



2019 Annual **Sustainability Report**



Customer Privacy

GRI 418-1

OdontoPrev invests in processes, people, and technologies, it observes laws and regulations to ensure that its beneficiaries' and accredited network's information is always safe and protected. The Company also has in-house policies which orient employees to adopt the best practices.

To abide by the requirements of the General Law of Data Protection (Law No. 13.709/2018), the Company started assessing the data generation and storage processes under its responsibility. This analysis encompasses data traffic and its conformity with security guidelines, ISO 27.001 and the latest ISO 27.701. The Company's agreements are also analyzed so that to measure eventual risks and vulnerabilities when dealing with internal and external stakeholders' data. The 2020 calendar of activities foresees a phase of awareness and training for OdontoPrev's employees.

For the past five years, the Company has been maintaining the Information Security Management Program and has mature and well-structured data security processes, facilitating its conformity with new legal requirements. Information security and data privacy are supported by the Information Security Commission, a joint committee, which holds monthly meetings and is composed of executives heading the administrative and financial, information technology, human resources, legal and compliance, and internal audit areas.

One of the objectives of the Program is to ensure that personal data and electronic dental records are duly protected throughout the stages of treatment. Records are replicated in a distinct physical location to assure their availability and retrieval. Besides protecting data, the remote site allows continual system operation in the event of unavailability of main data treatment site.