is conditioned on the express acceptance of these **Terms of Use and the Privacy and Data Protection Policy**. If you do not agree with any provision, you must not use the Platform.

Continued use of the Platform after any updates constitutes automatic acceptance of the new conditions.

## 2. Definitions

- **Platform:** The HV Assets Care system, including dashboards, analyses, report uploads, Health Index (HI), notifications, and all associated services.
- **User:** An individual or legal entity duly registered and authorized to use the Platform.
- **User Data:** Account information, transformer data, oil analysis reports (PDF, CSV, XLSX, ZIP), Health Index results, and any other data entered into or generated on the Platform.

## 3. Registration

- Complete and truthful registration is mandatory.
- The User is responsible for keeping their password confidential and for all activities carried out on their account.
- The Platform uses authentication with MFA (multi-factor authentication) support.
- HV Assets Care reserves the right to refuse, suspend, or cancel registrations that violate these Terms.

## 4. Permitted Use of the Platform

The Platform is intended exclusively for the monitoring and technical management of power transformation assets. It is prohibited to:

- Use the Platform for unlawful, fraudulent purposes, or purposes contrary to good faith;
- Reverse engineer, decompile, modify, or attempt to obtain the source code;
- Upload files containing viruses, malware, or malicious content;
- Share access credentials;
- Extract data in bulk in an automated manner without express authorization.

## 5. Intellectual Property

All intellectual property rights in the Platform (including Health Index algorithms, interface, dashboards, logos, and trademarks) belong exclusively to HV Assets or its licensors. The User receives only a temporary,

non-exclusive, non-transferable license for use during the term of the subscription.

## **6. Data Management and Privacy (LGPD)**

HV Assets Care is in full compliance with the Brazilian General Data Protection Law (LGPD – Law No. 13.709/2018).

### **6.1. Data Collected**

- User registration data (name, email, phone, company);
- Technical transformer data and oil reports (DGA, OQA, FFA);
- Processing results (Health Index, Duval Triangle and Pentagon, trends, notifications);
- Platform access and usage logs.

### **6.2. Purpose of Processing**

Data are processed exclusively for:

- Provision and improvement of Platform services;
- Calculation of the Health Index and generation of alerts;
- Performance of contractual and legal obligations;
- Continuous system improvement (anonymous and aggregated).

### **6.3. Storage and Technical Processing**

HV Assets Care uses Amazon Web Services (AWS) cloud infrastructure as its cloud computing provider. All Platform data are stored and processed securely in AWS cloud services.

### **Processing by Artificial Intelligence**

The Platform uses the AWS Amazon Bedrock service to perform intelligent, automated processing of laboratory reports (data extraction, column mapping, and interpretation of reports in PDF, CSV, and XLSX). Specifically, data extraction and structuring are performed through an Anthropic artificial intelligence (AI) model made available by AWS via Amazon Bedrock, in accordance with the AWS Terms of Service and Privacy Policy:

- Submitted data (including excerpts of reports and extraction prompts) are processed on a transient and ephemeral basis;
- AWS does not use customer data to train, improve, or fine-tune any AI model;
- Inputs and outputs are processed exclusively according to HV Assets Care instructions and are not persistently stored by the AI provider;
- All processing occurs under strict data subprocessing agreements and AWS security controls.

AWS acts exclusively as a technical processor (sub-processor), on a passive basis, without any independent use of the data for commercial or training purposes. All data are encrypted at rest (AES-256) and in transit (TLS 1.2+), following AWS's highest security standards.

### **6.4. Data Sharing**

HV Assets does not sell, rent, share, or disclose your personal data or technical transformer data to third parties for commercial, advertising, marketing, or any other purpose that is not essential to the service.

Access to or processing of data by technical service providers (sub-processors) occurs exclusively for the provision and improvement of the Platform, always under contracts that ensure the protection and confidentiality of the data.

Data may also be accessed or shared when required by legal determination, court order, or request of a competent authority.

### **6.5. Data Subject Rights (LGPD)**

You may, at any time, exercise the following rights:

- Confirmation of the existence of processing;
- Access to your data;
- Correction of incomplete or inaccurate data;
- Anonymization, blocking, or deletion of unnecessary data;
- Portability;
- Withdrawal of consent.

To exercise your rights, send a request to the support email indicated at the end of this document.

## **7. Platform Security and Responsibilities**

- HV Assets implements AWS security best practices and performs regular updates.
- The User is responsible for:
  - Keeping their devices and credentials secure;
  - Using MFA whenever available;
  - Immediately notifying any suspected security breach.
- HV Assets is not liable for damages arising from a security failure caused by the User's action or omission (e.g., password sharing).

## **8. Limitation of Liability**

The Platform is provided "as is." HV Assets does not warrant that the Health Index or any diagnosis replaces physical inspections or reports by specialized engineers. Results are decision-support tools and do not replace professional technical judgment.

HV Assets will not be liable for:

- Indirect losses, lost profits, or moral damages;
- Failures arising from force majeure or fortuitous events;
- Errors or omissions in laboratory reports submitted by the User.

## **9. Subscription, Payment, and Term**

- Access to the Platform is through a paid subscription (see the commercial terms then in effect).
- The subscription renews automatically until canceled by the User.
- Cancellation may be made at any time for a monthly subscription, but there is no refund of periods already paid, or at the end of the contracted period.

## 10. Termination and Suspension

HV Assets may, at its discretion, suspend or terminate the User's access in the event of a violation of these Terms, without prejudice to other applicable legal measures.

## 11. Changes to the Terms

HV Assets reserves the right to change these Terms at any time. Changes will be communicated at least 30 days in advance by email. Continued use after the new version takes effect constitutes acceptance.

## 12. Governing Law and General Provisions

This document was prepared based on the applicable rules on information security, privacy, and data protection, including (whenever applicable) the Constitution of the Federative Republic of Brazil, the Consumer Defense Code, the Civil Code, the Brazilian Civil Rights Framework for the Internet (Federal Law No. 12.965/2014), its implementing decree (Decree 8.771/2016), the General Data Protection Law (Federal Law No. 13.709/2018), and other sectoral or general rules on the subject.

These Terms of Use, available on the website or in the Platform welcome email, shall be interpreted under Brazilian law, in the Portuguese language, and the Central Court of the District of Porto Alegre/RS is elected to resolve any ensuing dispute, question, or doubt, with express waiver of any other, however privileged it may be.

If any provision of these Terms of Use is deemed illegal or illegitimate by a public authority, the remaining conditions shall remain in full force and effect.

The user acknowledges that all communication carried out by email (to the addresses provided by the user), SMS, instant-messaging applications, or any other digital and virtual means is also valid as documentary evidence, being effective and sufficient for the disclosure of any matter relating to the services provided by HV Assets, as well as to the conditions of their provision, except for provisions expressly otherwise set out in these Terms of Use.

## 13. Contact

For questions, suggestions, or to exercise LGPD rights:

Email: [app@hvassets.com](mailto:app@hvassets.com)

Website: <https://www.hvassets.com>

Technical Support: <https://support.hvassets.com/portal>

**By continuing to use the Platform, you confirm that you have read, understood, and agree to all of the terms above.**

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