



Customer Privacy Policy

Aborigen Turismo

At **Aborigen Turismo**, we recognize the importance of protecting the privacy and personal data of our clients, collaborators, and partners. We are committed to ensuring that all personal information is handled securely, confidentially, transparently, and in accordance with applicable laws, including:

- **Chilean Law No. 19.628** on the Protection of Private Life.
- The **General Data Protection Regulation (GDPR)** of the European Union.
- The international principles of ethics and tourism sustainability promoted by **Travelife**.

This policy explains how we collect, use, store, protect, and delete the personal data entrusted to us by our clients, based on the principles of confidentiality, informed consent, limited use, and transparency.

Scope

This policy applies to all personal information collected by Aborigen Turismo through its communication channels, booking forms, travel contracts, emails, website, social media, and associated service providers.

Types of information we collect

We only collect the information strictly necessary to manage the contracted or requested travel services, including:

- Full name, nationality, ID number or passport.
- Contact details: email address and phone number.
- Logistical and operational information: travel dates, preferences, itineraries.
- Relevant data for traveler safety and well-being: allergies, dietary restrictions, or medical conditions voluntarily disclosed.

We do **not** request sensitive information (such as political, religious, or sexual orientation) unless strictly necessary for travel safety and always with **explicit consent**.



Purpose of data processing

Personal data is used exclusively for the following purposes:

- Planning, booking, and execution of contracted services.
- Direct communication with the client before, during, and after the trip.
- Compliance with legal, tax, or migration requirements.
- Preparation of internal statistical reports for satisfaction and continuous improvement (without identifying individuals).

*Aborigen Turismo does **not sell, rent, or share** personal information with third parties for commercial or advertising purposes.*

Data Protection and Security

We apply technical and organizational measures to protect personal data from loss, misuse, unauthorized access, or disclosure:

- Exclusive storage on secure digital servers with password-protected restricted access (**OneDrive**).
- No use of physical documentation (Sustainability Policy – **paperless office**).
- Access to information is limited to **authorized and trained personnel**.
- Data transfer to third parties (e.g., local suppliers) is carried out through **encrypted and secure channels**, and only when essential for service operation.
- All partners and suppliers are required to comply with the confidentiality and privacy principles established in this policy.

Data Retention and Deletion

Personal data will be retained only for as long as necessary to fulfill the purpose for which it was collected:

- Normally, up to **12 months after the trip is completed**, unless a longer period is legally required.
- Once that period ends, data is **securely and permanently deleted** from our digital systems.



Rights of data subjects

Under applicable law, clients have the right to:

- Access their personal data.
- Request correction or updates.
- Object to processing or request deletion.
- Withdraw consent at any time.

Requests must be sent to: **administracion@aborigenturismo.com**

All requests will be answered within a maximum of **10 business days**.

Communication and Transparency

Aborigen Turismo informs all clients about this Privacy Policy at the time of contracting services.

The document is available on our official website: **www.aborigenturismo.cl/politica-de-privacidad**

Any modification or update will be publicly communicated through this channel or by email.

Internal Responsibility and Compliance

The **Sustainability Coordination** department is responsible for overseeing compliance with this policy, ensuring its regular update, and promoting staff training on the ethical management of personal information.

If a security breach or data incident is detected, Aborigen Turismo commits to:

1. Notify the affected person within 72 hours.
2. Implement immediate corrective measures.
3. Record and analyze the incident to prevent recurrence.

Review and Continuous Improvement

This policy is reviewed at least once a year or whenever significant legal, technological, or operational changes occur.

It forms part of the **Sustainability Management System of Aborigen Turismo** and reflects



our institutional commitment to protecting privacy and the rights of all individuals connected to our operations.

Approval and Signature

This policy was reviewed and approved by the Management of Aborigen Turismo on **October 14, 2025**, and is mandatory for all employees, collaborators, and suppliers.

Valentina Peruzzi | General Management