

# Café Quindío

## Customer Service Policy

In the exercise of its private functions, CAFE QUINDIO US LLC must request and process personal data, which is why it holds the quality of Data Controller.

**HABEAS DATA:** right of any person to know, update and rectify the information that has been collected about them in the database and in the archives of public and private entities.

**PRIVACY NOTICE:** verbal or written communication generated by the person in charge addressed to the owner for the processing of their personal data, by means of which they are informed about the existence of the information processing policies that will be applicable to them, the way to access them and the purposes of the treatment that is intended to give to the personal data.

**AUTHORIZATION:** prior, express and informed consent of the owner to carry out the processing of personal data.

**PERSONAL DATA:** any information linked to one or more specific or determinable persons or that may be associated with a natural or legal person.

**PUBLIC DATA:** it is the data that is not semi-private, private or sensitive. Public data are considered, among others, data relating to the marital status of persons, their profession or trade and their status as a trader or public servant. By their nature, public data may be contained, inter alia, in public registers, public documents, official gazettes and bulletins and duly enforceable court rulings that are not subject to reservation.

**SENSITIVE DATA:** sensitive data are those that affect the privacy of the owner or whose improper use may generate discrimination, such as those that reveal racial or ethnic origin, political orientation, religious or philosophical convictions, membership of trade unions, social organizations, human rights or that promotes the interests of any political party or that guarantee the rights and guarantees of opposition political parties, as well as data relating to health, sex life, and biometric data.

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**IN CHARGE OF THE TREATMENT:** natural or legal person, public or private that by itself or in partnership with others, performs the Processing of personal data on behalf of the person responsible for the Treatment.

**RESPONSIBLE FOR THE TREATMENT:** natural or legal person, public or private that by itself or in partnership with others, decides on the database and / or Data processing.

**OWNER:** natural person whose personal data are subject to Treatment.

**TREATMENT:** any operation or set of operations on personal data, such as collection, storage, use, circulation or deletion.

**TRANSFER:** the transfer of data takes place when the person responsible and/or person in charge of the processing of personal data, located in Colombia, sends the information or personal data to a recipient, who in turn is responsible for the treatment and is located inside or outside the country.

**TRANSMISSION:** processing of personal data that involves the communication of the same inside or outside the territory of the United States of America when it has as its object the realization of a treatment by the person in charge on behalf of the person in charge.

**PRINCIPLES:**

The personal data provided by any user of our entity will be governed by the principles of legality, purpose, freedom, veracity, transparency, access and restricted circulation, security and confidentiality, in the terms defined by the applicable laws.

**TREATMENT TO WHICH THE DATA WILL BE SUBMITTED:**

The processing of the essential personal data of customers, entrepreneurs, suppliers, employees and / or contractors, will be framed in the legal order and will be necessary for the fulfillment of the object of the company.

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In the case of sensitive personal data, they may be used and processed when:

The Owner has given his explicit authorization to said Treatment, except in cases where by law the granting of such authorization is not required.

The Treatment is necessary to safeguard the vital interest of the Holder and this is physically or legally incapacitated. In these events, the legal representatives must grant their authorization;

The Treatment is carried out in the course of legitimate activities and with due guarantees by a foundation, NGO, association or any other non-profit organization, whose purpose is political, philosophical, religious or trade union, provided that they refer exclusively to its members or to persons who maintain regular contacts by reason of their purpose. In these events, the data may not be provided to third parties without the authorization of the Owner;

The Treatment refers to data that are necessary for the recognition, exercise or defense of a right in a judicial process;

The Treatment has a historical, statistical or scientific purpose. In this event, the measures leading to the suppression of the identity of the Holders must be adopted.

The processing of personal data of children and adolescents is prohibited, except when it comes to data of a public nature, and when such treatment meets the following parameters and / or requirements:

That they respond to and respect the best interests of children and adolescents.

That their fundamental rights are respected.

Once the above requirements have been met, the legal representative of the children or adolescents shall grant authorization, subject to the exercise by the minor of his or her right to be heard, an opinion that will be assessed taking into account the maturity, autonomy and ability to deal with the matter.

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## RIGHTS OF THE OWNER OF THE INFORMATION:

Know, update and rectify your personal data.

Request proof of the authorization granted to the Data Controller except when expressly excepted as a requirement for the Treatment.

Be informed by the Data Controller or the Data Processor, upon request, regarding the use you have made of your personal data.

Submit to consumer protection agency (The Federal Trade Commission FTC) complaints for violations of the provisions of the laws that regulate the matter.

Revoke the authorization and / or request the deletion of the data when the Treatment does not respect the principles, rights and constitutional and legal guarantees. The revocation and / or deletion will proceed when the consumer protection agency has determined that in the Treatment the Responsible or in charge have incurred in conduct contrary to the matters of the law.

Access free of charge to your personal data that have been subject to Treatment.

## AUTHORIZATIONS AND CONSENT OF THE HOLDER:

Without prejudice to the exceptions provided for in the Law, in the processing of personal data of the owner, the prior and informed authorization of the latter is required, which must be obtained by any means that may be subject to subsequent consultation.

IT IS NOT NECESSARY TO AUTHORIZE THE TITLE OF THE PERSONAL DATA IN THE FOLLOWING CASES:

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Information required by a public or administrative entity in the exercise of its legal functions or by court order.

Data of a public nature.

Cases of medical or health emergency.

Processing of information authorized by law for historical, statistical or scientific purposes.  
Data related to the Civil Registry of persons.

By order of the competent national authority.

When the company CAFE QUINDIO US LLC, for reasons of quality of service and economic convenience, allows access to information to its subsidiaries, controlled and / or subordinated.

AREA IN CHARGE OF ATTENTION TO REQUESTS, COMPLAINTS, CLAIMS AND CONSULTATIONS: Any request, complaint and / or claim presented by the owner of the information, must be presented to the email informed in numeral TWO (DATA OF THE RESPONSIBLE), for which they will be attended within the terms provided in the procedure described in this document. Before this dependency the holders of the information may know, update, rectify and delete information, as well as revoke the authorizations of use granted at any time.

## PROCEDURES:

Consultations. The owners, their successors in title or third parties who have been expressly authorized by the owner may consult the personal information of the owner that rests in any database managed by this company. CAFE QUINDIO US LLC must provide them with all the information contained in the individual registry or that is linked to the identification of the Owner.

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The consultation will be made by written means or by e-mail.

Term to resolve the query: The query will be attended within a maximum term of ten (10) business days counted from the date of receipt of the same. When it is not possible to attend the consultation within said term, the entity will inform the interested party, expressing the reasons for the delay and indicating the date on which their query will be attended, which in no case may exceed five (5) working days following the expiration of the first term.

Claims: The Owners, their successors in title or third parties who have been expressly authorized by the owner who consider that the information contained in a database should be subject to correction, updating or deletion, or when they notice the alleged breach of any of the duties contained in this law, may file a claim in writing or by email with the company which will be processed under the following rules:

The claim will be made by email (Email) addressed to CAFE QUINDIO US LLC, and must contain the following information:

Identification of the Owner.

Address, email, telephone.

Description of the facts that give rise to the claim.

Documents that you want to enforce.

Express indication of the data to be corrected, modified or deleted.

If the claim is incomplete, the data subject will be required within five (5) days of receipt of the claim to correct the failures. After two (2) months from the date of the request, without the applicant submitting the required information, it will be understood that he has given up the claim.

In the event that the person receiving the claim is not competent to resolve it, it will transfer it to the corresponding person within a maximum period of two (2) business days and inform the interested party of the situation.

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Once the complete claim has been received, a legend will be included in the database that says "claim in process" and the reason for it, within a term not exceeding two (2) business days. This legend must be maintained until the claim is decided.

Term to resolve the claim: The maximum term to attend the claim will be fifteen (15) business days counted from the day following the date of receipt. When it is not possible to attend the claim within said term, the interested party will be informed of the reasons for the delay and the date on which their claim will be dealt with, which in no case may exceed eight (8) business days following the expiration of the first term.

Revocation of the authorization and /or deletion of the data. The Holders may at any time request the deletion of their personal data and / or revoke the authorization granted for the treatment of these, by submitting a claim.

PROCEDURAL REQUIREMENT: The Owner or successor in title may only file a complaint with The Federal Trade Commission (FTC) once the consultation or claim procedure has been exhausted before the email ([info@cafequindiousa.com](mailto:info@cafequindiousa.com)) assigned by the company CAFE QUINDIO US LLC.

VALIDITY: These policies are effective as of April 01, 2023. And the term of validity of the databases will be ten (10) years.

CAFE QUINDIO US LLC

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