

## **POLICY FOR THE PROTECTION OF PERSONAL DATA**

**CLAI PAYMENTS®** in the development of its commercial activities and in compliance with the provisions of the General Data Protection Regulation and the Standard of Protection of Personal Data for Ibero-American countries, has implemented a policy for the processing of personal data of its customers. By virtue of this, it is committed to respecting the privacy of the owners; on the collection, storage, use, transfer and other activities associated with the processing of your personal data; whether this information refers to an identifiable natural or legal person and guaranteeing the right to habeas data of the holders of personal information.

This policy reflects the principles and rules established in the General Personal Data Protection Regime as follows:

### **Principles:**

- Legality
- Purpose
- Freedom
- Veracity or quality
- Transparency
- Access and restricted circulation
- Security
- Confidentiality

### **Rules:**

- Notice: We inform about customer data protection practices and the use that will be given to your information in CLAI PAYMENTS®.
- Authorization for the use of information: Prior to data collection, users will be asked for their express consent so that CLAI PAYMENTS®, can make use of them and in order to send information, or advertising by email media, or text messages to mobile phones.
- Authorized purpose: Customers must decide if their information can be used for additional purposes or only for what was provided in their relationship with CLAI PAYMENTS®. Additionally, they can decide when they wish to be removed from the database. data of CLAI PAYMENTS®.
- Revocability of the authorization: If the client subsequently wishes to revoke the consent granted to receive commercial information via email or by any other similar or equivalent means, he may communicate it, by means of a physical or electronic request.
- Transfer of data to or from third parties: If customer information is used through third parties, they must request in writing the client's approval on the handling of their information. Otherwise, the client must be notified of the intention to use their information to obtain their consent.

- **Restricted circulation:** Personal data may only be processed by CLAI PAYMENTS®, And the treating companies that have authorization to do so, or who are responsible for carrying out such activities.
- **Access:** Clients will obtain reasonable opportunities and processes to request, correct, modify or eliminate all inaccurate information and CLAI PAYMENTS® reserves the right to limit access to customer personal data, in the event that any of these practices contravene the legal principles of personal data protection.
- **Security:** CLAI PAYMENTS® will implement and maintain reasonable measures to protect customer data against loss, misuse, unauthorized access, disclosure, modification, update or destruction.
- **Information Integrity:** CLAI PAYMENTS® will implement and maintain reasonable measures to ensure that the data of its customers are for the purpose they were intended, reliable for the desired use, accurate, complete, updated that were collected from original and legal manner and were authorized by the owners of them. Additionally, customers can request their update, use or correction.
- **Confidentiality and subsequent Processing:** All personal data that is not public data is treated by CLAI PAYMENTS®, As confidential, even when the contractual relationship or the link between the owner of the personal data and CLAI PAYMENTS®, has finished. Upon termination of said link, such data must continue to be treated in accordance with the provisions of the Law.

**Rights of the holders of the information:**

- a) Know, update and rectify your personal data against those responsible for the treatment or those in charge of the treatment. This right may be exercised, inter alia, against partial, inaccurate, incomplete, fractional, misleading data, or those whose treatment is expressly prohibited or has not been authorized;
- b) Request proof of the authorization granted to the person responsible for the treatment except when expressly excepted as a requirement for the Treatment, in accordance with the provisions of article 10 of the Law.
- c) Be informed by the person in charge of the treatment or the person in charge of the treatment, upon request, regarding the use he has given to his personal data;
- d) Submit complaints to the Superintendence of Industry and Commerce for violations of the provisions of the Law and the other regulations that modify, add or complement it;
- e) Revoke the authorization and / or request the deletion of the data when the constitutional and legal principles, rights and guarantees are not respected in the treatment. The revocation and / or deletion will proceed when the Superintendence of Industry and Commerce has determined that in the treatment the person in charge or in charge has incurred in conduct contrary to the law and the Constitution;Acceder en forma gratuita a sus datos personales que hayan sido objeto de tratamiento.



- f) Application of this policy and modifications: CLAI PAYMENTS® reserves the right to modify or update this policy to adapt it to future legislative developments, and in all cases undertakes to disclose it to its customers by mass media more convenient. Additionally, it will implement and maintain procedures and practices to guarantee the protection of its clients' personal data.

**Contact:**

For extension and information on privacy policies or practices in relation to customer personal data

Contact or write to: [contact@clai.com](mailto:contact@clai.com)