

São Paulo, July 11, 2024

**Dear Employees, Customers, and Partners,**

We are pleased to announce the implementation of Dattos' new Artificial Intelligence (AI) usage policy. This policy reflects our ongoing commitment to responsible innovation and operational excellence, ensuring the ethical and safe adoption of emerging technologies.

With the rapid development and integration of AI into our processes, it is imperative to adhere to practices that not only foster technological advancement, but also ensure the security, privacy, and trust in our services. Our AI usage policy was established based on ISO 38507, which guides IT governance for the responsible and effective use of technology.

Key Points of the Standard:

- **Transparency:** All algorithms, data collection, and decision-making processes will be transparent, with accessible documentation, ensuring that our customers and employees understand how AI is used at Dattos.
- **Security and Privacy:** Data integrity and confidentiality will be strictly protected. We implement best security practices to ensure that all AI solutions operate within a secure environment.
- **Accountability:** We have established clear accountability mechanisms. All AI usage will be monitored and reviewed regularly to ensure that it operates fairly and ethically.
- **Continuous Improvement:** We encourage a culture of feedback and continuous innovation, where user insights are essential to the constant improvement of our AI solutions.
- **Training:** We provide regular training for all our employees on ethical AI practices and the functionalities of the technologies we employ.

As leaders at Dattos, we are committed to leading by example, adopting this standard not only in compliance with ISO 38507, but also as a milestone in our journey toward a more innovative and ethically guided future. We invite each of you to join us on this journey, contributing to a work environment where technology elevates our capabilities without compromising our values.

Sincerely,

**Guilherme P**

**Guilherme Pessoa**  
CEO, Dattos



**Sergio Aschar**  
CTO, Dattos