

Platform Terms of Use

General rules for using Condoa by managers, administrators, parties and employees.

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Document under legal review. The authoritative version is in Portuguese. This English translation is provided for foreign visitors and users.

1. About these terms

These Terms of Use govern access to and use of the Condoa platform by any user (manager, board member, administrator, employee or resident). By using the platform, you agree to these terms.

2. Account registration

Registration requires accurate and current information. Your password is personal and non-transferable. All actions taken from an account are the responsibility of its holder.

3. Acceptable use

Condoa may be used for the legitimate management of the condominium. The following are prohibited: using the platform for illegal purposes or contrary to public order; attempting to access restricted areas without authorization; reverse engineering, decompiling or extracting source code; and overloading the infrastructure (mass scraping, denial-of-service attacks).

4. User content

You retain rights to the content you submit (documents, attachments, messages). You grant Condoa a limited license to store and process that content only as necessary to operate the platform.

5. Availability

We aim for high availability, but the platform may undergo maintenance windows. We are not responsible for unavailability caused by third parties (your internet provider, infrastructure failures of vendors listed in the Sub-processors document).

6. Termination

The account may be terminated for breach of these terms or at the holder's request. Data is processed in accordance with our Privacy Policy.

7. Changes

These terms may be updated. Material changes are communicated with reasonable notice.

8. Jurisdiction

Court of Limeira/SP, Brazil for any disputes.

9. Identification

Legal name: Hyrran Gustavo Rezende dos Santos Desenvolvimento de Software Ltda.

Trade name: Condoa

CNPJ (Brazilian tax ID): 64.743.447/0001-33

Address: R. Pais Leme, 215, Conj. 1713, Pinheiros, São Paulo/SP, Brazil, ZIP 05424-150

Processing agent: Hyrran Gustavo Rezende dos Santos Desenvolvimento de Software Ltda. (Condoa). CNPJ 64.743.447/0001-33. R. Pais Leme, 215, Conj. 1713, Pinheiros, São Paulo/SP, Brazil, ZIP 05424-150. Controller of platform-user account data; processor of the condominiums' data, the condominiums being the controllers.

Data Protection Officer (DPO): Hyrran Gustavo Rezende dos Santos. Contact: privacidade@condoa.com.br.