



# PERSONAL DATA PROCESSING POLICY



**Corficolombiana**

Trabajamos e invertimos  
en el progreso del país

## TABLE OF CONTENTS

INTRODUCTION	3
1. PURPOSE	3
2. DEFINITIONS	3
3. PRINCIPLES	4
4. POLICIES	5
4.1. Authorization Granted by the Data Subject	5
4.2. Events in which the Authorization is not Necessary	6
4.3. Delivery of Information to the Data Subjects, their Legal Representatives, Attorneys and/or Successors	6
5. DUTIES OF THE CORPORATION ACTING AS CONTROLLER	7
6. DUTIES OF THE COMPANY AS PROCESSOR	8
7. RIGHTS OF THE DATA SUBJECTS	9
8. PROCEDURES	10
8.1. Inquiries	10
8.2. Claims	10
8.3. Means of Communication to Exercise the Rights and Process Inquiries and Claims from Data Subjects	12
9. TERM	12
10. REFERENCE DOCUMENTS AND ANNEXES	13
11. CHANGES AFTER THE POLICY CREATION	13

## PERSONAL DATA PROCESSING POLICY

### INTRODUCTION

In order to ensure that the personal data processing by CORPORACIÓN FINANCIERA COLOMBIANA S.A., hereinafter referred to as THE CORPORATION, as a result of the activities for which it has been legally empowered, is carried out in accordance with the provisions in the personal data protection regulations (Statutory Law 1581/2012 and its regulatory decrees), particularly concerning the answer of inquiries and complaints by the data subjects, this internal document on policies and procedures is adopted.

### 1. PURPOSE

Describe the guidelines for personal data processing.

### 2. DEFINITIONS

Definitions set out in Law 1581/2012 and in regulatory decree 1377/2013:

- Authorization: Prior, express and informed consent of the data subject to carry out the processing of personal data.
- Database: Organized group of personal data that is processed.
- Personal data: Any information linked or that may be associated with one or more identified or identifiable natural persons.
- Public data: It is the data that is not semi-private, private or sensitive.
- Sensitive data: It is the data that affects the privacy of the subject or whose misuse may lead to discrimination.
- Processor: Natural person or legal entity, public or private, that carries out the processing of personal data by itself or in association with others, on behalf of the Controller.
- Controller: Natural person or legal entity, public or private, that decides on the database and/or the processing of data by itself or in association with others.

- Data Subject: Natural person whose personal data is processed.
- Transfer: The transfer of data takes place when the Controller and/or Processor of personal data, based in Colombia, sends the information or personal data to a recipient, who in turn is a Controller and is inside or outside the country.
- Transmission: Personal data processing that implies the communication thereof inside or outside the territory of the Republic of Colombia when the purpose is that the processing is carried out by the Processor on behalf of the Controller.
- Processing: Any operation or set of operations.

### 3. PRINCIPLES

The principles set forth below, constitute the general parameters that shall be respected by CORFICOLOMBIANA during the personal data processing.

- Principle of purpose: The processing of personal data collected by CORFICOLOMBIANA S.A., must obey a legitimate purpose, which must be informed to the data subject;
- Principle of freedom: The processing may only be carried out with the prior, express and informed consent of the data subject. Personal data may not be obtained or disclosed without prior authorization, or in the absence of a legal or judicial mandate that substitutes the consent;
- Principle of truthfulness or quality: The information subject to processing must be truthful, complete, accurate, updated, verifiable and understandable. Processing of partial, incomplete, fractionated or misleading data is prohibited;
- Principle of transparency: The processing must guarantee the right of the data subject to obtain from CORFICOLOMBIANA S.A. or from the processor, at any time and without restriction, information about the existence of data concerning the data subject.
- Principle of access and restricted circulation: Personal data, except for public information, may not be available on the Internet or other means of dissemination or mass communication, unless access is technically controllable in order to provide restricted knowledge only to the data subjects or authorized third parties.

- Principle of security: Data subject to processing by CORFICOLMBIANAS.A. shall be protected through the use of technical, human and administrative measures that are necessary to provide security to the records avoiding their adulteration, loss, consultation, unauthorized or fraudulent use or access.
- Principle of confidentiality: All persons involved in the processing of personal data are bound to guarantee the confidentiality of the information, even after the end of their relationship with any of the tasks involved in the processing.
- Principle of collaboration with national or foreign authorities: In addition to the provisions of the law, the data subject's authorization shall include the possibility of providing national or foreign authorities with the purpose of collaborating with the prevention, detection and mitigation of the risks of tax evasion, national or foreign corruption, money laundering, terrorism financing and/or similar, as well as carrying out the necessary activities to mitigate the effects of this type of situations, if they occur.

## 4. POLICIES

### 4.1. Authorization Granted by the Data Subject

- 4.1.1. The processing requires the prior and informed authorization of the data subject, which shall be obtained through the "personal data processing authorization" form or any other means that the Corporation decides to establish for this purpose, on the understanding that all of them shall allow their subsequent consultation.
- 4.1.2. Without exception, in order to establish relationships with natural persons such as customers, suppliers, contractors or officers, the data processing authorization form shall be completed. This document shall be filed in the data subject's folder, in the case of suppliers, contractors and officers; and for customers, it shall be digitalized in the application defined for such purpose, as an integral part of the documentation requested at the time of establishing the relationship.
- 4.1.3. Any positive or negative data recorded in the database of a data processor, without the authorization granted by its data subject, must be deleted immediately, once the absence thereof is noticed as a result of the data subject's request, submitted through the respective claim.
- 4.1.4. THE CORPORATION has designated the Customer Service area as the one responsible for ensuring compliance with this policy; however, the responses to inquiries and complaints made by the data subjects shall be the responsibility of the areas that manage the different databases.

4.1.5. The controller shall have the duty to prove every six months to the Processor that the data provided is authorized, in accordance with the provisions of Law.

## 4.2. Events in which the Authorization is not Necessary

The authorization of the data subject shall not be necessary in the following events:

- The Information is required by a public or administrative entity in exercise of its legal functions or by judicial order.
- It is public data.
- In cases of medical or health emergency.
- The processing of personal data is authorized by law for historical, statistical or scientific purposes.
- It is data related to civil records of persons.

## 4.3. Delivery Of Information To The Data Subjects, Their Legal Representatives, Attorneys And/ Or Successors

4.3.1. THE CORPORATION, acting as controller and/or processor of personal data, must take into account the following rules when answering the inquiries or complaints submitted by the personal data subjects, their legal representatives, attorneys and/or successors:

- Verify the capacity of data subject of whoever is verbally making a petition or inquiry, as follows:

If the petition or inquiry is personally made through the main office, record of the exhibition of any suitable document that allows its identification must be made.

Those documents can be:

- If of legal age: Identity card or foreign national identity card.
- If minor: Birth certificate of the minor and the identity card of the father or mother exercising the parental rights, or of the legal guardian. In the latter case, it shall be accompanied by the legal decision in which the designation has been made.

- In case of a person authorized by the data subject, it shall accompany the respective power of attorney granted before a notary public or before the first political authority, in those places where there is no notary; with the record of acknowledgement of signature and document's content.
- In case of a successor, it shall be accompanied by the death certificate of the data subject and birth certificate recording the kinship with the data subject.
- Verify that the written inquiries are duly signed by the data subject, who must demonstrate its capacity as follows:
  - Through the exhibition of any suitable document that allows its identification, as indicated in letter a) above; or,
  - By any other means allowing its identification.
- Verify that the capacity of legal representative, attorney and/or successor of the data subject is duly demonstrated pursuant to letter a) above, when the petition or inquiry is submitted in writing by the person invoking any of these capacities;

4.3.2. The public entities of the executive branch, the jurisdictional or control bodies and other departments of disciplinary, tax or administrative investigation requesting information from THE CORPORATION in its capacity as controller or processor, shall indicate in the respective request, expressly or clearly, the correct purpose for which they require the information requested and the express functions conferred upon them by law in connection with such purpose. These entities, bodies and departments shall be subject to compliance with the duties of the information users, provided by law.

## 5. DUTIES OF THE CORPORATION ACTING AS CONTROLLER

The CORPORATION, acting as controller, shall comply with the following duties:

- Always ensure to the data subject the full and effective exercise of the Right of Habeas Data.
- Request and preserve, in the conditions provided by law, a copy of the respective authorization granted by the data subject.
- Duly inform the data subject about the purpose of the collection of the authorization and the rights it has pursuant to the authorization granted.

- Preserve the information under the necessary security conditions to prevent its adulteration, loss, consultation, unauthorized or fraudulent use or access.
- Ensure that the information provided to the processor is accurate, complete, updated, demonstrable and understandable.
- Update the information by promptly communicating to the processor all the novelties with respect to the data that it has previously provided and adopt the other necessary measures so the information provided is kept updated.
- Rectify the information when it is incorrect and communicate what is pertinent to the processor.
- Provide to the processor, as the case may be, only the data whose processing is previously authorized pursuant to the provisions of law.
- Demand from those having the capacity of processors the respect for the security and privacy conditions of the data subject information.
- Process the inquiries and complaints made under the terms indicated by law.
- Inform the processor when determined information is under discussion by the data subject, once the complaint has been submitted and the respective process has not been completed.
- Inform per request of the data subject, about the use given to its data.
- Inform to the data protection authority when there is evidence that there have been violations to the security codes and there are risks in the administration of the data subject information.
- Comply with the instructions and requirements given by the Superintendence of Industry and Commerce.

## 6. DUTIES OF THE CORPORATION AS PROCESSOR

The CORPORATION, as Processor, must comply with the following duties:

- Allow the data subject, at all times, the full and effective exercise of the right of habeas data.



- Keep the information under the necessary security conditions to prevent its adulteration, loss, consultation, unauthorized or fraudulent use or access.
- Update, rectify or delete the data in a timely manner in accordance with the terms of Law 1581/2012.
- Request the certification of the existence of the authorization granted by the data subject from the Controller.
- Update the information reported by the Controller within five (5) business days from its receipt.
- Process the consultations and claims made by the data subjects in the terms indicated in Law 1581/2012.
- Register in the database the heading “CLAIM IN PROCESS” as regulated by Law 1581/2012.
- Insert in the database the heading “INFORMATION UNDER LEGAL DISCUSSION” once notified by the competent authority of legal proceedings related to the quality of personal data.
- Refrain from circulating information that is being disputed by the data subject and the blocking of which has been ordered by the Superintendence of Industry and Commerce.
- Allow access to the information only to those persons authorized to access it.
- Inform the Superintendence of Industry and Trade when violations to security codes occur and there are risks in the management of the information of the data subjects.
- Comply with the instructions and requirements given by the Superintendence of Industry and Commerce.

## 7. RIGHTS OF THE DATA SUBJECTS

The data subject shall have the following rights:

- To know, update and rectify his/her personal data with the controller or processor. This right may be exercised, among others, with regard to partial, inaccurate, incomplete, fractioned or misleading data or data whose processing is expressly prohibited or has not been authorized.

- To request proof of the authorization granted to the controller, except when expressly exempted as a requirement for processing, in accordance with the provisions of Article 10 of Law 1581/2012.
- To be informed by the controller, upon request, of the use he/she has made of his/her personal data.
- To submit complaints to the SIC for violations of the provisions of the legislation in force.
- Apart from the legal exceptions provided, revoke the authorization and/or request the deletion of the data when the processing does not respect the constitutional and legal principles, rights and guarantees. The revocation and/or suppression shall proceed when the Superintendence of Industry and Trade has determined that in the processing the Controller has incurred in conducts against the law and the Constitution.
- To access free of charge his/her personal data that have been processed.

## **8. PROCEDURES**

### **8.1. Inquiries**

The data subjects, their legal representatives, attorneys-in-fact or successors and other persons authorized by law may consult the personal information of the data subject that is in any database held by THE CORPORATION and the latter, in its capacity as the Controller or Processor, must provide them with all the information contained in the individual register or that is linked to the identification of the data subject.

The Corporation shall answer the inquiry within a maximum term of ten (10) business days as of the date of receipt of the inquiry. When it is not possible to answer the inquiry within this term, the interested party shall be informed, expressing the reasons for the delay and indicating the date when the inquiry shall be answered, which in no case may exceed five (5) business days after the expiration of the first term.

### **8.2. Claims**

The data subject, his/her legal representative or successors who consider that the information contained in a database held by THE CORPORATION should be corrected, updated or deleted, or when they notice the alleged breach of any of the duties contained in Law 1581/2012, may file a claim, which shall be processed under the following rules:

- The claim shall be formulated by means of a request addressed to THE CORPORATION, with the identification of the data subject, the description of the facts that give rise to the claim, its date, address, and attached the supporting documents. If the claim is incomplete, the interested party shall be required to correct the deficiencies within five (5) business days of receipt of the claim. After two (2) months from the date of the request, without the interested party submitting the required information, it shall be understood that the claim has been withdrawn.

If the person receiving the complaint is not qualified to resolve it, he/she shall transfer the request to the person concerned within a maximum of two (2) business days and inform the interested party of the situation.

- Upon receipt of the completed claim, a heading stating “claim in process” and the reason for the claim shall be included in the database within two (2) business days. Such heading shall be maintained until the claim is decided.
- The maximum term to answer the claim shall be fifteen (15) business days from the day following the date of its receipt. When it is not possible to answer the claim within said term, the interested party shall be informed of the reasons for the delay and the date on which his/her claim shall be answered, which in no case may exceed eight (8) business days following the expiration of the first term.
- Such answers must be sent to the address indicated by the data subject at the time of filing his/her request and, in case the address was not specified, it shall be sent to the last address registered with THE CORPORATION.
- The requests or complaints shall be managed according to the procedures established within the Corporation and a copy of the answer must be left as support for the management.

The referral of inquiries and complaints by THE CORPORATION, when it acts as Processor of the Information, does not exempt the Controllers (those who have the source of the information) from the duty to answer the data subject for each and every one of the questions raised within the term indicated in the law. In this sense, THE CORPORATION must inform the data subject of everything expressly stated by the Controller.

DUTY TO DECLARE THAT CERTAIN INFORMATION IS UNDER DISCUSSION BY ITS DATA SUBJECT.

Based on the duty established in numeral 1 of article 15 of Law 1581/2012, it is the responsibility of the Controller to report to the processor that certain information is under discussion by its data subject so

that it includes the caption “claim in process”. If the controller decides the claim submitted by the data subject within two (2) business days of the filing date, it shall not be necessary to inform the Processor that the report is under discussion. When the Superintendence of Industry and Trade informs THE CORPORATION of the start of an administrative action or notifies the opening of an investigation aiming at determining the origin of the deletion, update or rectification of the data of a specific subject, they shall inform the Controller or Processor, as appropriate, within the following two (2) business days so that the caption “administrative action or investigation in process” is included, which shall remain until the Entity’s decision is final.

In cases where the data subject claims identity theft, THE CORPORATION shall inform the processor so that it includes the respective caption regarding the data subject and the obligation or obligations that affect it with the theft. In any case, the controller shall carry out the corresponding procedure in order to establish whether there are indications leading to delete the information report, both positive and negative. If, as a result of the procedure, it is determined that the deletion of the information is not appropriate, the data subject may resort to the Superintendence of Industry and Trade for it to decision.

### 8.3. Means of Communication to Exercise the Rights and Process Inquiries and Claims from Data Subjects

For the exercise of its rights and the processing of inquiries and claims, the data subject can use the channels enabled by the CORPORATION: through the customer service line 742 14 01 in Bogota or in the rest of the country to the national line 01 8000 522 238 or via email [servicioalclientecorficolombiana@corficolombiana.com](mailto:servicioalclientecorficolombiana@corficolombiana.com).

In the case of customers, they can also address their claims to the Financial Consumer Ombudsman of CORFICOLOMBIANA S.A., as defined in the “Procedure for handling requests, complaints and claims.”

## 9. VALIDITY

This Policy becomes effective in the terms of Law 1581/2012. The validity of the databases herein and the corresponding personal data shall be maintained in accordance with the contractual terms or terms of law on document conservation.

## 10. REFERENCE DOCUMENTS AND ANNEXES

Annexes:

[Privacy Notice](#)

[Authorization to Use Personal Data](#)

## 11. CHANGES AFTER THE POLICY CREATION

Date	Version	Change Nature
Sep-06/2013	1	Document creation
Jun-17/2016	2	<p>The document name is changed from “personal data protection policy” to “personal data processing policy”.</p> <p>Change of the area in charge of the adoption and implementation of policies consistent with the Personal Data Protection Act (Before: Human Resources and Administration Management; Now: Business Directorate – SAC).</p> <p>It is aligned in accordance with the new unified authorization clause to process personal data issued by AVAL.</p> <p>The authorization form for personal data processing is replaced and the Privacy Notice is updated.</p> <p>The above amendments have been approved in minutes No. 1821 dated May 11, 2016</p>
Jul-25/2018	3	<p>Specification to bases and their parties in charge is deleted from numeral 4.1.4 because they constantly change. They are broken down in the procedure for the national registry of databases.</p> <p>The above amendments have been approved in minutes No. 1878 dated July 25, 2018.</p>
Apr-24/2019	4	<p>Item h, Principle of collaboration with national or foreign authorities, is added to numeral 3.</p> <p>Amendment to numeral 4.1.4, area in charge of ensuring compliance with the Policy regarding the personal data processing, replacing “SAC Business Area” for “SAC Area”.</p> <p>The above amendments have been approved in minutes No. 1898 dated April 24, 2019.</p>
Oct-07/2021	5	<p>The code CFC-PO-RH-10 is modified to CFC-PO-SC-02 since this is a SAC area policy.</p> <p>The heading of 8.3 and its corresponding procedure was modified. The procedure for complaints and claims before the consumer financial ombudsman is eliminated and replaced by the procedure to address requests, complaints and claims.</p>

Date	Version	Change Nature
Feb-22/2022	6	Updating of Privacy Notice in line with new updates.
May-02/2022	7	The appendix Privacy Notice format is updated, modifying the customer service line number from 353 50 66 in item f to 601-7421401.
May-31/2022	8	The appendix Privacy Notice format is updated, updating the contact details of the Consumer Financial Ombudsman.
Aug-10/2022	9	<p>The customer service line 7421401 is updated.</p> <p>The "Privacy Notice" appendix is updated in line with the adjustment and unification of the document code from CFCRERH61, USCREGC19, USCREGH53 to CFCRESC11, and update of the customer service line to (601) 7421401.</p> <p>The appendix "Personal data processing authorization" is updated in line with the unification of the CFCRESC01, CFCRERH62, USCREGH19, USCPRGC21 forms to GRCRESC01 and update of the customer service line to (601) 7421401.</p> <p>Telephone change approved by meeting minutes No. 1970 of April 27, 2022.</p>

*Date Updated: August 10/2022*

SUPERINTENDENCIA FINANCIERA  
DE COLOMBIA

VIGILADO

[www.corficolombiana.com](http://www.corficolombiana.com)  
[www.investigaciones.corficolombiana.com](http://www.investigaciones.corficolombiana.com)

 Corficolombiana S.A

 @corficolombiana

 Corficolombiana

 Investigaciones Económicas Corficolombiana