



Grão Direto

Terms and Conditions of Use

This document was created to provide information about the form of use of the tool and its information. We advise that all the terms should be read carefully and, if you don't agree with its content, stop using our services immediately. We also recommend that if you agree with them, just keep a copy or print this contract, including all the policies.

This Agreement is the parties' entire agreement on this subject and merges and supersedes all related prior and contemporaneous agreements. By agreeing to these terms, you represent and warrant that you have the authority to accept this Agreement, and you also agree to be bound by its terms. This Agreement applies to all Orders entered into under this Agreement. Capitalized terms have the meanings given under "Definitions."

This document was officially made available on 06/13/2023, and this is the current version.

1. Service

1.1. Grão Direto Average Prices dataset contains daily average prices for the Brazilian physical market, including soybean and corn information. Prices are shown by main locations (municipalities located in the biggest production areas in the country). Together, the daily data show an overview of the physical market behavior on that day. Dataset can also show, when available, average bids and asks gathered on Grão Direto marketplace and platforms.

Final price information is reached by consolidating data from dozens of Grão Direto's platforms (that calculates millions of prices daily and get in touch with thousands of farmers), data gathered from Grão Direto physical market consultants, and also publicly available data curated by Grão Direto's prices specialists.

1.2. Although built using a wide range of sources and with reasonable data samples, average daily prices on the physical market can vary and may not represent specific price situations.

1.3. All content produced by Grão Direto will be its exclusive property and may not be used, reproduced, stored or sent to third parties without the express authorization of Grão Direto, as already provided in the item called "Intellectual Property".

2. Non-Display License

2.1. The Non-Display License is a non-viewable use of Information, internally within a Licensee's Group, by/in any system, process, program, machine or calculation other than in order to display or distribute Information for display use. within Automated/Semi-Automated/Programmatic/Electronic Trading Systems (none or minimal human interaction involved in the order process) and automated order routing.

In other words, it means that the use of the information provided by Grão Direto is limited, and has to comply with the rules set on this document.

Here are some examples of good and bad usage of the information provided, although it is not an exhaustive list:

a. Good usage examples:

i. Automated Calculations: Grão Direto's prices used as an input for other internal system calculations. Example: the prices of a certain location are composed and averaged with other price information (CBOT, specific client prices) in order to form a final number.

ii Restricted Team Decision Making: The numbers are displayed and analyzed internally by a small team (2-3 people) for strategic decision making on a trading desk or for commodities trading support.

iii. Risk Management: The prices are used for a risk management decision (interest rate on a credit opportunity, for example). In this case, the information should be categorized or used in a calculation, without displaying the exact number for the personnel involved.

iv. Consolidated/Non-Specific communication: User is displaying market information or analysis using the data as a support, without citing the exact values. Example: "Market on the last couple of days in a specific location seems to be more expensive than a couple of weeks ago".

b. Bad usage examples

i. Website/Social-Media Display: The User is displaying the exact data gathered on Grão Direto's API on its website. The User is posting daily on twitter the average price for certain locations.

ii. Multi-team usage: Company is sharing Grão Direto's price information across multiple teams/areas. For example, a team that handles Soybean Trade and a different team that handles Corn Trading are using only one signature and sharing the info among them.

iii. Intranet availability/Mail: The company displays the information on the internal website for more than 3 users, or the company is emailing the obtained information for a group of users of the organization.

iv. Third-party sharing: User is sharing the exact information with its clients, in private conversations or messages.

2.2. API Key Sharing. The User cannot, in any circumstance, share the API Key related to the service with any third party, including other teams from the same company.

2.3. Offerings may contain or be provided with components that are subject to open-source software licenses. Any use of those components may be subject to additional terms and conditions and Customer agrees that any

applicable licenses governing the use of the components will be incorporated by reference in this Agreement.

- 2.4.** Duration of licenses. Licenses granted on a subscription basis expire at the end of the applicable subscription period set forth in the Order, unless renewed. Licenses granted for metered Offerings billed periodically based on usage continue as long as Customer continues to pay for its usage of the Offerings. All other licenses become perpetual upon payment in full.
- 2.5.** End Users. Customer will control access to and use of the Offerings by End Users and is responsible for any use of the Offerings that does not comply with this Agreement.
- 2.6.** Affiliates. Customer may order Offerings for use by its Affiliates. If it does, the licenses granted to Customer under this Agreement will apply to such Affiliates, but Customer will have the sole right to enforce this Agreement against Grão Direto. Customer will remain responsible for all obligations under this Agreement and for its Affiliates' compliance with this Agreement and any applicable Order(s).
- 2.7.** Reservation of Rights. Grão Direto reserves all rights not expressly granted in this Agreement. Offerings are protected by copyright and other intellectual property laws and international treaties. No rights will be granted or implied by waiver or estoppel. Rights to access or use Offerings on a device do not give Customer any right to implement Grão Direto's patents or other intellectual property in the device itself or in any other software or devices.
- 2.8.** Restrictions. Except as expressly permitted in this Agreement, Documentation or an Order, Customer must not (and is not licensed to):
- a.** copy, modify, reverse engineer, decompile, or disassemble any Offering, or attempt to do so;
 - b.** install or use any third-party software or technology in any way that would subject Grão Direto's intellectual property or technology to any other license terms;
 - c.** work around any technical limitations in an Offering or restrictions in Documentation;
 - d.** separate and run parts of an Offering on more than one device;
 - e.** upgrade or downgrade parts of an Offering at different times;
 - f.** use an Offering for any unlawful purpose;
 - g.** transfer parts of an Offering separately; or
 - h.** distribute, sublicense, rent, lease, or lend any Offerings, in whole or in part, or use them to offer hosting services to a third party.

- 2.9.** License transfers. Customer may only transfer fully-paid, perpetual licenses to (1) an Affiliate or (2) a third party solely in connection with the transfer of hardware to which, or employees to whom, the licenses have been assigned as part of (A) a divestiture of all or part of an Affiliate or (B) a merger involving Customer or an Affiliate. Upon such transfer, Customer must uninstall and discontinue using the licensed Offering and render any copies unusable. Customer must notify Grão Direto of a License transfer and provide the transferee a copy of this Agreement and any other documents necessary to show the scope, purpose, and limitations of the licenses transferred. Attempted license transfers that do not comply with this section are void.
- 2.10.** Feedback. Any Feedback is given voluntarily, and the provider grants to the recipient, without charge, a non-exclusive license under provider's owned or controlled non-patent intellectual property rights to make, use, modify, distribute, and commercialize the Feedback as part of any of recipient's products and services, in whole or in part and without regard to whether such Feedback is marked or otherwise designated by the provider as confidential. The provider retains all other rights in any Feedback and limits the rights granted under this section to licenses under its owned or controlled non-patent intellectual property rights in the Feedback (which do not extend to any technologies that may be necessary to make or use any product or service that incorporates, but are not expressly part of, the Feedback, such as enabling technologies).

3. Privacy

- 3.1.** EU Standard Contractual Clauses. To the extent applicable, the parties will abide by the requirements of European Economic Area and Swiss data protection law regarding the collection, use, transfer, retention, and other processing of Personal Data from the European Economic Area and Switzerland. All transfers of Customer Data out of the European Union, European Economic Area, and Switzerland will be governed by the Standard Contractual Clauses, as designated by the European Commission, made available by the Grão Direto at the applicable URL for such terms or as otherwise communicated to Customer.
- 3.2.** Personal Data. Customer consents to the processing of Personal Data by Grão Direto and its Affiliates, and their respective agents and Subcontractors, as provided in this Agreement. Before providing Personal Data to Grão Direto, Customer will obtain all required consents from third parties (including Customer's contacts, partners, distributors, administrators, and employees) under applicable privacy and Data Protection Laws.
- 3.3.** Processing of Personal Data; GDPR. To the extent Grão Direto is a processor or subprocessor of Personal Data subject to the GDPR, the Standard Contractual Clauses govern that processing and the parties also agree to

the following terms in this subsection (“Processing of Personal Data; GDPR”):

a. Processor and Controller Roles and Responsibilities. Customer and Grão Direto agree that Customer is the controller of Personal Data and Grão Direto is the processor of such data, except when (a) Customer acts as a processor of Personal Data, in which case Grão Direto is a subprocessor or (b) stated otherwise in any Offering-specific terms. Grão Direto will process Personal Data only on documented instructions from Customer. In any instance where the GDPR applies and Customer is a processor, Customer warrants to Grão Direto that Customer’s instructions, including appointment of Processor as a processor or subprocessor, have been authorized by the relevant controller.

b. Processing Details. The parties acknowledge and agree that:

i. the subject-matter of the processing is limited to Personal Data within the scope of the GDPR;

ii. the duration of the processing will be for the duration of the Customer’s right to use the Offering and until all Personal Data is deleted or returned in accordance with Customer instructions or the terms of this Agreement;

iii. the nature and purpose of the processing will be to provide the Offering pursuant to this Agreement;

iv. the types of Personal Data processed by the Offering include those expressly identified in Article 4 of the GDPR; and

v. the categories of data subjects are Customer’s representatives and End Users, such as employees, contractors, collaborators, and customers, and other data subjects whose Personal Data is contained within any data made available to Grão Direto by Customer.

c. Data Subject Rights; Assistance with Requests. Grão Direto will make information available to Customer in a manner consistent with the functionality of the Offering and Grão Direto’s role as a processor of Personal Data of data subjects and the ability to fulfill data subject requests to exercise their rights under the GDPR. Grão Direto will comply with reasonable requests by Customer to assist with Customer’s response to such a data subject request. If Grão Direto receives a request from Customer’s data subject to exercise one or more of its rights under the GDPR in connection with an Offering for which Grão Direto is a data processor or subprocessor, Grão Direto will redirect the data subject to make its request directly to Customer. Customer will be responsible for responding to any such request including, where necessary, by using the functionality of the Offering. Grão Direto will comply with reasonable requests by Customer to assist with Customer’s response to such a data subject request.

d. Use of Subprocessors. Customer consents to Grão Direto using the subprocessors listed at the applicable Grão Direto URL or as otherwise communicated to Customer. Grão Direto remains responsible for its subprocessors' compliance with the obligations herein. Grão Direto may update its list of subprocessors from time to time, by providing Customer at least 14 days notice before providing any new subprocessor with access to Personal Data. If Customer does not approve of any such changes, Customer may terminate any subscription for the affected Offering without penalty by providing, prior to expiration of the notice period, written notice of termination that includes an explanation of the grounds for non-approval.

e. Records of Processing Activities. Grão Direto will maintain all records required by Article 30(2) of the GDPR and, to the extent applicable to the processing of Personal Data on behalf of Customer, make them available to Customer upon request.

3.4. Security. Grão Direto will take appropriate security measures that are required by Data Protection Laws and in accordance with good industry practice relating to data security.

3.5. Support Data. Grão Direto may collect and use Support Data internally to provide technical support for the Offering. Grão Direto will not use Support Data for any other purpose unless otherwise agreed in writing by the parties.

4. Confidentiality

4.1. Non-Disclosure Agreement. The parties will treat all confidential information exchanged between the parties under this Agreement in accordance with the separate nondisclosure agreement ("NDA") executed by the parties. If no separate NDA is in effect, the following provisions apply to the parties' exchange of confidential information.

4.2. Confidential Information. "Confidential Information" is non-public information that is designated "confidential" or that a reasonable person should understand is confidential, including, but not limited to, Customer Data, Support Data, the terms of this Agreement, and Customer's account authentication credentials. Confidential Information does not include information that: (1) becomes publicly available without a breach of a confidentiality obligation; (2) the receiving party received lawfully from another source without a confidentiality obligation; (3) is independently developed; or (4) is a comment or suggestion volunteered about the other party's business, products, or services.

4.3. Protection of Confidential Information. Each party will take reasonable steps to protect the other's Confidential Information and will use the other party's Confidential Information only for purposes of the parties' business relationship. Neither party will disclose Confidential Information to third

parties, except to its Representatives, and then only on a need-to-know basis under nondisclosure obligations at least as protective as this Agreement. Each party remains responsible for the use of Confidential Information by its Representatives and, in the event of discovery of any unauthorized use or disclosure, must promptly notify the other party.

- 4.4.** Disclosure required by law. A party may disclose the other's Confidential Information if required by law, but only after it notifies the other party (if legally permissible) to enable the other party to seek a protective order.
- 4.5.** Duration of Confidentiality obligation. These obligations apply: (1) for Customer Data, until it is deleted by Grão Direto; and (2) for all other Confidential Information, for a period of five years after a party receives the Confidential Information.

5. Verifying compliance

- 5.1.** Customer must keep records relating to Offerings it and its Affiliates use or distribution. At Grão Direto's expense, Grão Direto may verify Customer's and its Affiliates' compliance with this Agreement by directing an independent auditor (under nondisclosure obligations) to conduct an audit or ask Customer to complete a self-audit process. Customer must promptly provide any information and documents that Grão Direto or the auditor reasonably requests related to the verification and access to systems running the Offerings. If verification or self-audit reveals any unlicensed use, Customer must order sufficient licenses to cover the period of its unlicensed use. The audits may be conducted more frequently, if required by the party's auditors and/or regulators, of books and records related to this Agreement. The expenses for all such audit will be borne by the party conducting the audit. All information and reports related to the verification process will be Confidential Information and used solely to verify compliance.
- 5.2.** Upon request, Grão Direto will make available to Customer all information necessary to conduct an audit and demonstrate compliance under GDPR provisions for the processing of Personal Data. Customer may request information through a security questionnaire or self-attestation.

6. Representation and warranties

- 6.1.** Grão Direto continuously represents and warrants that:
 - a.** it has full rights and authority to enter into, perform under, and grant the rights in, this Agreement;
 - b.** its performance will not violate any agreement or obligation between it and any third party;
 - c.** the Offering will substantially conform to the Documentation;

d. the Offering will not:

i. to the best of Grão Direto's knowledge, infringe or violate any third party patent, copyright, trademark, trade secret, or other proprietary right; or

ii. contain viruses or other malicious code that will degrade or infect any products, services, software, or Customer's network or systems, and

e. while performing under this Agreement, Grão Direto will comply with law, including Data Protection Laws and Anti-Corruption Laws, and will provide training to its employees regarding Anti-Corruption Laws.

6.2. Disclaimer. Except as expressly stated in this Agreement, the Offering is provided "as is". To the maximum extent permitted by law, Grão Direto disclaims any and all other warranties (express, implied or statutory, or otherwise) including of merchantability or fitness for a particular purpose, whether arising by a course of dealing, usage or trade practice, or course of performance.

7. Defense of third-party claims

7.1. By Customer. Customer will defend Grão Direto and its Affiliates from and against any and all third party claims, actions, suits, proceedings arising from or related to: Customer's or any authorized User's violation of this Agreement or User terms (a "Claims Against Publisher"), and will indemnify Grão Direto and its Affiliates for all reasonable attorney's fees incurred and damages and other costs finally awarded against Grão Direto or its Affiliates in connection with or as a result of, and for amounts paid by Grão Direto or its Affiliates under a settlement Customer approves of in connection with a Claim Against Grão Direto. Grão Direto must provide Customer with prompt written notice of any Claims Against Grão Direto and allow Customer the right to assume the exclusive defense and control of the claim and cooperate with any reasonable requests assisting Customer's defense and settlement of such matter.

7.2. By Grão Direto. Grão Direto will defend Customer from and against any and all third party claims, actions, suits, proceedings, and demands alleging that: (i) the use of the Offering as permitted under the Contract infringes or misappropriates a third party's intellectual property rights and (ii) any violation of applicable law including Data Protection Laws (a "Claim Against Customer"), and will indemnify Customer for all reasonable attorney's fees incurred and damages and other costs finally awarded against Customer in connection with or as a result of, and for amounts paid by Customer under a settlement Grão Direto approve of in connection with a Claim Against Customer; provided, however, that the Grão Direto has no liability if a Claim Against Customer arises from: (1) Customer Data or non-Grão Direto products, including third-party software; and (2) any modification, combination or development of the Offering that is not performed or authorized in writing by Grão Direto, including in the use of any application

programming interface (API). Customer must provide Grão Direto with prompt written notice of any Claim Against Customer and allow Grão Direto the right to assume the exclusive defense and control and cooperate with any reasonable requests assisting Grão Direto's defense and settlement of such matter. This section states Grão Direto sole liability with respect to, and Customer's exclusive remedy against Grão Direto for, any Claim Against Customer.

- 7.3.** Notwithstanding anything contained in the above subsections (a) and (b), (1) an indemnified party will always be free to choose its own counsel if it pays for the cost of such counsel; and (2) no settlement may be entered into by an indemnifying party, without the express written consent of the indemnified parties (such consent not to be unreasonably withheld), if: (A) the third party asserting the claim is a government agency; (B) the settlement arguably involves the making of admissions by the indemnified parties; (C) the settlement does not include a full release of liability for the indemnified parties; or (D) the settlement includes terms other than a full release of liability for the indemnified parties and the payment of money.

8. Limitation of liability

- 8.1.** Grão Direto makes its best efforts to inform, assist and protect the User. The User is the only responsible for the use of the service/platform, its tools and functionalities. Under no circumstances will Grão Direto or its directors, representatives, agents, employees, partners, partners or service providers be liable for any emergent, indirect, punitive or expiatory damages, lost profits or other monetary damages related to any claim, lawsuit or other procedure taken in relation to the use of the website/platform, its content, functionalities and/or tools.
- 8.2.** Grão Direto also cannot be implicated on the output of any decision making, financial or not, or any business directions taken by using the information provided by this service. These publications should not be interpreted as individual guidelines, investment recommendations, advice or specific businesses, nor should they be used as a basis for any business. The User is the only responsible for the usage of the information provided by Grão Direto.
- 8.3.** Notably, Grão Direto is not liable for the following circumstances, among others:
- 8.3.1.** Damages that the User may experience due to the unavailability or partial functioning of the service/platform and/or all or some of its services, information, content, functionality and/or tools, as well as the inaccuracy or inaccuracy of any of these elements, including those resulting from failures in the system, in the server or in the network connection, or even malicious interactions such as viruses, software that may damage the equipment or access information from the User's equipment;

- 8.3.2.** Damages that the User may have on websites accessible through links included on the service/platform;
 - 8.3.3.** Differences in prices between the items available on the service/platform and those displayed for sale on other Grão Direto websites, from any company of its economic group throughout the national territory;
 - 8.3.4.** Damages that the User may experience as a result of using the service/platform in violation of these Terms and Conditions of Use, Privacy Policies, the law, customs or public order;
 - 8.3.5.** Damages and losses caused due to information provided in bulletins, newsletters, Grão Direto indexes or any information shared only with an indicative character.
- 8.4.** For each Offering, each party's maximum, aggregate liability to the other under this Agreement is limited to direct damages finally awarded in an amount not to exceed the amounts Customer was required to pay for the Offerings during the term of the applicable licenses, subject to the following:
- a. Subscriptions. For Offerings ordered on a subscription basis, Grão Direto's maximum liability to Customer for any incident giving rise to a claim will not exceed the amount Customer paid for the Offering during the 12 months.
- For Offerings ordered on a subscription basis, Grão Direto's maximum liability to Customer for any unauthorized access, use, or disclosure of Customer Data due to a breach of Grão Direto's obligations under Section II(6) (Security), Grão Direto's maximum liability to Customer will not exceed two times (2x) the amount Customer paid for the Offering during the 12 month before the incident..
- 8.5.** Exceptions. No limitation or exclusions will apply to liability arising out of either party's: (1) confidentiality obligations under Section 3 (except for liability related to Customer Data, which will remain subject to the limitations and exclusions above); (2) defense obligation under Section 7; (3) violation of the other party's intellectual property rights; or (4) gross negligence, willful misconduct, or fraud.

9. Intellectual property rights

- 9.1.** The User is not authorized to use, under any form or pretext, the brands, their variations (including spelling errors or phonetic variations), domain names, distinctive signs, their partial or complete reproductions or even their imitations, which are from Grão Direto or are displayed on the website/platform, regardless of destination. All content on the website/platform, including the name, domain name, programs, databases, files, texts, photos, layouts, headers and other elements, was created,

developed or assigned to Grão Direto, and is therefore of exclusive property of Grão Direto or licensed to it and is protected by Brazilian laws and international treaties that deal with intellectual property rights.

- 9.2.** The User, when accessing the website/platform, certifies that he will respect the existence and extent of the intellectual property rights of Grão Direto, as well as all third-party rights that are used, in any capacity, on the website/platform or that may to be made available on the platform. Access to the website/platform and its regular use by the User does not confer any right or prerogative over any intellectual property or other content contained therein.
- 9.3.** The use, exploitation, imitation, reproduction, in whole or in part, of any content without the prior written authorization of Grão Direto is prohibited.
- 9.4.** The creation, reproduction, distribution, modification and exhibition of any works, works derived from any intellectual property of Grão Direto, such as bulletins, newsletters, Grão Direto indexes, without prior written authorization is also prohibited. The User who violates the prohibitions contained in the legislation on intellectual property and in these Terms and Conditions of Use will be held responsible, civilly and criminally, for the infractions committed, in addition to being excluded from the website/platform without the need for prior notification.
- 9.5.** Grão Direto does not grant authorization in this document related to the content of the website/platform for any purpose. The photos and images used on the site/platforms may not reflect their original size or current situation of the reproduced scenario, being merely illustrative. When sending content to the website/platform, the customer retains ownership of their rights over said content (texts, videos, images, audio, among others), granting GRÃO DIRETO a free, worldwide and non-exclusive license for reproduction, translation and exhibition, in any medium or form, including on the website/platform, further declaring that the client is the owner of all rights related to said content. The display cannot be made in the case of restricted publications, such as those made in the online chat or private negotiation between the parties.

10. Pricing and payment

- 10.1.** Microsoft will invoice and charge Customer under the terms of the Microsoft Commercial Marketplace Terms of Use and applicable Order.

11. Sanctions

- 11.1.** Grão Direto will be able, at its sole discretion, to apply a warning penalty, suspend or exclude from the platform, depending on the severity of the violation, at any time and without prior notice, the Users that disrespect these Terms of Use or the applicable laws, and also pursue damages.

- 11.2.** The warning penalty will have the effect of warning the User about his/hers behavior and the implications that can succeed in case of repeated offenses.
- 11.3.** The suspension aims to discipline and rescue the behavior of the User, who will be unable to use the services for a predetermined period of time. The suspensions can be applied after prior reprimands or even after a major gravity action.
- 11.4.** The exclusion will have the effect of prohibiting the use of the service/platform by the User in a permanent way and may occur after reprimands, suspensions or after a very serious misconduct.
- 11.5.** In cases where Grão Direto has already received payments from the User and the User commits an infraction, the amounts will not be refunded. In the event that Grão Direto withholds amounts, applies a warning penalty, suspension, exclusion of the User or an advertisement, its eventual offers and qualifications will suffer the same penalty, without the User having any right, claim or any type of compensation, in any capacity.

12. Term and termination

- 12.1.** Term. This Agreement is effective until terminated by a party, as described below. The term for each Order will be set forth therein.
- 12.2.** Termination without cause. Unless otherwise set forth in an Order, either party may terminate this Agreement or any Order without cause at any time, and will be able to use the platform until the paid subscription is over. Licenses granted on a subscription basis will continue for the duration of the subscription period(s), subject to the terms of this Agreement. Grão Direto will not provide refunds or credits for any partial subscription period(s) if the Agreement or an Order is terminated without cause.
- 12.3.** Termination for cause. Without limiting other remedies it may have, either party may terminate this Agreement or any Order immediately on notice if (i) the other party materially breaches the Agreement or an Order, and fails to cure the breach within 30 days after receipt of notice of the breach; or (ii) the other party becomes Insolvent. Upon such termination, the following will apply:
 - a. All licenses granted under this Agreement will terminate immediately except for fullypaid, perpetual licenses.
 - b. All amounts due under any unpaid invoices will become due and payable immediately. For metered Offerings billed periodically based on usage, Customer must immediately pay for unpaid usage as of the termination date.

c. If Grão Direto is in breach, Customer will receive a credit for any subscription fees, including amounts paid in advance for unused consumption for any usage period after the termination date.

12.4. Refund. For Offerings ordered on a subscription basis that are \$100,000 or more, if Grão Direto breaches any of the foregoing warranties and those breaches remain uncured for 30 days, Customer may terminate this Agreement and Grão Direto will provide Customer a full refund of all fees paid to Grão Direto.

12.5. Survival. The terms of this Agreement, including the applicable Order, that are likely to require performance, or have application to events that may occur, after the termination or expiration of this Agreement or any Order, will survive termination or expiration, including all indemnity obligations and procedures.

13. Miscellaneous

13.1. Entire Agreement. This Agreement supersedes all prior and contemporaneous communications, whether written or oral, regarding the subject matter covered in this Agreement. If there is a conflict between any parts of this Agreement, the following order of precedence will apply:

- a. Order;
- b. this Agreement;
- c. Service Level Agreement (SLA); and
- d. Documentation.

13.2. Independent contractors. The parties are independent contractors. Customer and Grão Direto each may develop products independently without using the other's Confidential Information.

13.3. Agreement not exclusive. Customer is free to enter into agreements to license, use, and promote the services of others.

13.4. Amendments. Unless otherwise agreed in a writing signed by both parties, Grão Direto will not change the terms of this Agreement, including privacy terms, during the term of this Agreement.

13.5. Assignment. Either party may assign this Agreement to an Affiliate, but it must notify the other party in writing of the assignment. Customer consents to the assignment to an Affiliate or third party, without prior notice, of any rights Grão Direto may have under this Agreement to receive payment and enforce Customer's payment obligations, and all assignees may further assign such rights without further consent. Furthermore, either party may assign this Agreement without the consent of the other party in connection with a merger, reorganization, acquisition, or other transfer of

all or substantially all of such party's assets. Any other proposed assignment of this Agreement must be approved by the non-assigning party in writing. Assignment will not relieve the assigning party of its obligations under the assigned Agreement. Any attempted assignment without required approval will be void.

- 13.6.** Severability. If any part of this Agreement is held to be unenforceable, the rest of the Agreement will remain in full force and effect.
- 13.7.** Waiver. Failure to enforce any provision of this Agreement will not constitute a waiver. Any waiver must be in writing and signed by the waiving party.
- 13.8.** No third-party beneficiaries. This Agreement does not create any third-party beneficiary rights except as expressly provided by its terms.
- 13.9.** Notices. Notices must be in writing and will be treated as delivered on the date received at the address, date shown on the return receipt, email transmission date, or date on the courier or fax confirmation of delivery. Notices to Grão Direto must be sent to the address stated in the Order. Notices to Customer will be sent to the individual at the address Customer identifies on its account as its contact for notices. Grão Direto may send notices and other information to Customer by email or other electronic form.
- 13.10. Applicable law.**
- a. United States and Canada. If you acquired the Offering in the United States or Canada, the laws of the state or province where you live (or, if a business, where your principal place of business is located) govern the interpretation of these terms, claims for breach of them, and all other claims (including consumer protection, unfair competition, and tort claims), regardless of conflict of law principles.
- b. Outside the United States and Canada. If you acquired the Offering in any other country, the laws of that country apply.
- 13.11.** Order of precedence. The body of this Agreement will take precedence over any conflicting terms in other documents that are part of this Agreement that are not expressly resolved in those documents. Terms in an amendment control over the amended document and any prior amendments concerning the same subject matter.
- 13.12.** Government procurement rules. By accepting this Agreement, Customer represents and warrants that: (1) it has complied and will comply with all applicable government procurement laws and regulations; (2) it is authorized to enter into this Agreement; and (3) this Agreement satisfies all applicable procurement requirements.

- 13.13.** Compliance with laws. Grão Direto will comply with all laws and regulations applicable to its provision of the Offerings. Grão Direto will obtain and maintain any approvals, licenses, filings, or registrations necessary to its performance, and will comply with all law (including law related to export, corruption, money laundering, or any combination of these). Customer must also comply with laws applicable to their use of the Offerings.
- 13.14.** Construction. Neither party has entered this Agreement in reliance on anything not contained or incorporated in it. This Agreement is in English only. Any translation of this Agreement into another language is for reference only and without legal effect. If a court of competent jurisdiction finds any term of the Agreement unenforceable, the Agreement will be deemed modified as necessary to make it enforceable, and the rest of the Agreement will be fully enforced to affect the parties' intent. Lists of examples following "including", "e.g.", "for example", or the like are interpreted to include "without limitation," unless qualified by words such as "only" or "solely." This Agreement will be interpreted according to its plain meaning without presuming that it should favor either party. Unless stated or context requires otherwise:
- a.** all internal references are to this Agreement and its parties;
 - b.** all monetary amounts are expressed and, if applicable, payable, in U.S. dollars;
 - c.** URLs are understood to also refer to successors, localizations, and information or resources linked from within websites at those URLs;
 - d.** a party's choices under this Agreement are in its sole discretion, subject to any implied duty of good faith;
 - e.** "written" or "in writing" means a paper document only, except where email is expressly authorized;
 - f.** "days" means calendar days;
 - g.** "may" means that the applicable party has a right, but not a concomitant duty,
 - h.** "partner," if used in this Agreement or related documents, is used in its common, marketing sense and does not imply a partnership;
 - i.** "current" or "currently" means "as of the Effective Date" but "then-current" means the present time when the applicable right is exercised or performance rendered or measured;
 - j.** "notify" means to give notice under subsection (i) above; and
 - k.** a writing is "signed" when it has been hand-signed (i.e., with a pen) or signed via an electronic signature service by a duly authorized representative of the signing party

14. Definitions

“Affiliate” means any legal entity that controls, is controlled by, or is under common control with a party.

“Anti-Corruption Laws” means all laws against fraud, bribery, corruption, inaccurate books and records, inadequate internal controls, money-laundering, and illegal software, including the U.S. Foreign Corrupt Practices Act.

“Control” means ownership of more than a 50% interest of voting securities in an entity or the power to direct the management and policies of an entity.

“Confidential Information” is defined in the “Confidentiality” section.

“Customer Data” means all data, including all text, sound, software, image or video files that are provided to Grão Direto or its Affiliates by, or on behalf of, Customer and its Affiliates through use of the Offering. Customer Data does not include Support Data.

“Data Protection Law” means any law applicable to Grão Direto or Customer, relating to data security, data protection and/or privacy, including Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to processing of personal data and the free movement of that data (“GDPR”), and any implementing, derivative or related legislation, rule, regulation, and regulatory guidance, as amended, extended, repealed and replaced, or re-enacted.

“Documentation” means all user manuals, handbooks, training material, requirements, and other written or electronic materials Grão Direto makes available for, or that result from use of, the Offering.

“End User” means any person Customer permits to use an Offering or access Customer Data. “Feedback” means ideas, suggestions, comments, input, or know-how, in any form, that one party provides to the other in relation to recipient’s Confidential Information, products, or services. Feedback does not include sales forecasts, future release schedules, marketing plans, financial results, and high-level plans (e.g., feature lists) for future products.

“Insolvent” means admitting in writing the inability to pay debts as they mature; making a general assignment for the benefit of creditors; suffering or permitting the appointment of a trustee or receiver for all or any of its (i.e., the non-terminating party’s) assets, unless such appointment is vacated or dismissed within 60 days from the date of appointment; filing (or having filed) any petition as a debtor under any provision of law relating to insolvency, unless such petition and all related proceedings are dismissed within 60 days of such filing; being adjudicated insolvent or bankrupt; having wound up or liquidated; or ceasing to carry on business.

“Offering” means all services, websites (including hosting), solutions, platforms, and products identified in an Order and that Grão Direto makes available under or in relation to this Agreement, including the software, equipment, technology, and services necessary for Grão Direto to provide the foregoing. Offering availability may vary by region.

“Order” means an ordering document used to transact the Offering via the Marketplace.
“Personal Data” means any information relating to an identified or identifiable natural person.

“Representatives” means a party’s employees, Affiliates, contractors, advisors and consultants. “Standard Contractual Clauses” means the standard data protection clauses for the transfer of personal data to processors established in third countries which do not ensure an adequate level of data protection, as described in Article 46 of the GDPR.

“Subcontractor” means any third party: (1) to whom Grão Direto delegates its obligations under this Agreement, including a Grão Direto Affiliate not contracting directly with Customer through an Order; or (2) who, in performing under a contract between it and Grão Direto or a Grão Direto Affiliate, stores, collects, transfers or otherwise processes Personal Data (obtained or accessed in connection with performing under this Agreement) or other Customer Confidential Information.

“Support Data” means all data, including all text, sound, video, image files, or software, that are provided to Grão Direto by or on behalf of Customer (or that Customer authorizes Grão Direto to obtain from an Offering) through an engagement with Grão Direto to obtain technical support for the Offering covered under this Agreement.

“Use” means to copy, download, install, run, access, display, use or otherwise interact with.’