

Privacy Notice Template

General Information

Your participation in the Sodexo survey, submitted through our survey provider, is voluntary. Your responses will be processed by Sodexo SA and Sodexo Chile ("Sodexo"), acting as joint controllers, in order to better understand your experience with Sodexo's services, improve them and, where appropriate, respond to any comments you have shared.

Please read this privacy notice carefully to understand the types of surveys used by Sodexo and how your personal data is processed.

To help us better understand your experience and improve our services, we may use Artificial Intelligence (AI) to analyze the feedback you share in the survey.

AI helps interpret the sentiment behind your comments, organizes your responses into categories, and can suggest follow-up questions. This analysis is used strictly for internal purposes and to guide improvements in the service.

By proceeding with the survey, you confirm that you are aware of and agree to the use of AI for these purposes.

We use different types of surveys depending on how you can access them:

QR code surveys

When you access the survey using QR code, your responses are collected anonymously by default. This means that we do not collect or use your personal information and therefore cannot associate your responses with any data about you. Survey responses are processed solely to identify areas for improvement.

Please provide your feedback in a clear and respectful manner. If you want your survey to remain anonymous, please do not include in the free text field any personal information (such as your name, contact details, etc.) relating to you or others.

In some of our anonymous surveys, you may have the option to enter your email address if you would like to receive a personalized response to your feedback. This option is voluntary. If you provide your email address, Sodexo Chile will contact you and then delete your email address. In such cases, your survey will no longer be anonymous. For more detailed information on how your personal data is used and how to exercise your data protection rights, please read our [Privacy Policy](#)

You can also have the option to share your feedback in an open format, either by writing a response, recording audio, or sending a video. This option is completely voluntary and you can choose the format that works best for you.

However, please note that if you provide feedback via audio or video, your voice and/or image will be processed for the purpose of evaluating your experience and improving our services. This means that your survey will no longer be anonymous. By submitting audio or video comments, you acknowledge and agree that your voice and/or image may be processed, including transcription, sentiment analysis, and other internal processes, in accordance with our [Privacy Policy](#)

Do not include sensitive personal information (such as data about your health, sexual orientation, political opinions, racial or ethnic origin) or criminal record.

Direct Engagement Surveys

These surveys are sent directly to you (usually by email, but also through our apps) and are not anonymous. Your answers will be linked to your identity and will be processed by Sodexo in order to better understand your experience, improve our services and respond to any comments you have shared.

You can have the option to share your feedback in an open format, either by writing a response, recording audio, or sending a video. This option is completely voluntary and you can choose the format that works best for you.

If you choose to provide feedback via audio or video, please note that your voice and/or image will be processed for the purpose of evaluating your experience and improving our services. This can include transcription, sentiment analysis, and other internal processes. By submitting audio or video comments, you acknowledge and consent to the processing of your voice and/or image for these purposes, in accordance with our [Privacy Policy](#)

Please do not provide inappropriate, subjective, or offensive comments. Only provide objective feedback. Do not include sensitive personal information (such as data about your health, sexual orientation, political opinions, racial or ethnic origin) or criminal record.

For more information on how your personal data is used and how to exercise your data protection rights, please read our [Privacy Policy](#)

If you no longer wish to receive feedback requests from Sodexo, please note that the option to unsubscribe is available via a link in the footer of the invitation and reminder emails.