

Data protection and your rights

How to exercise your rights and which data protection rules may apply.

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<https://skyller.ai/en/data-subject-rights/2026-10-20>

1. Contact for requests

Skyller privacy requests are received by **SKILLS IT SOLUCOES EM TECNOLOGIA LTDA**, trading as **Skills IT**, CNPJ **05.699.856/0001-10**, at privacy@skyller.ai. The data protection officer (encarregado under the LGPD) is **Adriano Fante**, who answers data subjects and the ANPD through that channel.

Address: Quadra ACSE 1, Rua SE 1, No. 38, suite 10, 2nd floor, Plano Diretor Sul, Palmas, Tocantins, postal code 77020-014, Brazil.

Describe your request, the email associated with your account and the relevant organization, if any. Do not send passwords, tokens or complete identity documents without guidance on an appropriate channel. Representatives may provide the relevant authorization.

2. Who is responsible for processing

Skyller responds for processing it performs as controller. When a customer organization determines the purpose of content, it is responsible as controller; Skyller assists as processor and may forward the request to an authorized contact.

Consulting administrators does not authorize disclosure of other people's data. Identity and authority checks must be proportionate to the request. Further information appears in the [Privacy Policy](#) and [DPA](#).

3. Rights you may exercise

Depending on the law and circumstances, you may request:

- confirmation of processing and access to your data;
- correction of inaccurate, incomplete or outdated information;
- information about purposes, recipients and sharing;
- deletion, anonymization or blocking where provided by law;
- portability under applicable legal and technical conditions;
- withdrawal of consent, without invalidating earlier lawful processing;
- objection to or restriction of processing where applicable;
- review and information concerning solely automated decisions affecting your interests, within legal limits;
- reasons for a refusal or inability to fulfill a request and available ways to challenge it.

Professional use and interface language do not remove mandatory rights. European, US or other Latin American rules apply only when their conditions for application are met; one regime is not presumed to govern every user.

4. Deadlines and follow-up

We will record requests, verify identity and scope, and explain the action taken or relevant reasons.

In Brazil, the LGPD provides for confirmation or access immediately in simplified form, or a complete statement within 15 days of the request. This specific deadline is not a single rule for all rights.

Where the European Union GDPR applies, a response is due without undue delay and generally within one month. An extension of up to two further months depends on request complexity or volume, with notice and reasons within the first month. Other regimes have their own requirements and deadlines.

5. Limits and retention

Records subject to legal retention or another valid exception will be kept only within a justified scope and period. The response will identify the relevant grounds and measures taken to protect retained data.

Request handling will cover the relevant data and necessary coordination concerning derivatives, integrations and backups under applicable law. You will receive information about action taken and follow-up on additional steps. To request erasure, state that objective expressly, including when also cancelling a plan.

6. Complaints and official sources

You may contact the competent authority and exercise other legal remedies. In Brazil, consult the ANPD. Where applicable, complaint, appeal and non-discrimination rights for exercising your rights remain available.

Portuguese, English and Spanish versions describe the same procedures; language does not change territorial criteria.

Sources: LGPD, particularly Articles 18–20 and GDPR, particularly Articles 12–22.