



## PRIVACY POLICY

The Privacy Policy of the AeroSim Platform ("**Privacy Policy**") governs the collection, use, and processing of personal data by **FLUIDSIM SOFTWARE LTDA.**, a legal entity of private law, enrolled with the Brazilian Corporate Taxpayers' Registry (CNPJ) under no. 41.534.456/0001-19, with its registered office in the city of Curitiba, state of Paraná, Brazil, at Alameda Cabral, no. 475, São Francisco, ZIP 80410-064 ("**AeroSim**").

**By accessing the AeroSim Platform, you freely, spontaneously, fully and unreservedly acknowledge and consent to all the provisions of the Privacy Policy.**

The Privacy Policy will always be available for reading and viewing on the public website [aerosim.io](https://aerosim.io).

### 1. INTRODUCTION

This Privacy Policy describes how AeroSim collects, uses, shares, and protects the personal data of users ("Client", "you", "your") who access or use our simulation platform ("Platform") and related services ("Services"). By using our Services, you agree to the terms of this Privacy Policy.

### 2. DATA WE COLLECT

We may collect the following categories of data:

- Account Information: Name; Email address; Company name; Password (encrypted)
- Payment and Subscription Information: Billing address; Payment method (processed through third-party services); Plan type; subscription status
- Project and Simulation Data: Uploaded simulation files; Project metadata (names, tags, configuration settings); Generated results and logs
- Technical and Usage Data: IP address; Browser and device information; Access times and session logs; Error reports

### 3. HOW WE USE YOUR DATA

We use your personal data to:

- Provide, maintain, and improve our Platform and Services
- Authenticate user access and manage permissions
- Process payments and manage subscriptions
- Store and serve simulation data and results
- Communicate with users regarding service updates or technical issues
- Comply with legal obligations and resolve disputes

### 4. LEGAL BASIS FOR PROCESSING (GDPR/LGPD)

We process personal data under the following legal bases:

- Performance of a contract: To deliver the Services you subscribed to
- Legitimate interests: To improve our Platform and secure our systems



- Legal obligation: To comply with applicable laws and regulations
- Consent: Where required, for optional communications or services

## 5. DATA SHARING

We do not sell your data. We may share data with:

- Service providers (e.g., cloud hosting, payment processors, email services) under confidentiality agreements
- Regulatory bodies if legally required
- Authorized Users invited by you to a project

## 6. DATA RETENTION

- Account data: retained while your subscription is active, and for up to 12 months after termination for legal or audit purposes.
- Simulation data: stored for a minimum of 12 months from date of generation, unless otherwise specified by your plan.
- Logs and diagnostics: retained for up to 24 months for system performance and security analysis.

## 7. INTERNATIONAL TRANSFERS

If you are located outside Brazil, your data may be transferred to and processed in Brazil or other countries. We ensure adequate safeguards for international transfers in compliance with applicable privacy laws.

## 8. DATA SECURITY

We use industry-standard security measures including:

- Encrypted connections (TLS/SSL)
- Secure user authentication
- Access control and audit logging
- Regular vulnerability assessments

However, no system is 100% secure, and users are responsible for maintaining the confidentiality of their credentials.

## 9. YOUR RIGHTS

Depending on your jurisdiction (e.g., GDPR in the EU, LGPD in Brazil), you may have the right to:

- Access your data
- Correct or update your data
- Request deletion
- Object to or restrict processing
- Withdraw consent
- File a complaint with a data protection authority

Requests can be made by contacting us (see Section 11).



## 10. COOKIES AND TRACKING

We may use cookies and similar tracking technologies to:

- Maintain session state
- Analyze usage patterns
- Improve user experience

You can manage cookie preferences in your browser settings.

## 11. CONTACT US

For questions or privacy-related requests, contact us at:

**FLUIDSIM SOFTWARE LTDA.**

Curitiba, state of Paraná, Brazil, at Alameda Cabral, no. 475, São Francisco, ZIP 80410-064

Email: [contact@aerosim.io](mailto:contact@aerosim.io)

## 12. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. When we do, we will notify you via the Platform or email and revise the "Last Updated" date.