

Legal information

Access, navigation and use of pia.latamtrade.com (hereinafter the "Website") implies express and unreserved acceptance of all terms & conditions stated below, which hold the same validity and effectiveness as any legally binding contract which has been signed.

Enforcement and compliance is required by any person who accesses or uses the Website. If you do not agree with the terms and conditions, do not access, browse or use any page of the Website.

1. COMPANY DATA.

- Title: LATAM AIRLINES AIRLINES GROUP, SA, (hereinafter "LATAM AIRLINES")
- Address Unit 20, 2 Coda Studio, 189 Munster Road, London, SW6 6AW
- GB991046509
- phone 912158094
- Fax: 915423486

2. PURPOSE AND SCOPE.

These conditions of use regulate access, navigation and use of the Website. LATAM Airlines reserves the right to modify the presentation, configuration and content of the Website, as well as the conditions for access and / or use. Access to and use of the contents of the Website, following amendments or changes will apply acceptance thereof.

Access to certain content and use of certain services may be subject to specific conditions, which will, in any case, be clearly identified and must be expressly accepted by users. These particular conditions, may replace, supplement or, if necessary, change the general conditions of use.

LATAM Airlines reserves the right to change the terms and conditions herein, wholly or partially, and will notify users.

3. RIGHTS OF INTELLECTUAL PROPERTY.

LATAM Airlines, owns or, where applicable, has the appropriate licenses for the exploitation of intellectual and industrial property rights on the Website, as well as information, materials and content.

Under no circumstances shall access, navigation and use of the Website by the user provide permission to waiver or transfer partial or total rights held by LATAM Airlines. The user has a right to use the content and / or services on the Website within a strictly personal capacity.

References to brand names or registered trade names, or other distinctive signs, whether owned by LATAM Airlines or third parties, carry an implicit prohibition on their use without the consent of LATAM Airlines or its legitimate owners. At no time, unless expressly stated otherwise, will access, browsing or use of the Website and / or its contents, give the user claim over those distinctive brands.

All rights of intellectual property of the contents and / or services on the Website are prohibited from being modified, copied, reproduced, publicly communicated, transformed or distributed by any means and in any form, for public or commercial purposes, unless users have the express prior written consent from LATAM Airlines or, where appropriate, the copyright holder.

In the event that the user sends information of any kind to LATAM Airlines through any authorized channel, they are entitled to do so freely, and such information does not infringe any intellectual property rights, or any other rights of third parties, and that such information is not confidential or harmful to others. The user accepts responsibility, leaving LATAM Airlines not liable should a user's name be provided during any personal communication.

4. LINKS

4.1 LINKS TO OTHER WEB PAGES

If the Website contains links to other web pages these will be displayed through different buttons, links, banners or embedded content. These are directly managed by third parties not LATAM Airlines. LATAM Airlines do not control and / or approve all the information, content, products or services provided by other web sites accessible through the website. LATAM Airlines will not assume any responsibility for any aspect of a website which can be accessed via the Website, including and not limited to its operation, data , information, files, quality and reliability of its products and services, their own links and / or any of its contents in general.

If users have any knowledge that the activities carried out through these third-party websites are illegal or violate morality and / or public order, they must immediately notify LATAM Airlines to disable the access link to the third-party website as soon as possible. Links to third-party websites from the Website do not imply that there is some kind of relationship, collaboration or dependency between LATAM Airlines and others responsible for the website.

4.2 LINKS TO OTHER WEBS PAGES

LATAM Airlines makes available to users through different tools and applications, means to access channels and pages. The installing of applications from the Website are intended solely to provide users access to channels on different platforms and social networks.

The establishment of these applications does not imply the existence of any relationship between LATAM Airlines and owner, manufacturer or supplier of the linked platform, nor acceptance or approval by LATAM Airlines of its contents and / or services. The external owner, manufacturer or distributor is solely responsible for them.

LATAM Airlines does not share with owners of such external web pages, any private information about its users, and its sole purpose is to facilitate access to them. All information that the user wishes to provide these platforms and / or external web pages shall be at their own risk.

As LATAM Airlines has no control over the content hosted on these external channels, users acknowledge and agree that LATAM Airlines assumes no responsibility for the content, products, services, advertisements to which the user can access on these pages. The user should exercise caution when using information, content and services on the linked channels and third parties, and be careful of what information they share with third party websites.

4.3 LINKS TO OTHER WEB PAGES DESTINATION WEB SITE

LATAM Airlines does not authorise the establishment of a link to the Website from other websites containing illicit, illegal, degrading, obscene materials or information that violate the law, morality or public order, or generally accepted social norms.

Users can set up links on the Website only if they have received prior authorization from LATAM Airlines.

LATAM Airlines has no power or human and technical resources to know, control or approve all the information, content, products or services provided by other websites that have established links to the Website. LATAM Airlines assumes no responsibility for any aspect of web pages that have a link to the Website, not limited to its operation, data, information, files, quality and reliability of its products and services or any of its contents in general.

5. CONDITIONS OF USE OF WEB SITE

Use / access of the Website by the user for illegal or unauthorized purposes are not permitted, and consequence will be the sole responsibility of the user. Prohibited actions include but are not limited to:

1. Use of the Website in any manner that could damage, interrupt, defect the functionality or computer of a third party;
2. Use of the Website for transmission, installation or publication of any viruses, malicious codes or other harmful programs or files
3. Use the Website to collect personal data from other users;
4. Register on the Website under a false identity, or using a false profile or doing any other action that may confuse users about the identity of the origin of a message
5. Unauthorized access to any section of the Website, other systems or networks connected to the platform, carried out through pirating or counterfeiting, password mining or using illegitimate networks.
6. Attempting to break or violate the security or authentication of the Website or any network connected to it.
7. Carry out any action that causes a disproportionate or unnecessary infrastructure saturation on the Website or the systems or LATAM Airlines networks, as well as systems and networks connected to the Website.
8. Prevent the normal development of an event, contest, promotion or any other activity available via the Website or any of its functionality, either by altering or trying to alter the access, participation or operation of those illegally or otherwise, falsifying the result thereof and / or using methods of fraudulent participation, by any method, and / or through any procedure that threatens or impinges in any way the present conditions of use.

Failure to meet any of the above obligations by the user, may force LATAM Airlines to adopt the appropriate measures under law and exercise their rights or obligations, which may result in the removal or blocking of the offending account user with a possibility of compensation for damages.

6.LIABILITY AND GUARANTEES.

LATAM Airlines can not guarantee the reliability, usefulness or accuracy of absolutely all the information and / or services on the Website, nor the usefulness or accuracy of the documentation made available through it.

Consequently, LATAM Airlines does not guarantee or take responsibility for: (i) the continuity of the contents of the Web Site; (ii) the absence of errors in the content; (iii) the absence of viruses and / or other harmful components on the Website or the server that supplies it; (iv) the invulnerability of the Website and / or inability to breach the security measures adopted therein; (V) the lack of utility or performance of the contents of the Web Site; and (vi) the damages caused to oneself or a third party, anyone who breaches the conditions, rules and instructions LATAM Airlines establishes on the Website or through breach of security systems of the Website.

LATAM Airlines declares that it has taken all necessary measures, within its capabilities to ensure the functioning of the Website and minimize system errors, as content is published on the website.

If the user becomes aware of the existence of any unlawful or illegal regulations in material protection of personal data and / or any other right contrary to the laws that could result in a violation of rights of intellectual property, users must immediately notify LATAM Airlines to allow it to proceed with the adoption of appropriate measures.

LATAM Airlines does not guarantee the legality, reliability and usefulness of the content provided by third parties through the Web Site.

LATAM Airlines shall not be liable for the accuracy, completeness or validity of the information published on the Web Site from outside the same (external news, reports from outside professionals, etc.) sources, nor to those contained in other web portals by link from the web Site.

LATAM Airlines will not assume responsibility for possible damages that may arise from the use of said information.

In any case, LATAM Airlines reserves the right to suspend, modify, restrict or discontinue, temporarily or permanently, access, navigation, use, housing and / or downloadable content and / or use of services on the Website, with or without prior notice to users who violate any of the provisions detailed in these terms of use, without there being the possibility for users to demand compensation for this reason.

7. PRIVACY POLICY AND COOKIES

In accordance with the provisions of current legislation and applicable on the protection of personal data, all personal data provided during the use of the Website will be treated in accordance with the provisions of the Privacy Policy that every user must expressly agree to use.

All users accept these terms of use, you accept an informed, express and unequivocal our Privacy Policy may exercise their rights in this area will correspond, as reported in the aforementioned Privacy Policy.

8. GOVERNING LAW AND JURISDICTION

Any difficulties or doubts arise concerning the validity, application or interpretation of information available on our web site, it will be resolved by the courts of England, home of LATAM Airlines.

To submit claims on the use of our services, please contact by mail to the electronic or physical address indicated at the beginning, committing ourselves to look at all times an amicable settlement of the conflict.

PRIVACY POLICY

1. IDENTIFICATION OF TREATMENT STEWARDS (hereinafter LATAM Airlines).

- **LATAM AIRLINES GROUP SA AIRLINES**, RUT 89862200-2 and address in Avda. Presidente Riesco 5711, floor, Las Condes, Santiago, Chile
- **LATAM Airlines Brazil**, CNPJ 02,012,862 / 0001-60 and registered in ua Verbo Divino nº 2001, andares: 3rd conj. 31 and 32, 4th conj. 41 and 42, 5th conj. 51 and 52, 6th conj. 61 and 62, 8 conj. 81 and 82, 10th conj. 101 and 102, 12 conj. 121 and 122, 13th conj. 131 and 132, 15th conj. 151, 16º conj. 161, 17th conj. 171 and 172, Espaço Empresarial United Condomínio Edifício Nações, bairro Chacara Santo Antônio, CEP 04719-002, São Paulo / SP - Brazil
- **LATAM Airlines Colombia**, 8300191898 RUT and address in Calle 100 # 7-33 Building Capital Tower Floor 17, Bogota, Colombia
- **LATAM Airlines Argentina** CUIT 30-70754232-9 and is located at Av. Costanera Rafael Obligado 1221, Building LATAM, Costa Salguero Complex (C1425GOB) Buenos Aires, Argentina.
- **LATAM Airlines Peru**, RUT 20100103657 and established in Av. Jose PARDO 513 LIMA18 FLOOR 2 MIRAFLORES - LIMA
- **Aerolane Lineas Aereas del Ecuador SA**, RUC 1791807154001y address Province: PICHINCHA Canton: QUITO Parish: Tababela Street: CONNECTOR Alpachaca Number: S / N Design: QUITO AIRPORT CENTER reference location: FRONT MARISCAL SUCRE AIRPORT

You can contact our DPO via: grp_soportegdpr@latam.com.

2. INFORMATION AND CONSENT.

By accepting this Privacy Policy, the user is informed and consents, to their personal data being provided through the website located at the URL pia.latamtrade.com (Hereinafter the "Web Site") and data derived from navigation and such other information.

The user must read this Privacy Policy carefully. It has been drafted in clear and simple way, to facilitate understanding, for users to freely and voluntarily provide personal data to LATAM Airlines.

3. For what purpose will LATAM Airlines use personal data?

Personal data provided on the LATAM Airlines' web site will be used for the following purposes:

- For the maintenance, development, fulfilment and management of the contractual relationship and for payment purposes.
- For service feedback, audits, service improvement and fraud prevention.
- To address complaints and claims, as well as suggestions sent by users, and to provide requested information.

4. How long will keep latam airlines user data?

The data will be kept for the time necessary to carry out the purposes for which they were collected, unless the user withdraws their consent to **LATAM Airlines**.

5. What type of data will LATAM Airlines use?

PORTAL PIA will manage the following data categories:

- **Agency Access**
 - Identification data: Agent name and name of user, date of birth, position in agency, Air Transport Association Code, CIF.
 - Contact details: agent email address, billing address.

6. According to the law, how can LATAM Airlines use personal data?

- LATAM Airlines reserves the right to use personal data according to the rules of the contract.
- To oppose this, the user may contact LATAM Airlines through the Contact Centre.
- The length of time data is stored will depend on the legal obligation of the person responsible for its use.
- Data may be used for direct marketing, fraud prevention, broadcasts within the Business Group and data broadcasts, to guarantee network security. The use of data will be subject to the legitimacy of the interest of the person responsible for its use.

7. EXERCISE OF RIGHTS.

The user can send a letter to LATAM Airlines, to the address indicated in the heading of this Policy, or via email to the address: pasajeros.europa@latam.com, enclosing a photocopy of your identity card in any time and for free.

8. SECURITY MEASURES.

LATAM Airlines will treat user data with strict confidentiality at all times and will keep the mandatory duty of secrecy in respect thereof in accordance with the provisions of applicable regulations, adopting all the necessary technical and organizational measures to ensure the security of users' data to avoid its alteration, loss or unauthorized access.

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