VALLE NEVADO

A. PRIVACY POLICY – RESERVATIONS AND GUESTS, 2027 SEASON

1. Data Controller. The controller responsible for processing personal data shall be **Valle Nevado SpA,** Chilean Tax ID (RUT) 96.513.050-0, with its registered address at Isidora Goyenechea 2800, Office 502, Las Condes, hereinafter "Valle Nevado".

For inquiries relating to this Policy and the exercise of personal data subjects' rights, the following contact channel is available: privacidad@vallenevado.com.

2. Personal Data Processed. Valle Nevado may process personal data relating to customers, guests, and other persons associated with reservations and contracted services, including, as applicable:

a. Identification and contact information, such as first and last names, identity document, nationality, address, email address, and telephone number.

b. Reservation details, including dates of stay, number of guests, rooms booked, included services, special requests, and communications relating to the reservation.

c. Information required to manage payments, refunds, receipts, and tax documents.

d. Information relating to the provision of contracted services and the administration of tickets and access privileges included in the hotel package, where applicable.

e. Information regarding inquiries, requests, complaints, accidents, and incidents relating to the stay or services provided.

f. Images captured by video surveillance systems installed on the premises, under the terms established in this Policy.

Valle Nevado shall process only data that is relevant and necessary for the stated purposes, in accordance with applicable law.

3. Purposes and Legal Basis for Processing. Personal data may be processed for the following purposes:

a. To manage, confirm, modify, and administer reservations and stays.

b. To identify guests and verify the information required to provide the contracted services.

c. To manage payments, refunds, billing, and issuance of tax documents.

d. To administer services included in the reservation, including ski tickets, access privileges, and benefits, where applicable.

e. To respond to guests' inquiries, requests, complaints, and other requirements.

f. To prevent fraud, misuse, and conduct that may jeopardize the safety of persons or the security of property or facilities.

g. To record, investigate, and document accidents and incidents, manage emergencies, and exercise or defend rights in connection with claims or proceedings.

h. To comply with legal, regulatory, and tax obligations, and respond to valid requests from competent authorities.

Personal data shall be processed on the specific legal basis applicable to each purpose, as follows: (a) Managing, confirming, modifying, and administering reservations and stays: performance of the accommodation contract. (b) Identifying guests and verifying information: performance of the contract. (c) Managing payments, refunds, billing, and tax documents: performance of the contract and compliance with a legal obligation (VAT Law and Chilean Internal Revenue Service [SII] regulations). (d) Administering services included in the reservation: performance of the contract. (e) Responding to inquiries, requests, and complaints: performance of the contract and legitimate interest. (f) Preventing fraud and conduct that jeopardizes security: legitimate interest. (g) Recording and investigating accidents and incidents: legitimate interest and legal obligation (Law No. 16,744). (h) Complying with legal obligations and responding to requests from authorities: legal obligation. (i) Sending marketing communications: the data subject's express consent, freely given, informed, specific, and unambiguous, obtained through a mechanism separate from acceptance of this Policy.

4. Disclosure of Data to Third Parties. Personal data may be disclosed or made available to third parties when necessary to provide the contracted services, comply with legal obligations, or pursue other duly justified legitimate purposes. This may include providers of reservation systems, technology platforms, data hosting and storage services, payment processing, billing, and other services necessary for hotel operations. Where such providers process personal data on behalf of Valle Nevado, the corresponding contractual obligations and protective measures shall be established. Data may likewise be disclosed to competent authorities where a legal obligation or valid request justifies such disclosure. International data transfers, if any, shall be carried out with the safeguards and protective measures required by applicable law. As of the date of this Policy, Valle Nevado uses providers that may host or process data in the United States and in the country of the payment processor, including the United States and Brazil, among others. In each case, the necessary contractual measures are adopted to ensure an adequate level of protection for personal data.

5. Retention Periods. Personal data shall be retained only for as long as strictly necessary to fulfill the purpose that justified its processing, according to the following criteria: (a) Identification and reservation data: up to 2 years after the end of the stay (check-out), based on the limitation period for ordinary civil

actions. (b) Tax documents and data required for their issuance: up to 6 years from the document's issuance, in accordance with Chilean Internal Revenue Service regulations. (c) Video surveillance recordings: a maximum of 30 calendar days from capture, unless they must be retained for a longer period at the request of a competent authority (for the period ordered), for investigation of a workplace accident (at least 2 years, Law No. 16,744), or for pending judicial or administrative proceedings (until the decision becomes final and enforceable). (d) Accident and incident data: at least 5 years from the event, in accordance with the limitation period under Law No. 16,744. (e) Health data and special needs information: during the stay and for up to 2 years after its conclusion, unless a longer retention period is required by law. (f) Data used for marketing communications: until the data subject withdraws consent or unsubscribes, with the unsubscribe record retained for 2 years. Once the applicable periods expire, data shall be deleted or irreversibly anonymized.

6. Information Security. Valle Nevado shall adopt appropriate technical and organizational measures to protect personal data against unauthorized access, use, alteration, loss, disclosure, or processing, taking into account the nature of the data and the risks associated with its processing. Access to data shall be limited to persons who require it to perform their duties or provide the relevant services. Security incidents affecting personal data shall be managed in accordance with internal procedures and the recording and notification obligations established by applicable law.

7. Video Surveillance. Video surveillance systems may be used at Valle Nevado facilities for security purposes; to prevent and clarify accidents and incidents; to protect people, property, and facilities; and to verify events that may affect guests, employees, or third parties, in accordance with applicable law. Access to recordings shall be restricted to authorized persons and logged. Recordings shall be retained for a maximum of 30 calendar days from capture. This period shall be extended only in the following cases: (a) request from a competent authority: for the period ordered by that authority; (b) workplace accident investigation: at least 2 years from the accident, pursuant to Law No. 16,744; (c) pending judicial or administrative proceedings: until the final decision becomes enforceable. Each extension of the retention period must be documented in a written decision by the person responsible for the system. Cameras are not installed in bathrooms, changing rooms, showers, or areas where there is a reasonable expectation of privacy. Valle Nevado shall adopt the necessary technical and organizational measures to protect recordings from unauthorized access, use, disclosure, or processing. The existence of video surveillance systems shall be communicated through appropriate notices, as required by applicable law.

8. Personal Data of Minors. Where reservations or contracted services involve minors, Valle Nevado shall process their personal data in accordance with the special protection rules established by applicable law, taking into account their age and the circumstances of processing. Where appropriate, measures shall be

taken to verify legal representation and obtain the necessary authorizations, without prejudice to any exceptions or legal bases permitted by law. Minors' data shall be processed only for legitimate and relevant purposes, subject to the appropriate protective measures. Likewise, where a reservation includes persons other than the reservation holder—whether accompanying adults, minors, or other guests—the reservation holder declares that they are authorized to provide those persons' data and assumes responsibility for having informed them of the processing of their data in accordance with this Policy. Valle Nevado shall process accompanying persons' data only for purposes connected with managing the stay and the contracted services.

9. Data Subjects' Rights. Data subjects may exercise the rights afforded to them under applicable personal data protection legislation. Depending on the applicable legal framework, these rights may include access to their data, rectification, erasure or deletion, objection to processing, blocking, portability, and any other rights that may apply.

Requests must be sent to privacidad@vallenevado.com, specifying the right the requester wishes to exercise and providing the information necessary to verify the requester's identity and process the request. Valle Nevado shall handle requests within a period not exceeding 30 business days from receipt, in accordance with applicable law. This is without prejudice to the powers of the personal data protection authority and any actions or claims available under the law.

10. Marketing Communications. The sending of commercial information, advertising, promotions, offers, benefits, news, and other communications of a similar nature shall be subject to a separate authorization or other lawful enabling mechanism where required by law. Acceptance of this Policy, the Hotel Reservation Terms and Conditions, or the contracting of accommodation services shall not, in itself, constitute authorization to receive marketing communications where the law requires separate consent. Authorization to receive marketing communications shall be voluntary and shall not be a condition for contracting or using accommodation services. The data subject may withdraw consent or object to the processing of their data for advertising purposes, as applicable, through the mechanisms made available by Valle Nevado or other procedures provided under applicable law. Withdrawal of marketing authorization shall not affect the provision of contracted services or prevent data processing based on another valid legal ground.

11. Updates to the Policy. Valle Nevado may update this Policy to reflect regulatory or operational changes or changes in personal data processing practices. The current version shall be available through Valle Nevado's official channels. Material changes shall be communicated to the data subject via the email address registered with their reservation or by notice on the resort's website, with appropriate advance notice.

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