POLICY

Code of Conduct

How Infokraze advertises, sells, supports customers and works with partners.

Version 1.0 Effective 7 November 2026

Who it applies to

This Code applies to owners, employees, contractors and business partners acting on behalf of Infokraze Digital Ltda or promoting its offers, such as affiliates.

Advertising

- Ads and sales pages must be truthful and must not mislead consumers (Brazilian Consumer Protection Code, arts. 36–38). They must also follow the Brazilian Advertising Self-Regulation Code and each ad platform's policies.
- Promising income, cures or guaranteed results is forbidden.
- Invented testimonials, figures, badges or reviews are forbidden.
- Deadlines and quantities stated in an offer must match the offer's actual conditions.
- The sales page must name Infokraze Digital Ltda, its tax ID and the support channel.
- We do not use third parties' names, images or trademarks without permission.

Customer support

Every request received through an official channel is answered and recorded. Refund requests within the legal period are handled without obstacles or undue demands.

Personal data

Customer data is used only for the purposes in the Privacy Policy, accessed only by those who need it for their work, and never sold or disclosed outside the cases listed there.

Business integrity

- Offering, promising or accepting improper advantages from public or private agents is forbidden (Brazilian Anti-Corruption Law 12,846/2013).
- Gifts and hospitality are only accepted when of token value and unrelated to business decisions.
- Contracts and payments are made in the company's name, with a tax document.
- Conflicts of interest must be disclosed before any decision.

Affiliates and partners

Anyone promoting Infokraze offers follows the same advertising rules in this Code. Breaches lead to the end of the partnership and withholding of commissions under the contract.

Reporting channel

Breaches of this Code can be reported to contato@infokraze.com with the subject "Report". Every report is reviewed. People who report in good faith face no retaliation.

Language

This is an English version of the Portuguese text. If the two differ, the Portuguese version prevails.

Version history

`Version 1.0 · 7 November 2026`

First published version.