

Privacy Policy

The protection of users' privacy reflects our values and reaffirms our commitment to continuous improvement in information management.

The Bradesco Organization's Privacy Policy was created with the aim of demonstrating how we treat your personal data, in compliance with law n. 13.709/2018 – General Personal Data Protection Law (LGPD) and other sectoral or general rules on the subject.

We present below the systems and mechanisms implemented to ensure the effectiveness of the Privacy Directive.

<p>Applicability</p>	<p>The Privacy Directive is applied to the entire Organization (agencies, departments and operations) and in relation to our suppliers, the issues that deal with privacy are addressed by contractual clauses and control processes.</p>
<p>Contact</p>	<p>Any doubts about how to process your personal data can be forwarded to the Data Protection Officer (DPO) of the Organization. Access the contacts here.</p>
<p>Risk Management & Compliance</p>	<p>The activities that compose the Privacy Directive are incorporated into the Organization's risk and compliance management, including through compliance assessments with the aim of ensuring the sustainability of conducting our activities, observing internal and external standards.</p>
<p>Audit</p>	<p>Internal Audit Activity carried out by the Department of Audit and General Inspection, with the objective of evaluating the processes of the Bradesco Organization, independently, in order to contribute to the mitigation of risks, for the adequacy of the Processes and the effectiveness of the Internal Controls, in adherence to the Policies, Internal and External Rules and Regulations.</p> <p>External audit Regular external audits are carried out, including the audit conducted by a specialized independent company that, in 2023, issued the SOC 2 Type II Assurance to the Organization. This Assurance confirmed the consistency and effectiveness of the controls implemented for the security of the IT environment, regarding the financial services provided, covering controls within the scope of the Privacy Program.</p>

Disciplinary Actions	Institution of a corporate program in which follow up and acculturation actions are carried out in relation to compliance with organizational norms.
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Due to the legal and regulatory obligations that fall on the financial sector, in general, the Bradesco Organization uses personal data in order to comply with the requirements of the laws and regulations in force. We are also committed to developing and offering products suited to each customer profile and according to their moment in life, making their experience more pleasant and objective.

Consent

In situations where Bradesco requests consent, always conditional on the free, informed and unequivocal manifestation of the data subject, we respect their decision regarding the use of their data.

Consent can be revoked at any time by interrupting your treatment, unless there is a justified purpose, for example, compliance with legal or regulatory obligations. The revocation takes place directly by the holder through the digital channels and service channels, such as SAC and the branch network.

What we process Personal Data for

We only process the personal data necessary to provide the services contracted by customers, and to maintain support activities for the provision of services by the Bradesco Organization.

Personal data may also be used for other purposes, always in accordance with the principles and legal bases provided for in Law no. 13709/2018, General Data Protection Law (LGPD). In this sense, personal data may also be processed to comply with legal or regulatory obligations, as well as to send offers of products and services, in which case the holder's right to interrupt the sending of offers is assured. Currently, 80.36% of Banco Bradesco customers have their personal data processed for this secondary purpose.

For more information access:

[Complete Privacy Policy](#)

[Bradesco Security website](#)

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