



MUNDOMENTAL® TERMS OF USE

Last Updated: October 30th, 2025

1. Introduction

Mundo Livre Digital Ltd (“Mundo Livre Digital”, “we”, “our”, or “us”) operates the MundoMental® platform, a mental health monitoring tool integrated with corporate communication applications. The purpose of the platform is to promote employee well-being by preventing work-related emotional disorders and improving workplace mental health.

By accessing or using the MundoMental® platform, you (“User”) expressly acknowledge that you have read, understood, and agreed to be bound by these Terms of Use (“Terms”), which govern the use of the MundoMental® platform and related services provided by Mundo Livre Digital Ltd, a private limited company registered in England and Wales under Company Number 13117572, with its registered office at Innovation Centre, Warwick Technology Park, Gallows Hill, Warwick, Warwickshire, WCV34 6UW, United Kingdom.

2. The Service and Use Guidelines

The MundoMental® platform is accessed through the corporate communication system of the contracting company, such as Slack®, Microsoft Teams®, or WhatsApp Business®. The platform uses Artificial Intelligence (AI) sentiment analysis to process users’ self-assessment data, identify stress levels at an early stage, and provide real-time feedback and insights.

The processing of users’ information, including personal data, is governed by our Privacy Policy, available at <https://mundolivredigital.com/politica-de-privacidade>.

Users are invited to participate in the mental health prevention program initiated by their employer. The employer provides corporate contact information for users who will receive questionnaires related to mental health. Participation in the program implies consent to receive daily or periodic questionnaires and analyses performed by the platform.

Users are solely responsible for the content of their responses to the questionnaires.



Mundo Livre Digital is not responsible for inaccurate or misleading information provided by users. Users must answer truthfully and appropriately to ensure accurate analysis.

Users are strictly prohibited from submitting any written or audio content that is false, harmful, invasive of others' privacy, discriminatory, obscene, offensive, political, or otherwise unlawful or inappropriate. Violation of this rule may result in immediate suspension or termination of access.

Mundo Livre Digital reserves the right to revoke or suspend access to the platform at its sole discretion in cases of:

- (a) Violation of these Terms or of the licensing agreement;
- (b) Misuse, unlawful, or abusive use of the platform;
- (c) Discontinuation of the platform or any of its functionalities; or
- (d) Violation of Mundo Livre Digital's or third parties' intellectual property rights.

The platform may provide educational content, self-care materials, and other activities aimed at preventing mental fatigue. However, MundoMental® does not offer medical or psychological diagnosis or professional advice. Users experiencing distress or symptoms should seek professional assistance from qualified healthcare providers.

The service is licensed to the employer, who is responsible for identifying and authorizing users. All financial obligations related to the licensing of the service are handled directly between Mundo Livre Digital and the employer.

3. Intellectual Property

All intellectual property rights, including but not limited to patents, trademarks, trade names, copyrights, designs, software code, algorithms, methods, scripts, layouts, databases, and other materials generated or used by the MundoMental® platform, are the exclusive property of Mundo Livre Digital Ltd, its affiliates, or subsidiaries.

Users and clients are strictly prohibited from reproducing, copying, distributing, licensing, modifying, selling, or otherwise exploiting any intellectual property belonging to Mundo Livre Digital. All questionnaires, structures, and layouts are proprietary and may not be used without express written authorization.

4. Limitation of Liability

The MundoMental® platform is not a diagnostic tool and does not replace professional



medical or psychological evaluation. Users experiencing symptoms or emotional distress should seek professional medical assistance.

Mundo Livre Digital is not responsible for the actions, omissions, or content provided by users or clients of the platform. Users and employers are solely responsible for their use of the platform and for any claims or disputes arising from such use.

Mundo Livre Digital is not liable for interruptions, failures, or unavailability caused by telecommunications providers, third-party software, or communication platforms such as Slack®, Microsoft Teams®, or WhatsApp®. We are also not responsible for indirect, consequential, moral, or material damages, loss of profits, business opportunities, or reputational harm arising from use or inability to use the service.

5. Confidentiality, Privacy, and Data Protection

Mundo Livre Digital undertakes to maintain the confidentiality of all information accessed in the course of platform usage and will not disclose or transmit confidential information to unauthorized third parties.

Mundo Livre Digital will not disclose any user data except: (a) with the user's explicit consent; (b) when legally required or compelled by regulatory authorities; (c) in cases of violations of these Terms or intellectual property rights to protect platform integrity; or (d) in emergencies where there is a verified risk to the user's life or safety.

Processing of personal data is subject to the Mundo Livre Digital Privacy Policy, in compliance with the UK Data Protection Act 2018 and the EU General Data Protection Regulation (GDPR).

6. Communication

For questions, complaints, or requests, users or clients may contact Mundo Livre Digital by email at: dataprotection@mundolive.digital.

7. Governing Law and Dispute Resolution

These Terms of Use shall be governed by and construed in accordance with the laws of England and Wales.

Any dispute or claim arising from or in connection with these Terms shall be subject to



the exclusive jurisdiction of the competent courts of England and Wales.

8. General Provisions and Amendments

Mundo Livre Digital reserves the right to modify the features or terms of the MundoMental® platform at any time, with or without prior notice. Functionalities or services may be added, changed, suspended, or discontinued at our discretion.

These Terms may be amended periodically to reflect improvements to the service or compliance with new legal requirements. Continued use of the platform after modifications constitutes acceptance of the updated Terms.

By using the platform, the contracting company and users acknowledge that they have read, understood, and agreed to all rules and provisions contained in these Terms of Use.