



Policy on Processing and Protection of Personal Data

May 2021

I. INTRODUCTION

Considering the corporate purpose and/or economic activity of Joyco S.A.S. BIC, (Consulting, Advisory and Auditing), this policy has been established following the Statutory Law 1581 of 2012 and its complementary regulations, which will be applied to files, databases, and information processed by Joyco S.A.S. BIC, to regulate the handling of personal data, to protect the fundamental right of Habeas Data or Computer ID.

The protection of personal data is established in Article 15 of the Political Constitution of Colombia, as the fundamental right of all persons to preserve their personal and family privacy and their good name, as well as to know, update and rectify the information that has been collected about them in data banks and files of public and private entities.

II. OBJECTIVE

The purpose of the hereby policy is to establish the general guidelines that shall be implemented for the protection and treatment of personal data within the company, thus allowing the strengthening between the responsible and the owner of the information high levels of confidence regarding the treatment given to their information, whether personal or commercial, by providing the owner of the information, clearly and sufficiently the final purpose and treatment that will be given by the company to their personal information, as well as the mechanisms, processes and procedures that can be used to defend their rights, including queries, complaints and claims.

III. REACH

Joyco S.A.S. BIC's Policy on Processing and Protection of Personal Data will be applied to all databases, physical and digital files containing personal data processed by Joyco S.A.S. BIC, its representatives, management, employees, contractors, suppliers and third parties, whether natural or legal persons, who process such data on behalf of Joyco S.A.S. BIC, as the main responsible for the processing of the information.

IV. LIABILITY

This policy is of mandatory and strict compliance for Joyco S.A.S. BIC and/or its Consortiums, its employees, contractors, suppliers, third parties, visitors, and all those related to the company whose information is subject to treatment, as deemed appropriate

V. IDENTIFICATION OF THE DATA CONTROLLER

Joyco S.A.S. BIC and/or its Consortiums act as data controller of your personal data and will use it in accordance with the object and purpose described in this Policy. The data controller's details are as follows:

- ♣ Company: Joyco S.A.S. BIC
- ♣ Address: Avenida Calle 26 No. 69-76 Oficina 1503 Torre Tierra, Bogotá D.C – Colombia
- ♣ Tax ID Number NIT: 860.067.561-9
- ♣ PBX: (+57) 2210190
- ♣ Opening hours: Monday to Friday from 7:30 a.m. to 5:30 p.m.
- ♣ E-mail: contacto@joyco.com.co

In carrying out its work, Joyco S.A.S. BIC clarifies that it does not provide its services to persons who identify themselves as minors.

VI. DEFINITIONS

To facilitate the understanding of the policy, the following definitions should be considered; such definitions are set forth in Law 1581 of 2012 and in Regulatory Decree 1377 of 2013:

- Data or information Processing: any operation or set of operations on personal data, such as collection, storage, use, circulation, or deletion.
- Data Controller: any natural or legal person, public or private, that by themselves or in association with others, has decision-making power over the databases and/or the data treatment, understanding by treatment "Any operation or set of operations on personal data, such as collection, storage, use, circulation or deletion". It has among its activities those of: i) defining the purpose and the way in which the data is stored, collected, and managed, ii) requesting and keeping the authorization in which the express consent of the owner of the information is stated.
- Data Handler: it is a natural or legal person, public or private, who by themselves or in association with others performs personal data processing by virtue of delegation or mandate by the Data Controller. Among such assignments are the obtaining of authorizations from citizens and the verification of compliance of the collecting purpose by the Entity.

- Authorizations: the consent given by the owner or holder of the information that is intended to be included in a database, such authorization must inform him/her which personal data will be collected, as well as the purposes for which the data will be used.
- Privacy Notice: the instrument through which the owner of the information is notified that the entity has Data Treatment policies that will be applicable; it must be delivered no later than "at the time of personal data collecting". It must include at least the following: - Data of the person responsible for the treatment - Rights of the holder - Channels arranged for the holder to know the personal data treatment policy of the National Agency of Public Procurement - *Colombia Compra Eficiente*.
- Database or Data Bank: understood as the set of personal data belonging to the same context and systematically stored for subsequent use.
- Data Transmission Contracts: the agreement that must be signed by the data controller and the person in charge of the processing of personal data under its control and responsibility, indicating its reach, the activities that the person in charge will perform on behalf of the person in charge and the obligations regarding the owner and the person in charge.
- Personal data: refers to any information linked or that can be associated with one or several determined or determinable natural persons; they can be classified into four main categories: public, semi-private, private, and sensitive.
- Public data: all data that is not of a semi-private or private nature, such as those contained in public documents, duly executed court rulings that are not subject to confidentiality, and those relating to the civil status of the individuals. Among the data of a public nature to be highlighted are birth certificates, marriage and death certificates, and citizenship identifications assessed individually and without being linked to other types of information.
- Semi-private data: information that is not of an intimate, reserved or public nature and whose knowledge or disclosure may be of interest not only to its owner but also to a certain sector or group of persons or to society in general, as is the case of financial data, credit data or commercial activities.
- Private data: information of an intimate or reserved nature and because it is in a private sphere, may only be obtained and offered by order of judicial authority in the performance of its duties, as well as by decision of the owner of the same. This is the case with merchants' books, private documents, medical records, or information extracted from the inspection of the domicile.
- Sensitive data: information that affects the privacy of the holder or whose improper use may generate discrimination toward the persons' race or ethnicity, political orientation, religious or philosophical beliefs, membership in trade unions, social organizations, human rights organizations, or organizations that promote the interests of any political party or that guarantee the rights and guarantees of opposition political parties, as well as data related to health, sex life and biometric data

- Transfer: the transfer of data takes place when the controller and/or personal data handler, located in Colombia, send the information or personal data to a recipient, which in turn is the controller of data treatment and is located inside or outside the country.
- Transmission: personal data treatment involves the communication of the same within or outside the territory of the Republic of Colombia when the treatment is carried out by the handler on behalf of the controller.

VII. PURPOSE OF PERSONAL DATA PROCESSING

Joyco S.A.S. BIC collects the personal data of its employees, which are considered reserved, and will only be disclosed with the express authorization of the owner or when requested by the competent authority.

The purposes for which the personal data of Joyco S.A.S. BIC employees will be used are as follows:

- A. To comply with the obligations imposed by Colombian labor legislation on employers, as well as the orders issued by the competent Colombian authorities.
- B. To develop selection, evaluation, and employment processes.
- C. Establishing contractual relationships with its customers, suppliers, and workers, including the payment of contractual obligations.
- D. Register information of employees and collaborators (purely labor purposes such as affiliations, payroll, family information for welfare events, etc.).
- E. Allow access to the offices, facilities and/or premises of Joyco S.A.S. BIC.
- F. Issue certifications regarding the relationship of the data holder with the company.
- G. Comply with the obligations imposed on Joyco S.A.S. BIC, as an employer, regarding the norms of the Occupational Health and Safety Management System (SOH)

H. To provide information to the Compensation Funds, EPS, ARL, and other entities of the Social Security Regime (Affiliation and maintenance of the service for the worker and beneficiaries).

I. Evaluate the quality of the service.

J. Monitor the functions performed by employees.

K. To develop and apply the disciplinary process.

L. To contact in cases of emergency.

M. To consult memorandums or calls for attention.

N. Accounting and Fiscal Management.

O. Communications and Marketing Plan Management.

P. Others specifically established in the authorizations granted by the employees themselves.

Similarly, Joyco S.A.S. BIC will store the personal data that have been obtained in the development of the selection process in a database that is reserved and will only be disclosed with the express authorization of the owner or when requested by a competent authority.

The database of the employees of Joyco S.A.S. BIC, will only be accessible and handled by the Human Resources Area, with the sole purpose of managing the contractual relationship between the company and the employee. Likewise, the database generated in the selection processes will be accessed and will be managed by the same area, to administrate the personnel selection processes for vacancies that may arise in Joyco S.A.S. BIC.

Once the employment relationship between the employee and the company has ended, all personal data obtained during the selection process and in the development of the employment relationship will be stored in a central file, always submitting this information to the appropriate security measures, given that employment information may contain sensitive data.

In any case, the information will not be processed for a period of more than twenty (20) years from its collection, according to the legal or contractual circumstances that make the handling of the information necessary.

VIII. GENERAL SHAREHOLDERS MEETING

Joyco S.A.S. BIC collects the personal data of its shareholders, which are considered reserved, and will only be disclosed with the express authorization of the owner or when requested by the competent authority.

The purposes for which the personal data of Joyco S.A.S. BIC's shareholders will be used are listed below:

A. To summon ordinary or extraordinary meetings of the highest corporate body.

IX. PRINCIPLES

The principles set forth below constitute the general parameters that shall be respected by Joyco S.A.S. BIC and/or its consortiums in the personal data processing processes:

1. Principle of purpose: the treatment of personal data collected by Joyco S.A.S. BIC and/or its consortiums, must obey a legitimate purpose, which must be informed to the data holder.
2. Principle of freedom: the treatment can only be carried out with the prior, express, and informed consent of the data holder. Personal data may not be obtained or disclosed without prior authorization, or in the absence of a legal or judicial mandate that requires consent.
3. Principle of truthfulness or quality: the information subject to processing must be truthful, complete, accurate, current, verifiable, and understandable. Partial, incomplete, fractioned, or misleading data may not be processed.
4. Principle of transparency: during data treatment the data holder's right to obtain, either from the data controller or the data handler, at any given moment and without any restrictions, information regarding the existence of data that may concern them, must be guaranteed.
5. Principle of restricted access and circulation: The data treatment is subject to the limits derived from the nature of the personal data, the provisions of the law and the Constitution. Personal data, except for public information, and as provided in the authorization granted by the holder of the data, may not be available on the Internet or other means of divulgation or mass communication unless access is technically controllable to provide restricted knowledge only to the holders or authorized third parties.

6. Principle of security: the information subject to Treatment by Joyco and/or its consortiums, shall be protected using technical, human, and administrative measures that are necessary to provide security to the records, thus avoiding their adulteration, loss, consultation, use or unauthorized or fraudulent access.
7. Principle of confidentiality: all persons involved in the personal data treatment are obliged to guarantee the confidentiality of the information, even after the end of their relationship with any of the tasks involving the treatment and may only provide or communicate personal data when it corresponds to the development of the activities authorized by law and under the terms of the same.

X. AUTHORISATION GRANTED BY THE HOLDER

- The data treatment requires the prior and informed authorization of the data holder, which must be obtained through the "Authorization for the Use of Personal Data" form or any other means that the Company decides to establish for this purpose, with the understanding that all of them must allow subsequent consultation.
- With no exception, to link suppliers, contractors, or workers, the " Authorization Format for the Use of Personal Data" must be filled out, this format is available at the Administrative Office of Joyco S.A.S. BIC.
- Any positive or negative data contained in the database of a data processor, the treatment of such information without the holder's authorization, must be deleted immediately, once the absence of the same is noticed as a result of the holder's request, made through the respective claim.

XI. EVENTS IN WHICH AUTHORIZATION IS NOT NECESSARY

The authorization granted by the data holder shall not be necessary for the following events:

- The information is required by a public or administrative entity in the exercise of its legal functions or by warrant.
- The information is of a public nature.
- It is a medical or health emergency.
- The personal data treatment is authorized by law for historical, statistical or scientific purposes.
- It is data related to the civil registry

XII. DUTIES OF THE PERSON RESPONSIBLE FOR THE PERSONAL DATA TREATMENT

The data controller and the persons in charge of the personal data treatment are obliged to comply with the duties imposed by law in this regard. Therefore, the following obligations must be complied with:

- Guarantee to the data holder, at all times, the full and effective enforcement of the Habeas Data right.
- Request and keep, under the conditions set by law, a copy of the respective authorization granted by the data holder.
- Duly inform the data holder about the purpose of the collection and the rights they have by virtue of the authorization granted.
- Keep the information under the necessary security conditions to prevent its adulteration, loss, consultation, use or unauthorized or fraudulent access.
- Ensure that the information provided to the data handler is truthful, complete, accurate, up-to-date, verifiable, and comprehensible.
- Update the information, communicate in a timely manner to the Data Handler, all developments with respect to the data previously provided and take other necessary measures to ensure that the information provided is kept up to date.
- Rectify the information when it is incorrect and communicate the relevant information to the data handler.
- Provide the data handler, according to the case, only data whose treatment was previously authorized in accordance with the law.
- Always require the data controller to respect the security and privacy conditions of the data holder's information.
- Process the queries and claims formulated in the terms set forth by law.
- Adopt an internal manual of policies and procedures to ensure proper compliance with the law and especially for the attention of queries and claims.
- Inform the data processor when certain information is under discussion by the data holder once the claim has been filed and the respective process has not been completed.
- Inform at the request of the data holder about the use given to their data.
- Inform the data protection authority when there are violations of the security codes and there are risks in the administration of the data holder's information.
- Comply with the instructions and requirements given by the Superintendence of Industry and Commerce.

XIII. HOLDER'S RIGHTS

The holder of the personal data collected by Joyco S.A.S. BIC and/or its consortiums has the following rights:

- To know, update and rectify their personal data against the data controllers or data handlers. This right may be exercised, among others, against partial, inaccurate, incomplete, fractioned, misleading data, or data for which treatment is expressly prohibited or has not been authorized.
- Request proof of the authorization granted to the data controller, except when it is expressly exempted as a requirement for the treatment, in accordance with Article 10 of Law 1581 of 2012.
- To be informed by the data controller or data handler, upon request, regarding the use given to their personal data.
- File complaints before the Superintendence of Industry and Commerce for violations of the Law 1581 of 2012, and other rules that modify, add, or complement it.
- Revoke the authorization and/or request of deletion of the data when the treatment does not comply with the principles, rights and constitutional and legal guarantees. The revocation and/or deletion will proceed when the Superintendence of Industry and Commerce has determined that in the treatment the Responsible or Supervisor have incurred in conduct contrary to the Law 1581 of 2012 and the Political Constitution of Colombia.
- Access free of charge to their personal data that have been subject to treatment.

XIV. PROCEDURES

- REQUESTS

The personal data holder may exercise their rights by contacting Joyco S.A.S. BIC through a written request addressed to Joyco S.A.S. BIC's Administrative Direction, the request must indicate that the subject is "Personal Data Protection".

The request may be sent to the following email: contacto@joyco.com.co, or through a written request filed at the address Calle 26 No. 69 - 76 Torre 3 (Tierra) office 1503 in the city of Bogota.

The request must contain the following requirements:

- Name and surname of the holder.
- Photocopy of the holder's or representative's ID, as well as the document authorizing such representation.
- Petition in which the request is made, i.e. (consultation or access) of information.
- Address for sending notifications, date, and signature of the applicant.

- Documents supporting the request, if necessary.

Once the request is received, Joyco S.A.S. BIC, will resolve it within a maximum period of 10 (ten) working days from the date of receipt of the request.

When it is not possible to attend the request within such term, the holder must be informed, stating the reasons for the delay and indicating the date on which the request will be attended, which in no case may exceed five (5) working days following the expiration of the first term.

XV. Claims and grievances

It is understood by:

- A. CLAIM OF CORRECTION: the information holder right to modify data that turn out to be inaccurate, incomplete, fractioned, misleading, or whose treatment is expressly prohibited or has not been authorized.
- B. SUPPRESSION CLAIM: the information holder right to have data that is inadequate, excessive or does not respect the principles, rights and constitutional and legal guarantees deleted.
- C. CLAIM OF REVOCATION: the owner's right to cancel the authorization previously provided for the treatment of personal data.
- D. CLAIM OF INFRINGEMENT: information holder's right to request the solve the breaching of regulations regarding data protection in the company may have incurred.

The data holder or their successors that consider the information stored in a database should be corrected, updated, or deleted, or when they notice an alleged breach of any of the duties contained in the Law, may file a claim before Joyco S.A.S. BIC, which will be processed after compliance with the following rules:

1. The claim shall be written and addressed to Joyco S.A.S. BIC with the holder's identification, the description of the facts that lead to the claim or request, the address for notification, and the documents considered to support the request, in case of acting by proxy, you must attach a document that evidence such act.
2. If the claim is incomplete, the interested party will be required within five (5) days following the reception of the claim to correct the faults.

After two (2) months from the date of the requirement, without the applicant submitting the required information, it will be understood that the claim has been abandoned.

If the company receives a claim that it is not competent to resolve, it will be transferred to the person who actually corresponds within a maximum period of two (2) working days, and the information holder will be informed of the situation.

Once the complete claim is received, Joyco S.A.S. BIC will include in the respective database a caption indicating "claim in process" and the reason for it, within a term no longer than two (2) business days and must keep such caption on the data under discussion until the claim is solved.

The maximum term to address the claim shall be fifteen (15) business days from the day following the date of its reception. When it is not possible to address the claim within such term, the holder will be informed of the reasons for the delay and a new date will be given on which the claim will be addressed, the date in no case may exceed eight (8) business days following the expiration of the initial date.

XVI. REQUEST FOR UPDATING AND/OR RECTIFICATION

Joyco S.A.S. BIC will rectify and update, at the holder's request, if the data is inaccurate or incomplete, according to the procedure and terms indicated above, for which the holder must submit a request to the channels provided by the company for the attention to requests, indicating the update and rectification of the data while providing the documentation supporting said request.

XVII. REVOCATION OF AUTHORIZATION AND/OR DELETION OF DATA

The data holder may revoke at any time the consent or authorization given for the treatment of their personal data provided if there is no impediment enshrined in a legal or contractual provision.

Likewise, the data holder has the right to request at any time to Joyco S.A.S. BIC the suppression or elimination of their personal data when:

- A. The data holder considers that such data is not being treated in accordance with the principles, duties, and obligations established in the regulations in force.
- B. They are no longer necessary or relevant for the purpose for which they were obtained.
- C. The time necessary for the fulfillment of the purposes for which they were obtained has been fulfilled.

Such deletion implies the total or partial elimination of the personal data, as requested by the data holder in the records, files, databases, or treatment carried out by Joyco S.A.S. BIC.

The right of cancellation is not absolute and therefore Joyco S.A.S. BIC, may deny the revocation of authorization or deletion of personal data in the following cases:

- A. The holder has a legal or contractual obligation to remain in the database.
- B. The elimination of data hinders judicial or administrative actions related to tax obligations, the investigation and prosecution of crimes or the updating of administrative sanctions.
- C. The data is necessary to protect the, legally protected, interests of the holder; to carry out an action in the public interest, or to comply with an obligation legally acquired by the holder.

XVIII. PROCEDURAL REQUIREMENT

The holder or their successor may only file a complaint before the Superintendence of Industry and Commerce once they have exhausted the Consultation or Claim procedure directly before the company.

XIX. SECURITY AND PROTECTION OF INFORMATION

Joyco S.A.S. BIC considering the principle of security regulated by the Statutory Law on Data Protection has implemented the necessary technical, human and administrative measures to provide security to the records avoiding their adulteration, loss, consultation, use, or unauthorized or fraudulent access.

On the other hand, Joyco S.A.S. BIC in its contracts contemplates the implementation of security measures required to ensure the security and confidentiality of information in the processing of personal data by its suppliers and/or contractors.

XX. MODIFICATION OF THE POLICY

Any change or modification made to this data protection policy shall be written and shall be made known in a timely manner to the information holders.

XXI. MECHANISMS TO KNOW THE DATA PROCESSING POLICY

The owner of the information can access our information policy, which is published in <http://www.joyco.com>

XXII. EFFECTIVENESS

The present personal data protection policy shall be effective as of its publication on the Joyco S.A.S. BIC website on May 2021.