

# **PRIVACY POLICY PILOT LATAM APP**



**TAM LINHAS AÉREAS S/A**

MARÇO/2023

## PRIVACY POLICY

Discovering a world without borders, having access to clear information and knowing your rights are fundamental. Therefore, **TAM LINHAS AÉREAS S/A**, a company registered in the CNPJ No. 02.012.862/0001-60, with headquarters at Rua Ática, 673, 6th floor, Room 62, Jardim Brasil (South Zone), São Paulo/SP, Zip Code 04.634-042 ("**LATAM AIRLINES**"), as the controller of personal data, would like to invite you to embark on a journey to learn about our way of caring for your personal data.

Through the "**LATAM PILOT App**" you, LATAM AIRLINES' crew member, can view in real time your personal information regarding your travel history, metrics and future trips and events.

Thus, in this Policy, we will explain how we use your personal data only in the context of using the **LATAM PILOT App**. For more information about how we process your personal data in other situations, please visit our General Privacy Policy: <https://www.latamairlines.com/br/pt/legal/politica-de-privacidade>.

### WHAT TYPES OF PERSONAL DATA WE COLLECT?

We respect you, your data and your privacy! That's why in the app we use your personal data for personal identification and flight and travel information only, providing you with complete visibility into your services. Below, grouped into categories, we present the main Personal Data we process about you:

- **Identifying information:** full name, CPF, nationality, citizenship and passport;
- **Professional Identification Information:** LATAM employee number;
- **Contact Information:** professional email;
- **Geolocation Information:** personal geolocation data;
- **Flight and event information:** past flights, date and time of flights, origin and destination airports, names of flight crew members, as well as future events to attend;

- **Past flight metrics:** number of flights, average flight altitude, average Climb Cost Index 0 and extra fuel.

In the context of using the **LATAM PILOT App**, we do not process personal data of your dependents. Thus, in case we become aware that we have collected data from such individual(s), we will not consider the information provided and will not keep it in our databases.

## **HOW DO WE HAVE ACCESS TO YOUR PERSONAL DATA?**

This can happen in different ways:

- **When you are hired as a LATAM crew member:** in the selection process of the Human Resources area, you provide us with your personal identification data, and we provide you with your professional personal data associated with LATAM.
- **When you are associated with a service already provided or to be provided:** LATAM maintains a visibility on past and future flight and event history, stored on our platform with the appropriate security requirements, and provided to you through the PILOT App.
- **When we collect information automatically:** we may collect personal data automatically through the devices you use to access our app. This information helps us generate access statistics to better understand our audience. This is important so that we can improve the Portal and adapt it to our users' needs. Some of this data may be collected through cookies or similar technologies, as explained in a separate topic below.

## **HOW AND WHAT WE USE YOUR PERSONAL DATA FOR?**

In the context of using the **LATAM PILOT App**, we use your personal data in the following situations (purposes):

- To execute and manage our services (e.g., travel arrangements);

- To exercise our rights, such as the defense in judicial, administrative or arbitration proceedings, when necessary;
- To enable and evaluate activities necessary for our business and operation, through the measurement of trips per crew member, comprising quality and work perspectives;
- Manage our relationship with you (e.g., record keeping), including through due transparency about your travel history and future trips and events; and
- Prevent fraud, protect our business, and ensure the safety and security of you and others.

## **AFTERALL, WHAT ARE COOKIES?**

Have you ever thought of arriving at the airport and, as if by magic, being taken directly to a plane with exactly the destination you most wanted to travel to, being placed in the best seat, just the way you like it?

That's pretty much how cookies work. They are small text files stored on your electronic device (such as a cell phone, computer or tablet) that store your browsing and usage preferences to provide a much more personalized and enjoyable experience on our websites and apps.

In addition, we use cookies to:

- ensure the proper functioning of the websites/portals and enable the use of certain features;
- customize and target offers of products, services and content according to your interests; and
- perform analysis and generate statistics on access, use and navigation on our sites/portals.

If you prefer, you can disable the use of cookies. But beware: this may harm your user experience, as our websites/portals may not work the way they

were designed. For more information, please see our LATAM AIRLINES Cookie Policy.

## **WITH WHOM IS PERSONAL DATA SHARED?**

To fulfill the purposes stated in this Policy and to be able to provide you with our services, your personal data may travel to other destinations and be shared with:

- service providers, to enable the supply of structures necessary for the viability of our services (such as airport concessionaires and cloud data storage companies);
- administrative and judicial authorities, when necessary to comply with a legal obligation or to assist in the investigation of suspicious or illegal activities; and
- law firms, legal counsels and other legal representatives when necessary to defend **LATAM AIRLINES'** interests in administrative, arbitral or judicial proceedings.

Don't worry, we have adopted all possible security measures, technical and operational, to ensure that your personal data are well protected. In addition, we only work with partners who follow the same standards as **LATAM AIRLINES** in terms of personal data protection, security and compliance with the Brazilian General Law of Personal Data Protection ("LGPD") or equivalent local legislation.

## **HOW DO WE STORE AND PROTECT YOUR PERSONAL DATA?**

We retain your personal data until the purpose for which it was collected is fulfilled, or for as long as necessary to comply with our legal and regulatory obligations, judicial or extrajudicial decisions and to safeguard our rights. To this end, your personal data is stored in our databases or at service providers, protected by strict information access controls. We use industry best practices in security to store, protect and encrypt your data, such as SSL (Secure

Socket Layer), TLS (Transport Layer Security) and PCI DSS (Payment Card Industry Data Security Standard).

## **WHAT ARE YOUR RIGHTS AS DATA SUBJECTS?**

The LGPD ensures a number of rights to data subjects, such as:

- Verify if your personal data have been processed;
- Know which personal data has been processed;
- Access to your data;
- Correction of incomplete, inaccurate or outdated data;
- Access to anonymizing, blocking or deleting processes of unnecessary, excessive or processed data in non-compliance with the law;
- Data portability to another service or product provider, upon express request by the subject;
- Access to information about public or private entities with which LATAM shares your personal data;
- Limit or oppose the personal data processing;
- Revocation of consent;
- Request a review of decisions made on the basis of automated processing of personal data.

And to exercise any of the rights mentioned above, you can go and fill out our online form and submit your request.

## **ANY QUESTIONS?**

If you have any questions about this Policy - which may be changed from time to time (but be assured that we will notify you on our App each time there is a change) - or if you have any requests related to the protection of your personal data and privacy, you can contact our Data Protection Officer at [dadopessoal@latam.com](mailto:dadopessoal@latam.com).

Last posted: [insert date].

Last amended: [insert date].