

Data protection and your rights

How to exercise the rights guaranteed by the LGPD, and whom to ask.

Version · October 23, 2026

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<https://skyinbox.com.br/data-subject-rights/2026-10-23>

1. Contact channel

SkyInbox privacy requests are received by **SKILLS IT SOLUCOES EM TECNOLOGIA LTDA**, trading as **Skills IT**, Brazilian company registration (CNPJ) **05.699.856/0001-10**, at contato@skyinbox.com.br. The data protection officer is **Adriano Fante**, who responds through this channel to data subjects and to the ANPD (Brazil's data protection authority).

Address: Quadra ACSE 1, Rua SE 1, nº 38, sala 10, 2º andar, Plano Diretor Sul, Palmas-TO, CEP 77020-014, Brazil.

State your request, the email address or phone number related to the data and, where applicable, the company you spoke to. Do not send passwords or copies of documents before receiving guidance on the appropriate channel. Representatives may submit the corresponding authorisation.

2. Who to address the request to

Skills IT is responsible for the processing in which it is the controller: contacts made through the website, the registration and billing of customer companies and the dashboard users.

If you spoke to a company that uses SkyInbox, through its WhatsApp, Instagram, email or website chat, the company itself decides about that data, as the controller. The request should go to it. If it reaches Skills IT, it is forwarded to the company and you are informed. More details are in the [Privacy Policy](#) and in the [Data Processing Agreement](#).

3. Rights that can be exercised

Depending on the LGPD (Brazil's General Data Protection Law) and the specific situation, you can request:

- confirmation that processing exists and access to your data;
- correction of incomplete, inaccurate or outdated data;
- anonymisation, blocking or deletion of unnecessary or excessive data, or data processed unlawfully;
- portability to another provider, under the applicable legal and technical conditions;
- deletion of data processed on the basis of your consent;
- information about who your data is shared with;
- information about the possibility of not giving consent and the consequences of refusing;
- withdrawal of consent, without invalidating processing carried out before;
- objection to processing based on legitimate interest;
- review of a decision taken solely on the basis of automated processing that affects your interests.

4. Deadlines and verification

The request is recorded, identity and scope are verified, and you receive the action taken or the reason for not taking it. Identity verification is the only way to avoid handing your data to someone else, and it is proportionate to the request.

Confirmation that processing exists or access in simplified form is provided immediately; a full statement within 15 days of the request, as provided for in the LGPD.

5. Limits and retention

Data subject to legal retention, such as tax and access records, is kept only within the scope and for the period the law requires, and the response explains why. Deletion includes backups, which disappear at the end of the seven-day cycle.

To request deletion, say so expressly, including when you also ask to cancel the plan: cancelling is not the same as deleting.

6. Complaints

You can complain to the National Data Protection Authority (ANPD) at any time and use any other legal remedies.

The Portuguese, English and Spanish versions describe the same procedure. Source: LGPD, especially articles 18 to 20.