Enaex
STRONGER BONDS

Privacy Policy

Effective April 2021

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ENAEX S.A. (El Trovador #4253, Las Condes, Santiago, Chili) (hereinafter “ENAEX”) is aware that the protection of your personal information is at the centre of your concerns.
This policy related to the protection of personal information (hereinafter "Privacy Policy") describes the types of personal information we collect on our website https://www.enaex.com (hereinafter the "Site"), the ways we may use them, the persons or institutions to which we may share it and the possible choices available regarding our use of the information. This Privacy Policy also describes the measures we take to protect personal information, the period during which we keep it and the different ways people can contact us to get to know our practices in terms of privacy protection and exercise their rights.

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The types of information we collect

When you are using our Site, you can provide us with personal information in different ways. The types of personal information we may collect include information you provide in content, such as an email you send to us by clicking on the Enaex’s mailing links in the Site. We process all information regarding an identifiable or unidentifiable person or related or even possibly related to a person such as “personal information”, wherever the person is located. This means that the information that directly identifies you such as your name is personal information. The information that does not identify you personally but can be reasonably used to identify you, such as an IP address, is also personal information. You have no obligation to provide to us this information but if you don’t it can impede us from offering certain services or certain functionalities of our Site.

How we use the information we collect

We can use the information we collect on our Site to provide you with our services, process your transactions, communicate with you, for security reasons and to prevent frauds and to comply with the law. We can also use personal information for other purposes, with your consent. We can only use your personal information when it is based on a valid legal basis.

- To personalize your experience on the Site
- To provide to you our services, mainly :
  - Allow you to ask any questions and discuss with us through our contact forms (whether you are a potential customer, a customer or a public relations interlocutor);
  - Respond to your demands and questions;
  - Manage, evaluate and improve our activity (in particular: develop new services, increase and improve our services, analyze our services, manage our commu nications, make market studies and data analysis, make accounting opera tions, consulting and other internal operations);
  - Detect, prevent and protect us from frauds and other crimes, complaints and any other responsibility; and
  - Comply with the law and enforce the current legal provisions, the applicable standards in our industry and our internal policy, including the present Privacy Policy and the Site's Terms of Use.

As required by the applicable law, we use the personal information we collect to comply with the applicable law requirements, meet our contract obligations and, as authorized by the law, to pursue legitimate interests (namely the Site administration, data analysis and the management, evaluation and improving of our activity). In other cases, we request your consent to process your personal information with your consent. We can also use the information we collect for other purposes for which specific information is provided to you at the moment of the collection.

Automatic information collection

When you browse the Site, we may collect certain information by automatic means, such as navigation cookies. The information collected with these means may include the IP address of your device, the domain's name of your email, usernames associated with your devices, the type and characteristics of your device and its operating system, the Internet browser characteristics, the language settings, the clicks' data feeds, your different interactions with the Site (such as the pages you visit, the links you click on, and the functions and functionalities you use), the pages that brought you to the Site or gave you access to the Site, the date and hours of access to the Site and all other information regarding your use of the Site.

How can you benefit Enaex through LinkedIn?

A “cookie” is a text file that websites send to the user’s computer or any other device connected to the Internet to identify in a unique way the user’s browser or to record information or settings of your browser. Thanks to this technology, we can (1) ensure your navigation on the Site and provide with the requested services; (2) follow and understand the way you use the Site and interact with it; (3) measure the facility of use and the level of conviviality of the Site; (4) measure and analyze the efficiency of our communications namely our Google Adwords campaigns; and (5) manage and improve in any other way our Site.

As soon as the applicable law requires, we request your consent before setting cookies or any trackers on your computer. You can block the setting of certain types of cookies on your computer by defining the appropriate settings on your Internet browser. Most Internet browsers will indicate to you how to reject new navigation cookies, how to be informed when you receive a new navigation cookie and how to deactivate the existing cookies. You can find useful information regarding the settings of your browser by clicking on the following links :

- For Internet Explorer : https://support.microsoft.com/en-gb/windows/delete-and-manage-cookies-168dab11-0753-043d-7c16-ede5947fc64d
- For Safari: https://support.apple.com/en-gb/HT201265
- For Chrome: https://support.google.com/chrome/answer/95647?hl=en-GB&hlrm=en&safe=on
- For Firefox: https://support.mozilla.org/en-US/kb/enhanced-tracking-protection-firefox-desktop

You can also find information on the possibilities for your own browser by clicking on “Help” in the menu of your browser or by visiting www.allaboutcookies.org. However, we inform you that the Site is not made to respond to DNT (“do not track”) signals emitted by browsers. Please note that without certain cookies or other automatic tools you may not use all of the functions of the Site.

We use on this Site online review services run by third parties, such as those offered by Google Analytics. The suppliers that administer those review services use automatic solutions to collect information (such as email addresses, IP addresses, cookies and devices usernames), so as to evaluate for example the use of the Site and find technical issues. To find further information on Google Analytics please visit www.google.com/analytics/learn/privacy.html.

Sharing your information

We do not share your personal information we collect, excepting the cases stated in the present Privacy Policy. We may share your personal information to (1) our subsidiaries and (2) our suppliers and providers that provide services on our behalf (IT providers, data analysis providers, providers of communication), for the purposes described on the present Privacy Policy. We allow our suppliers and providers to use or share information only to provide services on our behalf or to comply with the law.

We may share your information (1) if the law or a legal proceeding (such as a court decision or a subpoena) compels us; (2) to comply with an authority request, such as an authority in charge of law enforcement; (3) to establish, exercise or defend our rights; (4) if we consider that share is necessary or useful to prevent any damage, namely a physical one or any financial loss; (5) in the context of an investigation related with an illegal activity, whether it may be presumed or proved; (6) in case of the sale or transfer of all or part of our activity or our assets (even in case of restructuration, dissolution or liquidation); or (7) with your consent.

Information transfer

We may transfer your personal information that we collect to recipients (including our subsidiaries and affiliated companies, as well as providers of services and external suppliers) located in other countries than the one the information is originally collected from. These countries may not have the same laws regarding information protection as those in effect in the country you have initially shared the data concerned.

When we share your information to third parties located in other countries (such as the United States), we guarantee the protection of this information as mentioned in the present Privacy Policy.

Therefore, we will comply with the enforceable legal obligations so as to guarantee the necessary protection level of personal information transfer to recipients located in countries outside the European Economic Area (EEA), the United Kingdom and Switzerland, as it follows :

- The international transfer by ENAEX of personal information collected in the EEA, the United Kingdom and Switzerland complies with the standard contractual clauses;
- The international transfer by ENAEX of personal information collected in APEC (Asia-Pacific Economic Cooperation) countries complies with the APEC Cross-Border Privacy Rules (CBPR) System and the APEC Privacy Recognition for Processors (PRP) System for the transfer of personal information;

- The international transfer by Enaex of personal information collected in South Africa and Sub-Saharan Africa complies with the Protection of Personal Information Act 4 of 2013 (POPIA).

Your rights and choices

To the fullest extent permitted by the current regulation you have the right to (1) require access to your personal information we possess; (2) require that we proceed to the update, the rectification, the modification, erase of this information; or (3) exercise your right to data portability by contacting us according to terms outlined below. Depending on where you are located, you can have the right to lodge a complaint before a control authority if our response did not bring you entire satisfaction. To the extent permitted by law you can at any time withdraw your consent to personal information processing for legitimate reasons related with your personal situation or request the limitation of your personal information processing. You can also inform us of your instructions regarding the use of your information after your death. In order to protect your private life and your personal information and to guarantee your security, we may take measures to verify your identity before letting you have access to your personal information. To the fullest extent permitted by the applicable law, fees may apply before we provide yourself with a copy of part or all of your personal information we process.

Other online services and features provided by third parties

The Site might contain links to other online services and websites, provided for information purposes (for example Facebook, Vimeo, Instagram, LinkedIn and Twitter buttons). These services, websites and external functionalities may work independently of us. These external practices in terms of respect of privacy and protection of personal information, including details related to your personal information they may have collected, are subject to the information protection policies of these third parties, which we strongly encourage you to consult. Assuming that these online services or similar external functionalities do not belong to Enaex or are not controlled by Enaex, Enaex refuses any responsibility with regard to these third parties' practices in terms of personal information protection.

Personal information conservation

To the fullest extent permitted by the current regulation, we keep personal information that we collect (1) to the extent necessary to achieve the objectives it was collected for, according to the stipulations of the present Privacy Policy, or (2) if necessary for a longer duration so we can comply with our legal obligations and to the applicable limitation periods.

How we protect personal information

We set up and maintain administrative, technical and physical warranties so as to protect the personal information we collect through our Site against any destruction, loss, alteration, disclosure or accidental use, illegal or non authorized, or any unauthorized access to this information.

Personal information regarding children

We do not collect personal information directly from children.

Update of our Privacy Policy

The present Privacy Policy may be regularly updated, without notice, so as to take account of the modifications made to our personal information practices. We will mention on top of this page the date it was last updated. In case of substantial modifications, we will inform you by any appropriate means.

How to contact us

To update your preferences, update or rectify your information, make a request, ask questions on this Privacy Policy or exercise your rights related to information protection, you can contact us by email to: enaex@enaex.com

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