

## **PRIVACY POLICY**

Updated as of April 24th, 2023

### **WHO IS RESPONSIBLE FOR THE TREATMENT OF YOUR DATA?**

**Identity:** ETEVA S.A - RUT: 76.252.924-6 (hereinafter "EDNOVUS")

**Postal Address:** Av. El Golf 99, office 101-B. Las Condes. Santiago. Chile

**Phone:** +56 9 6587 6798

**Email:** contacto@ednovus.com.pe

### **WE ARE RESPONSIBLE FOR THE SECRECY AND SECURITY OF YOUR DATA**

#### **Secrecy and Security of Your Data**

The personal data that you provide us when filling out any form on the website [www.ednovus.com.pe](http://www.ednovus.com.pe), contacting us, or sending an email to any of our mailboxes will become the property of EDNOVUS.

EDNOVUS commits to using the data, respecting its confidentiality and using it for the purpose intended, as well as complying with its obligation to keep it safe and adapt all measures to prevent alteration, loss, treatment, or unauthorized access.

You guarantee that the personal data provided through such forms are truthful and you are obligated to communicate any changes to them. Similarly, you guarantee that all the information provided corresponds to your real situation, is up-to-date, and accurate.

Additionally, you must keep your data up-to-date at all times, being solely responsible for the inaccuracy or falsity of the data provided and the harm that it may cause to EDNOVUS as the owner of the Website, or to third parties as a result of the use of such personal data.

Regarding information sent by minors under 16 years of age, it will be an essential requirement that the sender has previously obtained parental, guardian, or legal representative consent so that personal data may be subject to automated processing.

EDNOVUS is not responsible for any misuse of the passwords that you may carry out as a user. It is your responsibility as a user to properly safeguard your keys and passwords that we provide you for your access as a user, preventing unauthorized use or access by third parties.

#### **Security Breaches**

At EDNOVUS, we adopt reasonably appropriate security measures to detect the existence of viruses. However, you should be aware that the security measures of computer systems on the Internet are not entirely reliable and, therefore, we cannot guarantee the absence of viruses or other elements that may cause alterations in the computer systems (software and hardware) of the User or in your electronic documents and files contained therein.

Also, at EDNOVUS, we have an active security monitoring system that reports on each user's activity and possible breaches in user data security. In case of any breach, we commit to informing users within a maximum period of 72 hours.

## **FOR WHAT PURPOSE AND WITH WHAT LEGITIMATION DO WE REQUEST YOUR DATA?**

### **Legitimation**

EDNOVUS is legitimized to process your data in order to carry out the services that Users have contracted. EDNOVUS takes the protection of your privacy and personal data very seriously. Therefore, your personal information is kept securely.

At EDNOVUS, we always require prior consent from users to process your personal data for the indicated purposes. The data collected is adequate, relevant, and not excessive in relation to the scope, purposes, and services determined, explicit, and legitimate of EDNOVUS.

The acceptance of this Privacy Policy implies the express consent of the User to the processing of the personal data provided. However, the User may revoke their consent at any time, in each commercial or advertising communication received, by notification to the following email address: [contacto@ednovus.com.pe](mailto:contacto@ednovus.com.pe) or by letter addressed to the postal address of EDNOVUS.

### **Purpose**

The data of registered users through the forms enabled for this purpose on the website [www.ednovus.com.pe](http://www.ednovus.com.pe) will be treated with the utmost confidentiality for the following purposes:

- To be able to carry out the contracting of our services.
- The resolution of any type of issue or incidence that may arise in relation to the contracted services.
- Send commercial and promotional communications related to EDNOVUS services by letter, telephone, email, SMS, MMS, fax or equivalent electronic communication media.

In order to carry out the treatments described in the previous section, we inform you that EDNOVUS may carry out profiling and segmentation of your data in order to send relevant communications to your interests.

### **Record of data processing activities**

Web and hosting: EDNOVUS has SSL TLS v.1.2 or higher encryption, which allows the secure sending of personal data through standard contact forms, hosted on servers that EDNOVUS has contracted to ZOHO Corporation Pte Ltd.

Newsletter subscription forms: EDNOVUS uses the newsletter (email bulletin) sending service of ZOHO Corporation Pte Ltd, a company located in Singapore, which stores your

email, name, and acceptance of the subscription. You can unsubscribe from the newsletter at any time through a specific link located at the bottom of each email you receive.

**Purchase form:** To access the products and services offered in our online store, the user has a purchase form subject to the contracting conditions specified in our Terms of Use, where they will be required to provide contact and payment details. This information may include, but is not limited to, your name, address, email, phone, payment details, and other necessary information to process your orders.

**Payment service providers:** Through EDNOVUS, you can access third-party websites, such as PayPal, 2Checkout, or Enovus, to make payments for the services provided by EDNOVUS. At no time does EDNOVUS staff have access to the banking data (such as credit card number) that you provide to these third parties.

Managing this data allows us to:

- Send you important information about your account/order/service.
- Respond to your requests, complaints, and refund requests.
- Process payments and prevent fraudulent transactions.
- Configure and manage your account, provide technical and customer service, and verify your identity.

Additionally, we may also collect the following information:

- Location and traffic data (including IP address and browser) if you make an order.
- Product pages visited and content viewed while your session is active.
- Your comments and product reviews if you choose to leave them.
- Essential cookies to track the contents of your cart while your session is active.
- Your account email and password to allow you to access your account, if you have one.
- If you create an account, we will save your name, address, and phone number for use in your future orders.

### WHO WILL WE SHARE YOUR DATA WITH?

We inform you that EDNOVUS will not transfer your data to any entity, except for legal obligation.

### WHAT ARE YOUR DATA PROTECTION RIGHTS?

How to exercise your rights

You can send a written communication to the registered office of EDNOVUS or to the email address indicated in the header of this legal notice, including in both cases a photocopy of your ID card or similar identification document, to request the exercise of the following rights:

- Right to request access to personal data: you can ask EDNOVUS if this company is processing your data.
- Right to request rectification (in case they are incorrect) or deletion
- Right to request the limitation of their treatment, in which case they will only be kept by EDNOVUS for the exercise or defense of claims.
- Right to object to processing: EDNOVUS will stop processing the data in the way you indicate, unless there are compelling legitimate grounds or for the exercise or defense of possible claims.
- Right to data portability: if you want your data to be processed by another firm, EDNOVUS will provide you with the portability of your data to the new controller.

Possibility of withdrawing consent: if you have given consent for a specific purpose, you have the right to withdraw it at any time, without affecting the lawfulness of the treatment based on the prior consent.

Right to be forgotten and access to your personal data

At all times, you will have the right to review, recover, anonymize and/or delete, totally or partially, the data stored on the Website. You just have to send an email to [contacto@ednovus.com.pe](mailto:contacto@ednovus.com.pe) and request it.

### **Retention of personal data**

Disaggregated data: Disaggregated data will be kept without deletion period.

Data from online store customers: From the moment the user purchases a product until they unsubscribe from the service.

Newsletter subscriber data: From the moment the user subscribes until they unsubscribe.

User data uploaded by EDNOVUS to pages and profiles on social networks: From the moment the user gives their consent until they withdraw it.

### **MODIFICATION OF THE PRIVACY POLICY - GDPR**

EDNOVUS reserves the right to modify its privacy and data protection policy in order to adapt it to legislative or jurisprudential developments, as well as those that may arise from existing codes in the matter, or by strategic corporate decisions. In such cases, EDNOVUS will announce the changes introduced on this page with reasonable advance notice before they become effective.

### **QUESTIONS**

If you have any questions about this privacy policy, please contact EDNOVUS by email at [contacto@ednovus.com.pe](mailto:contacto@ednovus.com.pe).