

ITAÚ CORPBANCA PRIVACY POLICY

SUMMARY

Define the treatment of sensitive information of users/customers/prospective customers by Itaú Corpbanca.

Contents

- 1 OBJECTIVE
- 2 TARGET AUDIENCE
- 3 ROLES AND RESPONSIBILITIES
- 4 PRINCIPLES
- 5 RULES
- 6 RELATED DOCUMENTS
- 7 GLOSSARY
- 8 VERSION CONTROL

1 OBJECTIVE

The purpose of this policy is to establish the proper treatment for information of users/customers/prospective customers by Itaú Corpbanca (hereinafter "Itaú") and its local subsidiaries, always maintaining their confidentiality and acting in compliance with current Laws and Regulations at all times.

2 TARGET AUDIENCE

This Policy is applicable to all users/customers/prospective customers that make use of the Itaú Corpbanca platforms, as well as employees and strategic partners that conduct business using their data.

3 ROLES AND RESPONSIBILITIES

- Of the user/customer/prospective customer: provide the Bank with reliable information to perform its duties such as authorizing certain actions in their devices for the Itaú platforms to function properly.
- Of employees and strategic partners: conscientiously use information provided by the user/customer/prospective customer, acting in compliance with current Laws and Regulations at all times.

4 PRINCIPLES

These are related to the main principles of information security:

- Confidentiality: Guarantee that information is only accessed by authorized persons and when truly necessary;
- Uptime: Guarantee that authorized persons have access to the information whenever necessary;
- Integrity: Guarantee the accuracy and completeness of information and processing methods, as well as transparency in the treatment of those involved.

5 RULES

5.1 Information Compiled

Itaú receives information from different sources, whether directly contributed or input by customers or prospective customers, or from public information sources.

- a) Information provided directly by the user/customer/prospective customer: Such information is provided through forms, text boxes or any other mechanism; or through access to functionalities or services available on the Bank's platforms. Such data may include, but is not limited to: name, Chilean national ID number or other identification number, address, telephone, profession, marital status, e-mail address and other personal data; products and services that are used, searched for or requested, as well as any interaction sent by the user/customer/prospective customer through the device he or she uses to connect to the Bank.
- b) Information based on browsing by user/customer/prospective customer: Data provided during the browsing process on any platform that depends on the particular authorizations that the user/customer/prospective customer has given on his or her device, operating system or the corresponding functionalities. Such data may include, but is not limited to: IP address, date and time of platform use, geolocation, information regarding the device

(operating system, browser, versions, screen resolution, flash drive installed, advertising ID, IMEI, screen dimension, languages, permissions, keyboard settings, Wi-Fi networks, mobile networks used, telephone number, SIM card information, device use statistics), browsing habits, pages accessed from Bank platforms, number of clicks, typing speed, gestures used during the interaction, device blocking or unblocking, information on services and products searched, how they are searched and used, pages and applications that generated or led to access to Bank platforms and were accessed during and after platform use, contacts in the corresponding device, information sent and received by messaging and other data or habits that help identify use behavior on digital devices.

- g) Information from third parties: Data that other users/customers/prospective customers have provided about you or other persons such as upon requesting products or benefits about those third parties. We also receive and use information from strategic partners and service suppliers about you for the purposes set forth in this Privacy Policy.

5.2 Use of Information

Itaú mainly uses the information compiled from the aforementioned information sources to develop, maintain and improve the resources and functionalities of our platforms, applications and products and services in order to provide a better, more complete experience for our customers and users.

Particular uses of compiled data:

- Helping maintain and update user/customer/prospective customer records, create, improve, execute, access and use Itaú resources, functionalities, activities, initiatives, products and services, its applications and platforms, including specific functionalities (such as voice-instructed transactions or operations, document uploads, photographs, payments made using the device's camera to read bar codes, sending vouchers, etc.)
- Verifying the identity, evaluating, maintaining and improving the security of Itaú platforms or third-party platforms that are indexed to Itaú platforms, in order to identify and prevent potential threats to security, and develop and use anti-fraud tools.
- Measuring, analyzing and understanding platform users, performance and utilization (including pages visited and functionalities used, number of clicks and logins, among others), user satisfaction indices for platforms (website, mobile app), with Itaú products, services, initiatives and activities, browsing habits and user profiles and how they reached the platform (whether by direct access, links, cookies or other third-party applications).
- Establishing, implementing and executing improvements to Itaú platforms and correcting problems that occur on them.
- Permitting the development, offering and use of products, services, contents and ads from Itaú, its local subsidiaries and its strategic partners, based on their needs and interest.
- Using information technology and online advertising solutions.
- Knowing whether platform users are viewing ads from Itaú and its local subsidiaries or strategic partners, both on Itaú sites or platforms and those of its strategic partners, and whether users access our platforms after visiting or viewing ads.
- Enabling users to share content with third parties on social media and websites.
- Analyzing potential risks in the offer and contracting of Itaú products and/or services.
- Providing services and other functionalities available on Itaú platforms, as well as compliance with legal and contractual obligations related to them.
- Complying and fulfilling legal, regulatory and contractual obligations and the protection and regular exercise of rights for the user and for Itaú.
- Complying with requisitions, requests and decisions from administrative and judicial authorities.
- Enabling customers to be served and allowing customers to contact Itaú.

- Analyzing potential risks related to behavior and transactionality.

For some versions of the device from which the Itaú platform is accessed, the bank may request the user to grant authorization to his or her text messages (SMS) for the exclusive purpose of using automated reading of terms related to Itaú to locate suspicious content about Itaú and identify possible threats to the security of users, Itaú platforms and the bank itself. Under no circumstances may text messages be stored by Itaú and the user may authorize or reject access through the device's operating system settings.

Some data, such as contact details from the device and text messages, are not stored by Itaú and/or used only to allow access and improve specific functionalities of the platforms and for security purposes.

5.3 Information Shared with Third Parties.

One of Itaú's most important concerns is the privacy of users/customers/prospective customers and, therefore, they are treated with extreme care and confidentiality. As a result, Itaú only shares their information when necessary to improve the user experience on our platforms or to provide services offered by Itaú and its local subsidiaries.

Circumstances in which information will be shared with third parties:

- With our domestic suppliers, strategic partners, service providers and suppliers contracted by Itaú. Notwithstanding, all contracts with suppliers, strategic partners or service providers in general include clauses that protect information in accordance with current legal standards.
- With authorization granted for the purposes of this Privacy Policy or in other situations when your authorization is required.
- To comply with and fulfill legal, regulatory and contractual obligations and to protect and for the regular exercise of rights for the user and for Itaú.
- To comply with requirements, requests and decisions from judicial, administrative or arbitration authorities in adherence to related regulations.
- To investigate possible infractions, crimes or misuse of Itaú platforms.
- Circumstances in which it is necessary or relevant to create, offer, maintain, operate or improve platforms that Itaú makes available to its users/customers/prospective customers, of resources and functionalities of them, of activities, initiatives, product or services of Itaú or strategic partners, as well as to serve the purposes of this Privacy Policy.
- To share anonymous, aggregate, grouped, cookie or any other type of information when not permitted, under any assumption, to share personal identification of users/customers/prospective customers.
- In the event of structural modifications to the Bank, whether due to merger, acquisition or corporate reorganization.

Any exchange of information is made with only the necessary information and following strict security standards, always protecting the confidentiality of data and following bank secrecy, confidentiality, personal data protection and purpose-related rules, or any other applicable standard.

5.4 Mechanisms for Compiling Information

As indicated in the sources from which information is compiled (i.e. provided by the user, through browsing, from their device or that supplied by third parties). In terms of browsing, these data are compiled through the use of cookies but there are other technologies that can also be used for this purpose.

Cookies can be used to collect information and used for different purposes, such as:_ Functional: They are necessary for access to and functioning of the Itaú platforms.

- Authentication: They are necessary for recognizing the user/customer/prospective customer and allowing access, even to areas of restricted access on the Itaú platforms, and to offer content, offers and/or services of Itaú or its partners.
- Security: They are necessary to help monitor and detect unauthorized activities and protect information of users/customers/prospective customers and of Itaú and third-party platforms.
- Research, analysis and performance: To verify, measure and analyze habits, performance and use of the Itaú platforms by users.
- Advertising: To showcase relevant advertising for Itaú and its strategic partners or local subsidiaries based on the user profile and to know if they view it, both on Itaú platforms and those of our strategic partners. They can also be used to recall potential research conducted by users and, based on those or surveys they answer, show ads or product and/or service offers of interest to them.

In addition to technologies similar to cookies, such as tags and pixels, there are other technologies such as GPS and device sensors that also allow information to be compiled from users, depending on the type of device used by the user, the authorizations granted to the Itaú platforms through the device settings and the functionalities of each site or application.

Cookies and other collection methods or technologies can be disabled or eliminated in the browser settings or device operating system settings, with the exception of functional cookies which, if disabled, do not permit the use of the Itaú platforms.

In addition, depending on the device's operating system, it may authorize and/or cancel our access to certain data (e.g. contacts, device camera). We remind you that if access is not granted or cookies are cleaned, sites or applications or any of their features may not work properly.

5.5 Maintenance, Exclusion and Correction of Information

Itaú maintains compiled information for the period necessary to comply with legal and contractual obligations, to continue supplying its products and services and for the purposes set forth in this Privacy Policy.

The user may request updating, correction or exclusion of his or her information compiled in accordance with this Privacy Policy through several Itaú channels such as branches, the website or Customer Service call centers. However, we will maintain information in order to comply with legal, contractual and regulatory obligations, to safeguard and exercise the rights of Itaú and its users, to continue providing our products and services, to prevent illegal acts and for judicial, administrative and arbitration proceedings, including questioning of third parties regarding their activities on Itaú platforms.

5.6 Information Security

Itaú has implemented the highest and strictest standards of security and confidentiality in order to provide our users/customers/prospective customers a secure and trusted environment. We use tools and technologies to maintain the integrity, availability and confidentiality of their data, protecting them against unauthorized access, encoding them and using security mechanisms for user authentication. In addition, we restrict access to their information as necessary, with strict adherence of the obligations of confidentiality and safeguarding of information in conformity with article 154 of the General Banking Law and Law 19,628 on the Protection of Private Life and their amendments and other related standards.

6 RELATED DOCUMENTS

- General Banking Law.
- Law No. 19,628 on the Protection of Private Life and its amendments.
- Other related standards, and contractual agreements or applicable conventions on safeguarding, protection, reserve and confidentiality.

7 GLOSSARY

7.1 Cookies

Small text files that may or may not be added to the browser of a device used to access the Itaú platforms. These files store and recognize browsing data to guarantee the correct functioning of platforms and to provide a better experience on our channels.

7.2 Itaú Platform

The website, both public and private, as well as applications for mobile devices, that Itaú Corpbanca or its strategic partners make available.

7.3 Strategic Partners

This may be related to local subsidiaries, related companies or suppliers that support the development of Itaú's business.

7.4 Users

All persons that visit and/or access the Itaú platforms.

8 VERSION CONTROL

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