



PRIVACY AND DATA PROTECTION COMMITMENT

AGENCIAS UNIVERSALES S.A. and AGUNSA USA, Inc. (“the Company”) are committed to protecting the privacy and security of personal data submitted through the Whistleblower/ Complaints Channel.

This Privacy Policy applies to personal data submitted through the Whistleblower Channel and explains how information is collected, used, protected, and retained when using this channel, in accordance with Chilean Law No. 19,628 and generally applicable privacy and data protection standards in the United States, including certain state privacy laws where applicable.

PROTECTION AND SECURITY OF PERSONAL DATA

The Company undertakes to implement reasonable technical, administrative, and organizational measures to protect personal data against alteration, loss, unauthorized processing, or unauthorized access, taking into account the state of technology, the nature of the data processed, and associated risks.

PURPOSE OF DATA

Personal data provided through the Whistleblower Channel will be processed solely and exclusively for the following purposes:

- Receiving and reviewing complaints
- Conducting internal reviews or investigations
- Preparing internal compliance and investigation reports
- Taking appropriate corrective or preventive actions
- Complying with applicable legal or regulatory obligations

The information will not be used for commercial, marketing, informational, or advertising purposes.

VOLUNTARY SUBMISSION AND INFORMATION COLLECTED

Submission of information through the Whistleblower Channel is entirely voluntary. Reports may be submitted confidentially or anonymously.

Personal data may be collected only through the user's direct input and may include the user's name, contact details, relationship to the Company, a description of the concern, and supporting documentation.

Limited technical data may be automatically collected for security and functionality purposes, such as IP address, user preferences, browser type, and pages visited. This technical data is not linked to the identity of the complainant in cases of anonymous reporting.

CONFIDENTIALITY AND NON-RETALIATION

All reports are handled confidentially to the extent permitted by law. Access to information is restricted to authorized personnel involved in managing or investigating the report on a need-to-know basis.

The Company strictly prohibits retaliation against individuals who, in good faith, submit a report or participate in an investigation. Retaliatory conduct may result in disciplinary action, up to and including termination (where applicable) in accordance with Company policy.

DATA RETENTION

Personal data collected through the Whistleblower Channel is retained only for as long as necessary to review and investigate the report, meet internal compliance requirements, and satisfy applicable legal obligations. Once no longer required, the data will be securely deleted or anonymized.

USERS' RIGHTS – *Keeping the Chilean Law*

In accordance with Chilean Law No. 19,628, personal data must be processed lawfully and in a manner consistent with the purposes for which it was collected. Individuals may request information regarding the personal data relating to them, including its origin, purpose of processing, and the identification of entities or persons to whom such data may be communicated, subject to applicable legal exceptions.

If personal data is found to be inaccurate, incomplete, misleading, or outdated, and this is duly substantiated, the data may be corrected or updated as appropriate. Likewise, personal data may be deleted when its retention lacks legal basis or when it is no longer necessary for the purposes for which it was collected, in accordance with applicable law.

Additionally, depending on the individual's state of residence in the United States (such as California, Colorado, Virginia, Connecticut, or Texas), state privacy laws may provide additional rights related to access, correction, or deletion of personal data. These rights may be subject to limitations, exceptions, and the nature of the report submitted.

These rights may not apply to anonymous reports.

Requests should be submitted by email to: agunsaserviciopersonas@agunsa.com

INTERNATIONAL DATA TRANSFERS

Due to the Company's international operations, information submitted through the Whistleblower Channel may be reviewed or administered outside the United States, including in Chile. In all cases, consistent standards of confidentiality, security, and data protection are applied.

THIRD-PARTY SERVICE PROVIDER –

The Whistleblower Channel is operated through a secure third-party platform provided by ****Whistleblower Software by Formalize**, which acts on behalf of the Company and processes information under Company instructions, subject to confidentiality and information security obligations.

CONTACT

If you have any questions regarding this Privacy Policy or the Whistleblower Channel, please contact: agunsaserviciopersonas@agunsa.com.