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HOTEL & RESTAURANT

## PERSONAL DATA PROTECTION POLICY HOTELES DE LUJO S.A.S.

For HOTELES DE LUJO S.A.S., the protection of the personal data of our clients, employees, contractors, and suppliers is very important. That is why we have created this personal data protection policy, which aims to guarantee your constitutional and legal rights.

### 1. OBJECTIVE.

HOTELES DE LUJO SAS, identified with NIT 901417342 - 3, with its main address located in the city of Medellín Colombia, at Calle 7D # 43c 36. informs that, by implementing this personal data protection policy, it intends to achieve effective protection of the personal data that it collects and processes, especially the personal data of the people with whom it relates, as the person responsible for the personal data, or of the data that is delivered to us as the person in charge of the protection of the data, in order to comply with the regulations established by Laws 1266 of 2008, 1581 of 2012 and the Decree 1377 of 2013, and other current regulations on the protection of personal data.

### 2. SCOPE OF APPLICATION.

This policy will be applicable to the personal data collected and processed according to their nature, which rest in the databases managed by HOTELES DE LUJO SAS, and which contain data of our guests, visitors, clients, suppliers, and workers, who have given us the information freely and voluntarily through the owner or his/her legal representative.

The information collected and processed by HOTELES DE LUJO S.A.S., especially that belonging to our guests and visitors, includes fully or partially the following data:

- A. Names and surnames.
- B. Type and identification number (citizenship card, passport, identification card, and civil registry for minors).
- C. Nationality and residence.
- D. Date of birth.
- E. Gender.
- F. Type of relationship or kinship with minors or disabled people who seek to access the services of HOTELES DE LUJO S.A.S.
- G. Landline and / or cell phone number.
- H. Physical and / or electronic address.
- I. Profession or occupation.
- J. Company in which you work and position.
- K. Reasons for the trip and your stay.
- L. Origin and / or destination.
- M. Information about air tickets or other means of transport.
- N. Number of vehicle plates (in case of using the parking service)
- O. Room number in which the guest stayed.
- P. Financial information (credit card number, bank, expiration date, security code).
- Q. Personal data of the cardholder.
- R. Data related to allergies, reduced mobility, or special conditions for the provision of hotel services.

The data collected by HOTELES DE LUJO S.A.S. will be stored and / or processed on its own or using third-party servers, in Colombia or abroad according to the company that provides the hosting service, which is expressly authorized by our guests, visitors, clients, users, contractors, suppliers, applicants and workers by accepting this Personal Data Protection Policy.

### 3. RECIPIENTS OF THE POLICY.

This Policy is mandatory and of strict compliance for partners, managers, employees, contractors, accountants, tax auditors, representatives, advisers and third parties hired by HOTELES DE LUJO S.A.S. that have access to the personal data that is collected and processed by this company on the provision of its services. Third parties in charge of data processing at the request of HOTELES DE LUJO S.A.S. are also obliged to comply with this policy, and all the other people established by law. Failure to comply with this Policy may lead those responsible for said non-compliance to administrative, labor, disciplinary, criminal or civil sanctions according to each case.

### 4. DEFINITIONS.

**A. Personal Data:** Any information linked to or that may be associated with one or more specific or determinable natural persons (Law 1581 of 2012).

**B. Private Personal Data:** It is the data that due to its intimate or reserved nature is only relevant for the owner, as established by Law 1266 of 2008. Your private data are the address and telephone number of your home, information extracted on the occasion inspection of your home, health conditions, sexual orientation, among others.

**C. Sensitive Data:** Are those pieces of information 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 unions, social organizations, of human rights or that promotes the interests of any political party or that guarantees the rights and guarantees of opposition political parties as well as data related to health, sexual life and biometric data, among others, the capture of still images or in movement, fingerprints, photographs, iris, voice, facial or palm recognition, etc. (Unique Decree 1074 of 2015 Article 2.2.2.25.1.3).

**D. Public Data:** Data that is not semi-private, private or sensitive, which can be processed by anyone, without the need for authorization to do so. Public data are, among others, the data contained in the civil registry of persons (eg if they are single or married, male or female) and those contained in public documents (eg contained in Public Deeds), in public records (eg the record of disciplinary records of the Attorney General's Office), in gazettes and official gazettes and in enforceable judicial decisions that are not subject to reserve (Single Decree 1074 of 2015 Article 2.2.2.25.1.3).

**E. Personal data of children and adolescents:** Minors are the owners of their personal data and therefore are holders of the corresponding rights. In accordance with the provisions of the Political Constitution, and in accordance with the Childhood and Adolescence Code, the rights of minors must be interpreted and applied in a prevailing manner and, therefore, must be observed with special care, in accordance with Sentence C-748/11 of the Constitutional Court, the opinions of minors must be taken into account when carrying out any treatment of their data. For HOTELES DE LUJO SAS, this means that minors must agree with the authorization of the collection of their data and understand the purpose for which they were collected, subject to the limitations of age and maturity, as well as the principle of representation by their parents or guardians.

**F. Owner of the information:** Natural person whose personal data is subject to Treatment. (Law 1581 of 2012).

**G. Successor:** Person who has succeeded another due to the death of the latter (heir or legatee). (Law 1581 of 2012).

**H. Database:** Organized set of personal data that is subject to Treatment (eg. Customer Database, among others). (Law 1581 of 2012).

**I. Data Processing:** Any operation or set of operations on personal data, such as the collection, storage, use, circulation or suppression. (Law 1581 of 2012).

**J. Responsible for the Treatment:** Natural or legal person, public or private, that by itself or in association with others, decides on the database and / or the Treatment of the data. (Law 1581 of 2012). HOTELES DE LUJO S.A.S., is responsible for the collection and treatment of the personal information that rests in its databases.

**K. Person in charge of the Treatment:** Natural or legal person, public or private, that by itself or in association with others, carries out the Treatment of personal data on behalf of the Person Responsible for the Treatment. (Law 1581 of 2012).

**L. Authorization:** Prior informed consent of the owner to carry out the Processing of personal data. Consent can be granted in writing, orally or through unequivocal conduct of the owner which allows us to conclude that the authorization was granted. (Law 1581 of 2012).

**M. Privacy Notice:** Verbal or written communication whose purpose is to inform the owner of the data about the existence of a personal data treatment policy that will be applicable to the processing of their information. (Unique Decree 1074 of 2015 Article 2.2.2.25.1.3).

**N. Transfer:** Sending data, inside or outside the national territory, whose sender and, in turn, recipient, is a person Responsible. (Unique Decree 1074 of 2015 Article 2.2.2.25.1.3).

**O. Transmission:** Communication of Data, inside or outside the Colombian territory, whose sender is the Responsible and its receiver is the Person in Charge of Data Processing (Unique Decree 1074 of 2015 Article 2.2.2.25.1.3), with the purpose of processing data for the person in charge, and on behalf of the person Responsible.

**P. Data Protection Officer:** Person in charge of monitoring, controlling and promoting the application of the Personal Data Protection Policy within HOTELES DE LUJO S.A.S. (Law 1581 of 2012).

## 5. REGULATORY FRAMEWORK.

**A. Political Constitution of 1991:** Article 15 "(...) All people have the right to their personal and family privacy and to their good name, and the State must respect them and ensure that they are respected. In the same way, they have the right to know, update and rectify the information that has been collected about them in data banks and in files of public and private entities. In the collection, processing and circulation of data, freedom and other guarantees enshrined in the Constitution will be respected (...) ". Article 20 "Everyone is guaranteed the freedom to express and disseminate their thoughts and opinions, to report and receive truthful and impartial information. The right to rectification is guaranteed under conditions of equity. There will be no censorship. "

**B. Law 1098 of 2006** Code of Childhood and Adolescence.

**C. Sentence C - 1011 of 2008,** of the Constitutional Court - On the draft of the statutory law of habeas data.

**D. Law 1266 of 2008.** By which general provisions of habeas data are issued and the handling of information contained in personal databases is regulated, especially financial, credit, commercial, services and those from third countries and other provisions are issued.

**E. Regulatory Decree 2952 of 2010** regulates articles 12 and 13 of Law 1266 of 2008.

**F. Sentence C - 748 of 2011,** of the Constitutional Court on the personal data protection bill.

**G. Law 1581 of 2012.** Personal data protection law.

**H. Resolution 76434 of 2012 of the SIC.** It modifies the Single Circular of the SIC .1

**I. Regulatory Decree 1377 of 2013.** Regulates Law 1581 of 2012.

**J. Decree 886 of 2014** (National Registry of Databases - "RNBD" terms, conditions, registration, sanctioning power, updating minimum information, responsible).

**K. Circular 02 of 2015** of the Superintendency of Industry and Commerce.

**L. Unique Decree 1074 of 2015.** Through which the Unique Regulatory Decree of the Commerce, Industry and Tourism Sector is issued.

**M. Unique Decree 1072 of 2015:** Through which the Unique Regulatory Decree of the Labor Sector is issued.

**N. Decree No. 1759 of November 8, 2016** - Extension of the term for the registration of databases.

**O. External Circular 005 of 2017** of the Superintendency of Industry and Commerce: By which standards of an adequate level of protection are set in the country receiving personal information.

**P. External Circular 008 of 2017** of the Superintendency of Industry and Commerce: By which a country is included in the list of those that have an adequate level of protection of personal data.

**Q. Decree 1115 of June 29, 2017,** which modified article 2.2.2.26.3.1 of Decree 1074 of 2015.

**R. Decree 090 of January 18, 2018** (Extension of Term and reduction of those obliged to carry out the RNBD).

**S. Guide of the Superintendency of Industry and Commerce for the implementation of the Principle of Accountability.**

In general, for the application and interpretation of this policy, when appropriate, the other rules that regulate or complement matters concerning the protection of personal data will be applied.

## 6. VERACITY OF THE INFORMATION.

1 Superintendency of Industry and Commerce of Colombia.

The holders of personal data must provide truthful and accurate data for the purpose of making the provision of our services possible. HOTELES DE LUJO S.A.S. presumes in good faith the veracity and accuracy of the information provided, consequently, does not assume the obligation to verify the identity of the owners, and therefore, does not assume responsibility for damages of any nature that may arise from the veracity and accuracy of your personal data.

## 7. PRINCIPLES.

HOTELES DE LUJO S.A.S., will apply the principles established below, which constitute the rules to be followed in the processing of personal data:

**A. Principle of legality:** The collection and processing of personal data are activities regulated by the constitution and the current laws, and its exercise must be as prescribed by these.

**B. Principle of utility:** HOTELES DE LUJO S.A.S. will ensure that personal data that does not satisfy a clear legitimate interest determined by the importance and usefulness of the information is not collected and / or processed.

**C. Principle of freedom:** The person responsible for the collection and processing of personal data has the obligation to obtain, in advance, the authorization of the owners for their data to be included in the database.

**D. Principle of purpose and necessity:** All personal data must be collected for a constitutionally legitimate purpose that is clearly, sufficiently and previously defined.

**E. Principle of truthfulness, accuracy and quality:** The information collected and processed must be truthful, complete, exact, updated, verifiable and understandable. Processing of partial, incomplete, fractional or misleading data is prohibited.

**F. Principle of transparency:** The owner of personal data may, at any time, and without restrictions, obtain from HOTELES DE LUJO S.A.S. As Responsible, the information about the existence of any type of personal data that is of his interest or ownership.

**G. Principle of expiration and right to be forgotten:** Negative or adverse information to the owner will not be kept indefinitely and must be withdrawn using criteria of reasonableness and timeliness.

**H. Principle of access and restricted circulation:** Only the owner of the data, or the law may determine to whom the personal data can be sent and who can access it, HOTELES DE LUJO S.A.S. must observe due diligence and care to prevent this information from being publicly available and without access restrictions, which is only allowed to holders and authorized persons, respecting the specific limits determined by the purpose of the database. For these purposes the obligation of HOTELES DE LUJO S.A.S., will be of diligence and not of result.

**I. Security principle:** HOTELES DE LUJO S.A.S. will ensure that the personal data that is the object of collection and treatment are guarded using administrative and human technical measures necessary to provide security to the databases, avoiding their adulteration, loss, consultation, use or unauthorized or fraudulent access.

**J. Principle of confidentiality:** Each of the people involved in the collection and processing of personal data, except that of public nature, are obliged to keep said information confidential and not to disclose it, even after terminating their link to the collection and processing activities. The disclosure or communication of non-public personal data will only be allowed in the terms of the authorization provided by the owner and the law.

## **8. DUTIES OF THE RECIPIENTS OF THE POLICY.**

Without prejudice to the duties established by Law 1581 of 2012 and Decree 1377 of 2013, the following obligations are established:

### **A. OF THE PERSON RESPONSIBLE FOR THE TREATMENT OF PERSONAL DATA.**

I. Guarantee the owner of the personal data, the right to habeas data, that is, the fundamental right to know, delete, update and rectify all types of personal data collected, stored or that have been subject to treatment by the person Responsible or third parties commissioned by said person.

II. Request and keep the respective authorization granted by the owner of the data.

III. Inform the owner of the personal data the purpose of use of the information provided.

IV. Collect only the personal data necessary to fulfill the reported purpose.

V. Process the queries and claims formulated in the terms indicated in this policy.

VI. Comply with the principles established in the Law and the data protection policy.

VII. Establish security systems to prevent undue access by third parties to the personal data provided.

VIII. Update the personal data provided when this is requested by the owner.

IX. Correct the information provided when errors are found, or it is requested by the owner.

X. Provide the person in charge of the treatment with personal data previously authorized by the owner.

XI. Provide the Treatment Manager, the data whose Treatment is previously authorized.

XII. Require the person in charge of the treatment to establish security measures to protect the information of the Holder.

XIII. Inform the Treatment Manager when certain information is under discussion by the Holder, once the claim has been submitted and the respective procedure has not been completed.

XIV. Process the queries and claims formulated in the terms indicated in this policy.

XV. Adopt an internal manual of policies and procedures to guarantee the adequate treatment of personal data in accordance with current regulations.

- XVI. Inform at the request of the owner, the use given to their personal data.
- XVII. Inform the personal data protection authority when there are violations of security codes and there are risks in the administration of the information of the owners.
- XVIII. Comply with the instructions and requirements issued by the Superintendency of Industry and Commerce.
- XIX. Inform the owners that they are not obliged to provide sensitive data to HOTELES DE LUJO S.A.S.

#### **B. OF THOSE IN CHARGE OF THE TREATMENT OF PERSONAL DATA.**

- I. Inform those Responsible for the treatment of any situation or requirement that implies or requires to have on the database or its treatment.
- II. Inform the owners that they are not obliged to provide sensitive data to HOTELES DE LUJO S.A.S.
- III. Guarantee the owner the right to habeas data, that is, the fundamental right to know, delete, update and rectify all types of personal data collected, stored or that have been subject to treatment by the person in charge or third parties commissioned by it.
- IV. Establish security measures to protect the information of the owners.
- V. Carry out the update, rectification, or elimination of personal data in accordance with current regulations.
- VI. Inform and support the person in charge in the management of information security incidents that compromise personal information of which they have knowledge or that are reported by the person in charge.
- VII. Update the information reported by the Data Controllers.
- VIII. Process the queries and claims made by the owners or those responsible for the treatment.
- IX. Adopt an internal manual of policies and procedures to guarantee the adequate processing of personal data in accordance with current regulations and with the information treatment policies of the person in charge.
- X. Refrain from circulating false information or information that is currently disputed by the owner.
- XI. Allow access to information only to authorized persons.
- XII. Support the person in charge with the provision of information to carry out the National Registry of Personal Data Bases (when applicable), providing the information required to facilitate compliance with this legal obligation.
- XIII. Inform the Superintendency of Industry and Commerce when there are violations of the security codes and there are risks in the administration of the information of the owners.
- XIV. Comply with the instructions and requirements issued by the Superintendency of Industry and Commerce.

#### **9. INFORMATION AND RIGHTS OF CHILDREN, AND ADOLESCENTS:**

Children and Adolescents have preferential protection in the Colombian legal system, especially their personal data, which have the character of "SENSITIVE" data and therefore have special treatment, even when they are public data, according to their best interests and to avoid putting their personal integrity at risk. Therefore, HOTELES DE LUJO S.A.S. informs you that, in case of being the representative, guardian, or companion of a minor, you are not obliged to supply the personal data of said minor, but, in compliance with the law and the minor's best interest, there are data that are necessary to allow minors to enter the Hotel facilities, such as their identification data, data or documents that prove the relationship or kinship with the people who enter the hotel facilities with the minor, information on special care, including that which LUXURY HOTELS S.A.S. or its employees must know for the care of the minor, such as information on allergies, pathologies or special conditions that must be attended during their stay in the Hotel facilities, and all other information required by law, especially that referring to the prevention of exploitation, pornography, sex tourism and forced labor of children and adolescents. Whenever the processing of the personal data of children and adolescents is necessary, the opinion of the minor will be considered in accordance with the reasonable determination of their level of maturity and understanding of the specific case, which will be understood as assortment for all purposes legal, with the granting of the authorization of the treatment by the legal representative. HOTELES DE LUJO S.A.S. will notify the authorities when it shows strange, irregular, or illegal behavior with respect to minors who enter the hotel, for which it will provide the authorities with all the required information, including images and audiovisual content collected through video systems. surveillance located in the hotel facilities.

#### **10. RIGHTS OF PERSONAL DATA OWNERS.**

- A. To know, update, delete and rectify your personal data.
- B. To request proof of the authorization granted for the collection and processing of your personal data except in cases in which your authorization is not necessary.
- C. To be informed, when requested, of the use that has been given to your personal data.
- D. To file complaints with the Superintendency of Industry and Commerce for infractions contained in the law and in the personal data protection policy when your queries or claims submitted directly to the person in charge have not been fully or timely addressed.
- E. To revoke the authorization and / or request the deletion of personal data, especially when your rights and the principles of personal data protection are not respected. Your data will not be deleted when the owner has a legal or contractual duty to remain in the database.
- F. To access without any cost to your personal data that has been processed or stored.
- G. To refrain from answering questions about sensitive data.

#### **11. LEGITIMATION FOR THE EXERCISE OF THE OWNER'S RIGHTS.**

The rights of the owners may be exercised by the following people:

- A. By the owner of the personal data.
- B. By his/her accredited successors.
- C. By the representative, guardian and / or accredited attorney of the owner of the personal data.
- D. The rights of children and adolescents shall be exercised by the legally empowered and accredited persons to represent them.

#### **12. AUTHORIZATION.**

The collection or processing of personal data by HOTELES DE LUJO S.A.S. requires the authorization of its owner (or the owner's duly accredited representative).

Consequently, HOTELES DE LUJO S.A.S., in its role as the person responsible for the processing of personal data, requests, obtains and conserves the authorization of the processing of personal data that are currently in its database, both those that are given in accordance with the law by unequivocal behaviors of the owners, or express authorizations, even those that deal with sensitive data.

With the authorization, the owner of the personal data (or his duly accredited representative) accepts the provisions established in this document. Said authorization is in physical and / or electronic format, depending on the type of authorization, in such a way that the owner may consult the authorization granted in accordance with the procedures established in this document.

Upon granting authorization for the processing of Personal Data, the owner will be informed that his/her personal information will be collected and used for the previously informed purposes, the foregoing for the owner to make informed decisions regarding his/her personal data and control the use of his/her personal information.

#### **13. AUTHORIZED PERSONS TO PROVIDE THEM WITH THE OWNER'S PERSONAL DATA.**

- A. The owners, their successors in title or their legal representatives (duly accredited).
- B. The public or administrative entities in the exercise of their legal functions or by court order.
- C. Other third parties authorized by the owner or by law.

#### **14. PURPOSES OF THE PROCESSING OF PERSONAL DATA.**

In compliance with the purpose principle, the processing of personal data by HOTELES DE LUJO S.A.S., as the Responsible person, will be governed by the following parameters:

##### **I. Job selection processes.**

HOTELES DE LUJO S.A.S. collects and processes personal data of employee candidates, informing them in advance of the rules applicable for the processing of the personal data they provide. The purpose of processing personal data is limited to procedures related to the selection process in order to evaluate the job profile of applicants and to verify academic, employment, personal, family, commercial and other significant socio-economic elements of the job applicant, related to the requirements of the position, with the objective to achieve the selection and formalization of the employment relationship, filling the vacancies or personnel requirements of the different areas and functions of HOTELES DE LUJO SAS. Therefore, the use of this personal data for different purposes is prohibited. The information provided by the candidates for a vacant position at HOTELES DE LUJO SAS, will remain stored for up to a term of five years from the date of delivery of the data, which will be stored, among others, to meet the applicable provisions in administrative, accounting, fiscal, legal, and historical matters of the information, and any other legal obligation.



## **II. Validity and termination of the employment relationship.**

HOTELES DE LUJO S.A.S. collects and processes personal data that its employees have provided in order to carry out the employment contract, to comply with the legal provisions, to manage before the administrative authorities, the link, affiliation or report of news associated with the general security social system, as well as other assistance and benefits obligations of a work nature of the worker and his family, register the worker in the computer systems of HOTELES DE LUJO SAS, allowing the exercise of accounting, administrative and financial activities of the employment relationship, manage employment developments with an impact on the settlement and payment of payroll, promote the development of welfare activities, training, education and comprehensive development of the worker and his work environment, comply with and execute the activities of the health and safety management system at work, tending towards mitigation of risks, as well as the adequate attention to incidents or work events, carrying out of investigation activities, discharges and decision-making associated with disciplinary events related to compliance with contractual obligations and internal work regulations, under the principle of confidentiality and due process, and manage the procedures for termination of employment, as well as compliance with the corresponding financial obligations.

HOTELES DE LUJO S.A.S. collects and processes personal data of applicants, employees, retirees, pensioners, retirees, linked third parties, family groups, beneficiaries and other people who have or have had an employment contract with HOTELES DE LUJO S.A.S.

HOTELES DE LUJO S.A.S. will store the personal data of its employees in a specialized software called "ZEUS". Access to this system is limited to the human resources management area and the legal area of HOTELES DE LUJO S.A.S., with the sole purpose of managing the contractual relationship. The information will remain stored physically or electronically, following the provisions of article 264 of the Substantive Labor Code, or stored for the maximum term necessary to comply with legal and / or contractual obligations.

## **III. Sensitive data processing.**

The following are the sensitive data that HOTELES DE LUJO S.A.S. may request from its employees, who may refuse to provide to carry out their tasks:

- A. Criminal record.
- B. Biometric data.
- C. Marital status.
- D. Fingerprint.
- E. Family information
- F. Ethnic group to which he/she belongs.
- G. Special health conditions, necessary for the protection of the integrity of the owner.
- H. Displaced condition (if applicable).
- I. School grade.

The sensitive data collected will be treated for the following purposes:

- A. Payment of payroll.
- B. Access to the hotel's restricted space facilities.
- C. Keep an account of the employee's attendance during his/her working hours.
- D. Offer corporate wellness programs and plan business activities for the owner and his beneficiaries.

The owner has every right to refuse to provide sensitive data. However, if the information is not provided, access to certain employer-provided wellness programs cannot be guaranteed and payroll payments cannot be properly calculated.

## **B. SUPPLIERS PERSONAL DATA.**

HOTELES DE LUJO S.A.S. collects and treats the information that its suppliers have provided, solely and exclusively as part of the process of acquiring goods or services.

## **C. PERSONAL DATA OF CUSTOMERS.**

HOTELES DE LUJO S.A.S. collects and processes personal data of its clients and visitors before, during and after the contractual relationship, to fulfill the following purposes:

I. To register and control access to the facilities of HOTELES DE LUJO S.A.S. mitigating the risks of physical security.

II. For processing and rectification of information necessary to process reservations at HOTELES DE LUJO SAS hotels, including analysis of financial information provided by the owner or provided by third-party operators authorized by the owner or by law, with an aim to evaluate the financial capacity of potential

clients to formalize the contractual relationship, and the corresponding guarantees or coverage for the client's monetary obligations to HOTELES DE LUJO SAS.

III. For updating or correcting information during the stay at HOTELES DE LUJO S.A.S.

IV. To offer to celebrate and execute accommodation contracts and any other service related to the guest's experience in HOTELES DE LUJO S.A.S.

V. To offer celebrate and execute banquet and room rental contracts within the facilities of HOTELES DE LUJO S.A.S.

VI. For the management of the logistical and operational tasks necessary for the provision of the hosting service and related services, as well as the enablement of the different means of billing and payment by its own means or through third-party allies or suppliers such as companies and people responsible for solutions of integration, payment processing networks, financial entities, OTAs (Online Travel Agencies), among others.

VII. For the prevention of sex tourism, exploitation, pornography and forced labor of children and adolescents.

VIII. For the prevention of conditions to the health and integrity of our clients and visitors, especially those who have any health condition that requires special treatment by the staff of HOTELES DE LUJO S.A.S.

IX. To control and prevent fraud, money laundering and the financing of terrorism.

X. For the preparation of market studies and compilation of statistical information.

XI. For sending information, promotions and advertisement of the services associated with the corporate purpose of HOTELES DE LUJO S.A.S.

XII. For sending offers and / or commercial communications to the physical or email address indicated in the data registration forms that the guest has filled out.

XIII. For establishing telephone contact with the owners of personal data to notify them of offers and / or commercial or service communications.

XIV. For sending satisfaction surveys to know the quality of the services provided by HOTELES DE LUJO S.A.S.

XV. To operate the software used by HOTELES DE LUJO S.A.S.

XVI. To use financial information to process payments for services provided.

XVII. To offer parking availability to guests.

The owner of the personal data (including sensitive data for specific purposes), authorizes HOTELES DE LUJO S.A.S. to transfer and / or transmit his/her personal information to its parent companies, subsidiaries, and affiliates, as well as to any other company in Colombia or abroad related to HOTELES DE LUJO S.A.S.

#### **D. PERSONAL DATA OF THE COMMUNITY IN GENERAL.**

The collection of personal data of natural persons that HOTELES DE LUJO S.A.S. carried out in the development of its corporate purpose will be subject to the provisions of this Policy.

#### **E. VIDEO SURVEILLANCE.**

I. The facilities and common areas of the hotel are constantly under the surveillance of video and audio cameras to ensure the safety and personal property of anyone who enters the hotel facilities, as well as for the care of the hotel's property. The videos, audiovisual content and images taken by the cameras have the following purposes:

II. The execution of surveillance and control of the access to the facilities, which will include the use of video surveillance cameras, as well as the possible implementation of another type of biometric identification control such as capturing photographic information.

or fingerprints. All the above with a view to promoting the physical and comprehensive security of the people who enter or remain in the facilities.

III. The use of said images and audiovisual content by HOTELES DE LUJO S.A.S. in judicial, pre-judicial, conciliatory, arbitration, disciplinary and administrative scenarios, either as a plaintiff, defendant or third party required to respond to administrative and judicial requests.

IV. As evidence to demand compliance or to comply with the people who have any type of contractual relationship with HOTELES DE LUJO S.A.S.

V. All the people who enter the common areas of the hotel agree to be recorded and monitored to ensure the safety of people and their property.

HOTELES DE LUJO S.A.S., does not have cameras in the rooms, and in private places that are not common areas.



#### **15. INTERNATIONAL TRANSFER OF PERSONAL DATA.**

The transfer of personal data to countries that do not provide adequate levels of personal data protection is prohibited. Safe countries are understood to be those that comply with the standards set by the Superintendency of Industry and Commerce. However, exceptionally the transfer is allowed when:

- A. The owner of the personal data has expressly and unequivocally authorized it.
- B. Bank or stock transfers, in accordance with the legislation that is applicable to them.
- C. Transfers agreed in the framework of international treaties to which Colombia is a party, based on the principle of reciprocity.
- D. Transfers necessary for the execution of a contract between the owner and the person Responsible for the data.
- E. Transfers legally required for the safeguarding of the public interest or for the recognition, exercise, or defense of a right in a judicial process.

#### **16. TIME OF PERSONAL DATA.**

Except for special stipulation, the information provided by customers and users will remain stored for a period of fifteen (15) years from the date of the last treatment, to allow us to comply with the legal and / or contractual obligations in your charge especially in accounting, fiscal and tax matters.

#### **17. INFORMATION SECURITY.**

The handling of the information, the guarantees and the reserve imposed by the Political Constitution of Colombia, the norms on personal data protection and other concordant and complementary norms will be maintained. For these purposes, HOTELES DE LUJO S.A.S.

has adopted the legally required security levels of protection of personal data, installing the necessary technical and organizational measures to prevent the loss, misuse, adulteration, consultation, unauthorized or fraudulent use or access, and theft of the data provided.

However, the owner assumes the risks derived from delivering this information in a medium such as the internet, which is subject to various variables - third-party attacks, technical or technological failures, among others. HOTELES DE LUJO S.A.S. undertakes to do its best technological effort to promote the security of the personal information of all its clients and / or users, using reasonable and current security methods to prevent unauthorized access, to maintain the accuracy of the data and guarantee the correct use of the information.

#### **18. ATTENTION TO INQUIRIES, REQUESTS AND CLAIMS.**

The owner of the information provided may at any time exercise the rights granted by Article 8 of Law 1581 of 2012. However, personal data must be kept when required to comply with a legal or contractual obligation, of in accordance with Law 1581 of 2012, its regulatory decrees and other regulations that complement and / or modify it.

The DATA OFFICER will oversee giving personalized attention to all owners of personal data.

##### *Procedure for making inquiries:*

At any time and free of charge, the owner of the data or his representative may make inquiries regarding the personal data that are subject to treatment by HOTELES DE LUJO S.A.S. prior proof of their identity.

A. When the query is made by a person other than the owner, the authority or mandate to act must be duly accredited.

B. Queries received directly by a third party in charge of processing the information should be sent to HOTELES DE LUJO S.A.S. no later than the business day following receipt via the email provided by the person in charge of these policies.

C. The query must contain at least the following information:

I. The name and contact address of the owner or any other means to receive the response.

II. The documents that prove the identity and capacity of your representative, as indicated in the following cases:

- Holder: Identification document.
- Successful owner: Civil registry and identification document.
- Legal representative authorized by the holder: Authenticated power of attorney.
- Legal representative in case of minors:
  - Parents: Civil registration of birth and identity document.
  - Guardians: Judicial sentence that confers legal representation.

III. The clear and precise description of the personal data with respect to which the owner seeks to

exercise the right of consultation.

IV. The clear and precise description of the query made by the information owner, his successors, or representatives.

V. Provide the documentation that supports your request.

VI. If applicable, other elements or documents that facilitate the location of personal data.

D. If the query made by the owner is incomplete, HOTELES DE LUJO S.A.S. will require the interested party within five (5) days following the receipt of the query to correct the failures. After two (2) months have elapsed from the date of the request, without the applicant submitting the required information, it will be understood that he/she has desisted from his inquiry.

E. In the case of inquiries presented in full, HOTELES DE LUJO S.A.S. will respond to the petitioners within a term of ten (10) business days from the date of receipt. When it is not possible to attend the query within said term, the interested party will be informed, stating the reasons for the delay, and indicating the date on which the query will be attended, which in no case may exceed five (5) business days following the expiration of the first term.

#### *Procedure for making CLAIMS:*

When the owner or his/her successors in title who consider that the information contained in a database should be subject to correction, update or suppression, or when they notice the alleged breach of any of the duties contained in the Law, they may submit their claim through the channels for the protection of personal data HOTELES DE LUJO SAS using any of the means of contact defined in this Policy:

A. At any time and free of charge, the owner or his representative may make claims associated with corrections, revocation of authorization, update or suppression of personal data that are subject to treatment by HOTELES DE LUJO S.A.S. , after proof of his/her identity.

B. When the claim is formulated by a person other than the owner, the order by an authority or power to represent must be duly accredited.

C. Claims received directly by a third party in charge of processing the information must be sent to HOTELES DE LUJO S.A.S. no later than the business day following the receipt via email described in this policy.

D. The consultation, rectification, update, suppression, or revocation of the authorization must contain at least the following information:

I. The name and contact address of the owner or any other means to receive the response.

II. The documents that prove the identity and capacity of his/her representative. As indicated for the following cases:

- Owner: Identification document.
- Successor: Civil registry and identification document.
- Legal representative in case of minors:
  - Parents: Civil registration of birth and identity document.
  - Guardians: Judicial sentence that confers legal representation.
- Legal representative authorized by the holder: Authenticated power of attorney.
- By stipulation in favor of another: Manifestation in this sense.

III. The clear and precise description of the type of claim made by the information owner (correction, update, suppression or revocation).

IV. The clear and precise description of the personal data with respect to which the owner seeks to exercise the right of claim as well as the facts that give rise to it.

V. Provide the documentation that supports his/her request if due to the nature of the data it is appropriate.

VI. If applicable, other elements or documents that facilitate the location of the personal data.

E. If the claim made by the owner is incomplete, HOTELES DE LUJO S.A.S. will require the interested party within five (5) days following receipt of the claim to correct the failures. After two (2) months have elapsed from the date of the request, without the applicant submitting the required information, it will be understood that he/she has desisted from his inquiry.

F. In the case of claims (corrections, updates, suppression, or revocation), HOTELES DE LUJO S.A.S. will respond to the personal data owners within a term of (15) business days from the date of receipt of the claim, when it is not possible to address the claim within said term, the interested party will be informed, stating the reasons for the delay and indicating the date on which his/her inquiry will be attended, which in no case may exceed eight (8) business days following the expiration of the first term.

## 19. DATA PROTECTION CHANNEL AND MEANS OF CONTACT.

To exercise the right to make inquiries, claims, corrections, updates or deletion of personal data, the owner may contact the OFFICIAL FOR THE PROTECTION OF PERSONAL DATA of HOTELES DE LUJO S.A.S. , who is the administrative assistant of the company, through the following means of contact:

- Email: [protecciondatos@elcielohotel.com](mailto:protecciondatos@elcielohotel.com)
- Physical address: Calle 7D # 43c 36
- Telephone: (+57 604) 4482396 Option. 4

If the owner uses other contact channels for the exercise of his/her rights regarding the protection of personal data, HOTELES DE LUJO S.A.S. reserves the right to modify the channels previously described to start the consultation or claim procedure in a timely and complete manner; therefore, we recommend that users review the date of preparation or update of said channels.

## 20. MODIFICATIONS.

HOTELES DE LUJO S.A.S. reserves the right to make modifications or updates to this Personal Data Protection Policy at any time, in order to attend to new legislation, internal policies or new requirements for the provision or offering of its services or products.

This Policy was last updated on September 15, 2021.