

## **PRIVACY POLICY**

SELVÁTICA S.A.S.

### **WHAT INFORMATION WILL WE REQUEST?**

The personal data we obtain from clients, suppliers, employees, former employees, and any other person who provides us with their data, which in any case are private data not available to the public, include:

- Type and number of identification document (Citizenship card or foreigner ID, or, Tax ID).
- First and last names / Legal name.
- Tax information
- Fixed and/or mobile contact numbers
- Addresses
- Email
- Distribution channels of your company
- Industrial sector to which it belongs
- Specific Industry Sector
- Information about product delivery (Days, hours, Invoice Date, and everything related to special requests for timely product delivery).
- Payment and invoicing information
- Bank references
- Personal references
- Commercial references
- Banking information
- Authorization to report, process, consult information from and for credit bureaus.

### **FOR WHAT PURPOSE AND HOW WILL WE USE IT?**

Our clients, suppliers, employees, former employees, and other individuals who provide us with their data authorize SELVÁTICA S.A.S. to use the above information, collect, transfer, process, manage, and delete personal data in our databases. The purpose of using the data is to enable the development of our business activity, prepare accounting records, report to state-owned companies, and for all administrative and commercial purposes that are part of our operation.

Similarly, our clients and providers of goods or services and other individuals, as data subjects, by accepting this policy, authorize SELVÁTICA S.A.S. to:

- Order, catalog, classify, divide or separate the provided information.
- Use them for internal or commercial administrative purposes such as: credit assessments, preparation and presentation of quotations, commercial references, satisfaction surveys, making payments or collections on behalf of the company.
- Promotion of company products or services.
- Sending information of interest through email or other means.
- Maintain historical records of the company and keep in touch with data subjects.
- Verify, check, or validate the provided data.
- Study and analyze the information provided for service and attention monitoring and improvement.
- Deliver the collected information to third parties contracted by the company for the storage and management of personal data, in accordance with the security and confidentiality standards to which we are obligated.
- Control and prevent fraud.
- Control and prevent money laundering and financing of terrorism.
- Prepare reports to credit bureaus on financial obligations arising from the commercial relationship (positive and/or negative information), with prior authorization as required by regulations. Similarly, workers and candidates in selection processes authorize, as data subjects, by accepting this policy, SELVÁTICA S.A.S. to:
  - Process their personal information for the purpose of executing and developing the employment contract, as well as complying with labor, social security, and occupational risk regulations, granting benefits to the worker and their beneficiaries, as well as any other purpose to carry out the employer-employee relationship, including exercising the rights and obligations of employees and employers under the employment contract and applicable law. The Company processes personal data of job candidates, active employees, retirees, pensioners, third parties linked to the company, family groups, and beneficiaries, as well as other individuals who have had an employment contract with the Company.

WHEN IS IT SHARED?

SELVÁTICA S.A.S.: does not share or sell this information with any natural or legal person not authorized.

Without prejudice to the above, personal information collected may be provided when SELVÁTICA S.A.S. considers that such disclosure is necessary to:

- a) Avoid legal liability.
- b) Comply with laws, regulations, subpoenas, or court orders.
- c) Comply with a requirement of a government or regulatory authority.
- d) Exercise rights or fulfill obligations under the contractual relationship or legal duties of the company.

The above, always in accordance with current regulations on the protection of personal data.

#### WHAT ARE THE RIGHTS OF DATA SUBJECTS?

Clients and providers of goods or services, employees, former employees, and other individuals who provide us with their data; data subjects, have the right to access, consult, and know the personal data in our database, as well as rectify them if they are inaccurate or incomplete, and cancel them when they decide.

They will also have the right, in accordance with Law 1581 of 2012, to:

- a. Know, update, and rectify their personal data with the Data Controllers or Data Processors. This right may be exercised, among others, with respect to partial, inaccurate, incomplete, fragmented data, misleading data, or data whose processing is expressly prohibited or has not been authorized.
- b. Request proof of the authorization granted to the Data Controller for the Processing, unless expressly exempted as a requirement for Processing, in accordance with Article 10 of Law 1581 of 2012.
- c. Be informed by the Data Controller or the Data Processor, upon request, regarding the use made of their personal data.
- d. File complaints with the Superintendency of Industry and Commerce for breaches of this law and other regulations that modify, add to, or complement it.
- e. Revoke the authorization and/or request the deletion of the data when the Processing does not comply with constitutional and legal principles, rights, and guarantees. The revocation and/or deletion shall proceed when the Superintendency of Industry and Commerce has determined that the Data Controller or Data Processor has engaged in conduct contrary to the law and the Constitution.
- f. Revoke the authorization and/or request the deletion of the data at any time, provided that the data subject does not have a legal or contractual duty to remain in SELVÁTICA S.A.S.'s database or file.

## WHO TO CONTACT TO ENFORCE YOUR RIGHTS?

Clients, Providers of Goods or Services, Employees and former employees, and other individuals who provide us with their data, may contact the department responsible for handling requests, inquiries, and complaints by email at [info@selvatica.com.co](mailto:info@selvatica.com.co), by phone at (571) 2112773, or at the address Transversal 22a # 61c-13 Bogotá, D.C. – Colombia. Subject: PERSONAL DATA.

## WHAT IS THE PROCEDURE TO EXERCISE YOUR RIGHTS?

To exercise your rights to know, update, rectify, and delete information and revoke authorization, you must contact the person or department responsible, as established in the previous section; the request submitted to the person or department responsible, as applicable, must include at least the following information:

- First and last names / Legal name
- Type and number of identification document
- Position / Occupation
- Subject: Database

Please note that, in accordance with Articles 14 and 15 of Law 1581 of 2012, you have the right to make inquiries and complaints, in which case the procedure explained below will be followed.

Inquiries will be answered within a maximum period of ten (10) business days from the date of receipt. When it is not possible to respond to the inquiry within this period, the interested party will be informed, stating the reasons for the delay and indicating the date on which the inquiry will be addressed, which in no case may exceed five (5) business days following the expiration of the initial term. Complaints must be made by written request and must be addressed to the person or department responsible, as applicable. If for any reason the recipient of the complaint is not competent to resolve. If for any reason the person receiving the complaint is not competent to resolve it, that person will transfer it to the appropriate party within a maximum period of two (2) business days and inform the interested party of the situation.

In the complaint, you must include at least:

- Your identification
- A description of the events giving rise to the complaint
- Your address
- The documents you wish to rely on.

If the complaint is incomplete, the interested party will be required to remedy the deficiencies within the five (5) days following the receipt of the complaint. If two (2) months have passed since

the date of the request without the requester providing the required information, it will be considered that they have withdrawn the complaint. Once the complete complaint is received, a legend will be included in the database stating "complaint in process" and the reason for it, within a period not exceeding two (2) business days. This legend must be maintained until the complaint is resolved.

The maximum term for addressing the complaint will be fifteen (15) business days from the day following the date of receipt. If it is not possible to address the complaint within this period, the interested party will be informed of the reasons for the delay and the date on which their complaint will be addressed, which in no case may exceed eight (8) business days following the expiration of the initial term.

If you require additional information, please do not hesitate to contact us.

SELVÁTICA S.A.S.

Address: Transversal 22a # 61c-13 Carrera 51 No 104 B – 69 Local 106 Bogotá, D.C. – Colombia

Phone: (571) 6163237 – Telefax: 2564157

Email: [info@selvatica.com.co](mailto:info@selvatica.com.co)

This policy has been in effect since October 20, 2016. Compliance with this policy is mandatory for all employees and, in general, for all individuals representing SELVÁTICA S.A.S.