



Privacy Policy

Mandala International

1. Who does this Privacy Policy apply to?

This Privacy Policy applies to all individuals and organizations that engage with **Mandala International**, providing information on how personal data is collected, used, and shared.

Mandala International SAS is located at 334 Nicolas Parent Street, Chambéry (73000), France, and encompasses the group's subsidiaries located in Brazil, Mexico, Colombia, and Peru, as described below:

- **MANDALA BRASIL IMPORTAÇÃO E DISTRIBUIÇÃO DE PRODUTO MÉDICO HOSPITALAR LTDA**
Av. Advogado Horácio Racanello, 5570 - Salas 502, 1201 e 1202 - Zona 7, Maringá - PR, 87020-035.
- **MANDALA MEXICO LEGAL AFFAIRS SA de CV.**
Av. Río Mixcoac, # 36, 13rd Floor, Unit 1302-B, Colonia Actipan, Delegacion Benito Juarez, 03230 Mexico, Distrito Federal.
- **MANDALA COLOMBIA SERVICIOS DE CONSULTORIA REGULATORIA SAS**
Cra 13 77 17 P 2, Bogotá D.C
- **MANDALA PERU LEGAL AFFAIRS SA de CV**
C. Julián Arias Aragüez 250, Miraflores 15047, Peru.

Mandala International acts as the Data Controller in accordance with applicable legislation.

2. Important Definitions

Anonymization: Use of reasonable and available technical means at the time of processing through which data loses the possibility of being associated, directly or indirectly, with an individual.

Cookies: Tracking technologies that store small amounts of information in your browser or device to enable the proper functioning of the website, enhance security, analyze performance, understand user preferences, and personalize the browsing experience. The use of cookies contributes to the continuous improvement of services and the delivery of more relevant content to users.

Sensitive Personal Data: Personal data concerning racial or ethnic origin, religious beliefs, political opinions, trade union membership, membership in a religious, philosophical, or political organization, health or sex life data, genetic or biometric data when linked to an individual.

Personal Data: Information relating to an identified or identifiable natural person.

Data Subject: A natural person whose personal data is being processed.

International Data Transfer: Transfer of personal data to a foreign country or international organization.

Processing: Any operation performed on personal data, including collection, production, receipt, classification, use, access, reproduction, transmission, distribution, processing, filing, storage, deletion, evaluation, control, modification, communication, transfer, dissemination, or extraction of information.

Data Sharing: Communication, dissemination, international transfer, interconnection of personal data, or shared processing of personal databases between public authorities and entities or between public and private entities or among private entities, as legally permitted.

3. Cookie Policy

Mandala International values your privacy and is committed to protecting your personal data. Our data processing activities comply with applicable laws, including the European Union General Data Protection Regulation (GDPR), ePrivacy rules on cookies, and, where applicable, Brazil's General Data Protection Law (LGPD).

When you access our website for the first time, you will see a consent banner that allows you to accept, reject, or customize the use of non-essential cookies. Cookies used for analytics and performance measurement will only be installed upon your prior consent.

Your preference will be stored for 180 days and may be modified or withdrawn at any time through the "Manage My Cookies" link available at the footer of all website pages.

The cookies used on the website <https://mandala-intl.com/> are:

Cookie	Provider	Purpose	Retention Period	Category
cmp410gone_consent	Mandala International	Stores your cookie consent preferences.	180 days	Essential
pll_language	Mandala International	Remembers the language selected to improve browsing experience.	365 days	Essential
Google reCAPTCHA	Google Ireland Ltd. / Google LLC	Protects forms against spam, automated access, and misuse.	Defined by Google	Essential
_ga, ga[ID]	Google Ireland Ltd. / Google LLC	Collects statistical information regarding website usage through Google Analytics 4.	13 months	Analytics (subject to consent)

Additional Information

Google Analytics data is aggregated, not used to identify you, and retained for 14 months. Google reCAPTCHA may collect technical information (such as your IP address) to distinguish humans from bots; please refer to Google's Privacy Policy.

Some data may be transferred to Google LLC in the United States. Such transfers are governed by appropriate safeguards, including the EU-US Data Privacy Framework and the European Commission's Standard Contractual Clauses.

You may also block or delete cookies through your browser settings; however, blocking essential cookies may prevent contact forms from functioning correctly. For any questions, contact us at info@mandala-intl.com. You also have the right to lodge a complaint with your country's data protection authority.

4. What Data May Be Collected and Processed by Mandala International?

Analytics Cookies: Record the number of visits, visitor origin, and the most popular content.

Functional Cookies: Remember basic choices such as the selected language.

Security Cookies: Protect against fraudulent activities and ensure browsing integrity.

Personal Identification Data (Individuals): full name, national identification Numbers, date of birth or age, gender, full address, telephone number, e-mail address, profession, marital status.

Corporate Identification Data (Legal Entities): company name, address, registration numbers in the country of origin, telephone and email contact details of representatives and employees, as applicable.

Financial Identification Data: Bank branch and account Numbers.

Company Data and Documents: Quality Management System documents and similar records containing information about processes, products, and services; product images and videos; product traceability information (including third-party data relating to customers to whom the products are marketed, such as: company name, corporate registration number, address, telephone number, email address, or full name and personal information when the customer is a natural person); information relating to incidents and occurrences; installation, technical support, repair, and complaint-handling records; contracts; and other related documentation.

Project Data and Documents: technical documents such as reports, opinions, programs, plans, Quality Management System documents, and information regarding projects, processes, products, services, knowledge, and technologies developed by the company that are necessary for contractual purposes.

Incident Data: reports and descriptions of incidents directly or indirectly involving Mandala, its services, or its products, including information regarding the date and location of the occurrence; experiences, symptoms, or reactions reported; diagnostic reports and supporting documentation; medical or hospital records; narratives and contents of legal proceedings (including cases subject to judicial confidentiality); photographs; videos; and information concerning third parties involved, as relevant and appropriate.

Product Information: product name, serial or batch number, place of Purchase, Invoice, related issues, photographs and videos.

Authorization Documents: documents issued by the Client granting Mandala legal representation in Brazil for regulatory matters.

Technical Competence Documents and Data: documents, certificates, assessment reports, résumés/CVs, and records relating to the company and/or professionals that demonstrate and substantiate the technical qualifications and expertise claimed for meeting Mandala's requirements and service demands.

Operating Licenses and Regulatory Documents: documents issued by regulatory authorities that confirm the legal compliance and good standing of the company and/or its products, as applicable to the relevant industry sector or area of activity.

Business Structure Information: images, videos, architectural projects, and information observed during audits revealing the company's organizational infrastructure.

5. Under What Circumstances Can Data Be Collected?

- Performance of a contract or pre-contractual measures related to a contract to which the data subject is a party, upon the data subject's request.
- For compliance with a legal or regulatory obligation applicable to the Data Controller.
- For the purposes of pursuing the legitimate interests of the Data Controller or third parties.
- To improve your browsing experience, personalize content, and ensure the security of the website.

6. With Whom May Mandala Share Your Data?

Mandala may share the data provided and/or collected, in whole or in part, with public and private entities where required by legal obligation or necessary for the provision of services, including:

- Business partners and suppliers for contractual activities.
- Financial institutions for credit anticipation analysis.
- Regulatory authorities, government agencies, tax authorities, courts, and other competent authorities for compliance with legal obligations.

Mandala will carefully evaluate all data shared to ensure that only data strictly necessary for the intended purpose is disclosed.

7. Does Mandala Transfer Personal Data to Other Countries?

Yes. Mandala may carry out international transfers of personal data for contract execution with its clients and to ensure compliance with applicable legislation.

8. What Are the Rights of Data Subjects?

Anonymization, Blocking, or Deletion: enables individuals to request the removal or replacement of identifying information, preventing the data from being associated with a specific person or entity, as well as the restriction of data processing or its deletion when the collected data exceeds the limits of the intended purpose.

Confirmation and Access: allows individuals to verify whether Mandala holds and processes their data and to request a copy of the processed data.

Rectification: enables individuals to request that Mandala correct information, supplement incomplete data, or update data that has changed.

Deletion: ensures that data is deleted and/or disposed of by Mandala, except in cases where the data must be retained to comply with a legal or regulatory obligation.

Information on Data Sharing: grants the right to know which recipients, whether public or private entities, may have received their data.

Information on Refusal of Consent: allows individuals to receive information about the consequences of not providing Mandala with consent for the use of their data, which may result in limitations on the provision of services and solutions.

Data Portability: ensures that data can be transferred from Mandala to another service provider or supplier upon formal request.

Withdrawal of Consent: allows individuals to request that their data no longer be processed by Mandala, which may result in limitations on the availability of services and solutions.

9. How Is Collected Data Stored?

Data collected for the purpose of contract execution will be retained for as long as necessary to fulfill its intended purpose, as it is associated with contractual activities that are subject to various legal and regulatory requirements. Data collected online will be stored only for the period necessary to achieve its intended purpose (see Section 3, Cookie Policy).

Data is permanently stored within Mandala's Microsoft OneDrive cloud environment and is subject to regular backup and recovery procedures, ensuring its integrity and availability.

10. How Does Mandala Protect Your Data?

We implement appropriate organizational measures to ensure the security of the personal data we process, in accordance with applicable legislation, safeguarding confidentiality and integrity on an ongoing basis. These measures are regularly reviewed and improved to maintain an adequate level of protection.

11. How Can I Contact Mandala Regarding My Data?

If you have any questions, wish to modify your choices regarding your data, or would like to provide comments or suggestions concerning this Privacy Policy, please contact us at: info@mandala-intl.com.

You also have the right to lodge a complaint with your country's data protection authority.

12. Changes to the Privacy Policy

We continuously seek to improve our processes and services, and therefore this Privacy Policy may be updated from time to time. Whenever modifications occur, the new version will be made immediately available for consultation.

Last Review: October 19, 2026

Version: 00