

Personal Data Protection Policy

I. GENERAL

Thank you for visiting our web site

At Compañía Nacional de Chocolates de Perú S.A. we are committed to maintaining the reservation and protection of information regarding your personal data in relation to Law No. 29733, Personal Data Protection Law and its Regulations, approved by Supreme Decree 003-2013-JUS, in order to avoid its alteration, loss, treatment or unauthorized access.

II. GOALS

This Personal Data Protection Policy expresses the type of information that we may collect in our website, how and for what we use it, how we protect that information and, finally, the options you have in case you wish to modify or update your information.

It also explains how to make use of your ARCO rights (Access, Rectification, Cancellation and Opposition) provided in the Personal Data Protection Regulations.

By fitting into some of the mandatory assumptions of Law No. 29733, Personal Data Protection Law and regulatory standards, whether based on a contractual, labor, civil, consumer or legal relationship of any legal nature, as supplier, client, worker, or participate in commercial promotions, as a consumer or in any other case framed in Law No. 29733, Personal Data Protection Law, either by interacting with our website www.chocolates.com.pe or by interacting with any of our platforms or intranet, websites or social networks of our brands that are activated for commercial promotions of our products, or under any assumption that you provide us with your personal data and that requires the same level of protection, you are accepting the practices described here.

III. PURPOSE OF THE PROCESSING OF PERSONAL DATA

Compañía Nacional de Chocolates de Perú S.A. carries out the processing of personal data, among others, for the following purposes:

Sending, receiving and recording of requests and inquiries by electronic means and / or any other means for commercial, advertising and / or customer service purposes, in order to generate optimal communication and attention to our products, sale of products through our website or application or sales by delivery.

Evaluate the quality of our products, as well as carry out studies on consumption habits, preferences, purchase interest, product testing, degree of satisfaction, among others, and prepare statistics and / or studies on them.

Carry out through any means, directly or indirectly through third parties, marketing activities, promotion and / or advertising of its own or from third parties, sale, collection procedures, market studies, improvement of service and / or customer satisfaction and consumers, verifications, consultations and attention, control, as well as any other related to our current and future products for the fulfillment of our contractual obligations.

Maintain contact with clients, consumers, collaborators of the company and / or suppliers to send corresponding information and / or related information through a contractual and / or commercial link.

Comply with the policies, procedures, and protocols for hiring and managing collaborators, third parties, agencies and / or suppliers.

Save your data in order to respond to eventual ARCO rights.

Carry out personnel recruitment and selection activities directly or through third parties within the framework of labor laws, intermediation, outsourcing, or professional or technical training modalities.

Contract goods or services with different suppliers or contractors through our supplier portal.

Transfer the personal data to any companies of the Grupo Nutresa, for their own business purposes, be it for the purposes of human management processes, health and industrial safety, logistics, operational, contractual, financial, commercial, marketing, sales and promotions processes. commercial, satisfaction surveys, participation and advertising in social networks, that they can advertise and send the owner of the personal data offers of products and / or services as well as to treat the data received and technical management of the business, information processing and its processing for the purposes of an ongoing concern, development of management indicators and for other purposes provided for in this policy and in relation to its products.

The other purposes that are previously and expressly informed to the holders of personal data prior to their treatment.

IV. TREATMENT AND TRANSFER OF DATA

Compañía Nacional de Chocolates de Perú S.A. may transfer your personal data locally and internationally to Grupo Nutresa companies, for any of the purposes indicated in chapter III of this Personal Data Protection Policy.

Likewise, Compañía Nacional de Chocolates de Perú S.A. may transfer personal data to public entities legally empowered within the scope of its powers in compliance with current or future regulations or at their request.

V. RIGHTS OVER YOUR PERSONAL DATA - ARCO RIGHTS

The right to protection of personal data allows individuals to control their personal information. For this, the Personal Data Protection Law provides rights that allow people to demand that their personal data is treated properly.

RIGHTS:

INFORMATION:

The owner of the personal data has the right to be informed in a detailed, simple and unequivocal way and prior to its collection, about the purpose for which their personal data will be processed; who are or may be its recipients, the existence of the data base in which they will be stored, as well as the identity and address of its owner and, if applicable, of the person in charge of processing your personal data; the compulsory or optional nature of their responses to the questionnaire that is proposed, especially regarding sensitive data; the transfer of personal data; the consequences of providing the personal data and refusal to do so; the time during which your personal data is kept; and the possibility of exercising the rights granted by law and the means provided for it. If personal data is collected online through electronic communications networks, obligations can be satisfied by publishing privacy policies, which must be easily accessible and identifiable.

ACCESS:

The owner of personal data has the right to obtain the information about their self that is subject to treatment in public or private administration database, the way in which their data was collected, the reasons that motivated its collection and at the request of who carried the collection out, as well as the transfers made or that are planned to be made of them.

UPDATE:

It is the right of the owner of the personal data, in the process of rectification, to update said data that have been modified on the date of exercise of the right. The update request must indicate what personal data it refers to, as well as the modification to be made to them, accompanying the documentation that supports the origin of the requested update.

RECTIFICATION:

It is the right of the owner of personal data to modify the data that proves to be inaccurate, erroneous or false. The request for rectification must indicate what personal data it refers to, as well as the correction to be made to them, accompanying the documentation that supports the origin of the requested rectification.

INCLUSION:

It is the right of the owner of personal data that, in the process of rectification, their data is incorporated into a personal data base, as well as missing information that makes it incomplete, omitted or eliminated in regards to the processing of their personal data is incorporated. its relevance to said treatment. The inclusion request must indicate what personal data it refers to, as well as the incorporation to be made in them, accompanying the documentation that supports the origin and founded interest for it.

CANCELLATION OR SUPPRESSION:

The owner of the personal data may request the deletion or cancellation of their personal data from a personal database when they are no longer necessary or relevant for the purpose for which they have been collected, the deadline established for their treatment has expired, your consent for the treatment has been revoked and in any other cases in which they are not being treated in accordance with the Law on Protection of Personal Data and its Regulations.

OPPOSITION:

The owner of personal data may request to its treatment when there are well-founded and legitimate reasons related to a specific personal situation. In the event of justified opposition, the owner or manager of the personal database, as appropriate, must proceed with its deletion, in accordance with the law.

B. REQUIREMENTS OF THE APPLICATION

1. You must identify yourself with a valid identification document (DNI / CE / Passport)

2. In the case that they act through legal representation, they must present the power of attorney or title that confirms their authorization to act on their behalf.

3. This can be done via the web site: www.chocolates.com.pe/ or by filling out the [Virtual Form N°1: Request for Attention of ARCO Rights](#) ([hyperlink: https://chocolates.com.pe/formulario-n-1-solicitud-de-atencion-de-derechos-arco/](https://chocolates.com.pe/formulario-n-1-solicitud-de-atencion-de-derechos-arco/)) and Supporting documents should be uploaded or if applicable. Otherwise you can present the documents in person at our Headquarters located at Maquinarias Avenue No. 2360, Urbanization Conde de las Torres, district, province and department of Lima – Peru.

C. ADDITIONAL INFORMATION

1. SERVICE TIME:

•Right to information: 8 working days from the moment in which the request is received.

•Right of access: 20 working days from the moment the request is received. If the request is upheld and the owner of the personal database or data controller does not include the requested information with their response, access will be effective within 10 days after the mentioned response.

•Right of rectification, cancellation and / or opposition: 10 working days from the moment the request is received.

2. If the information provided in this application does not comply with the points indicated in the section B. requirements of the application, we will communicate within a period of 5 working days, starting from the day after receipt of request and we will formulate observations, which may be corrected within a maximum period of 5 working days. Once this period has expired, your application will be deemed not submitted.

3. If the information provided in this application is insufficient or erroneous in a way that does not allow its attention, we will ask you for additional information within 7 working days of receiving the request. You will have 10 days from the moment the received of the request, counted from the day following the reception, to present the information. Once this period has expired, your application will be deemed not submitted.

4. Except in the case of the right to information, the period for the response or attention may only be extended once and for the same period, as long as the circumstances justify it.

VI. RIGHT OF INDEMNITY

The owner of personal data who is affected as a result of the breach of the aforementioned Law No. 29733, Law of Protection of Personal Data, by the owner or by the person in charge of the personal database or by third parties, has the right to obtain the corresponding compensation, according to law.

VII. MODIFICATIONS TO THE PERSONAL DATA PROTECTION POLICY

This Personal Data Protection Policy has been updated on October 4th, 2020 and may be modified by Compañía Nacional de Chocolates de Perú S.A. at any time and without prior notice.

Any modification will become effective and will have effects against third parties from its publication on our website www.chocolates.com.pe.

VIII. CONTACTAR A COMPAÑÍA NACIONAL DE CHOCOLATES DE PERÚ S.A.

For any questions related to this Personal Data Protection Policy, you can contact us through our website www.chocolates.com.pe [VirtualForm N° 1](#) ([hyperlink: https://chocolates.com.pe/formulario-n-1-solicitud-de-atencion-de-derechos-arco/](https://chocolates.com.pe/formulario-n-1-solicitud-de-atencion-de-derechos-arco/)), by email servicioalcliente@chocolates.com.pe, by calling (511) -6124040, or through the free telephone line 0-800- 21220, or otherwise, to the address Maquinarias Avenue No. 2360, Conde de las Torres Urbanization, Lima province - Peru.

In case of a defect or failure on our website and for the purposes of exercising your ARCO Rights, you may send your request physically to our location indicated in the preceding paragraph.

IX. MORE INFORMATION ON THE PROTECTION OF PERSONAL DATA IN GENERAL

More information is available in the Dirección General de Protección de Datos Personales del Ministerio de Justicia (General Directorate of Personal Data Protection of the Ministry of Justice), if you wish to learn more about the scope of the personal data protection regulations in our country.

X. CONSENT

By the mere fact of providing us with your personal data, you are accepting this Personal Data Protection Policy, and you express your consent and conformity with all the terms in this set forth and authorize us to process your personal data for the aforementioned purposes. Compañía Nacional de Chocolates de Perú S.A. will keep your personal information for the period necessary to fulfill the purposes described in this Policy and as long as your authorization is not revoked.


tubén Fernández Villa
Gerente General