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|  FUNDACIÓN VALLE DEL LILI <i>Excelencia en Salud al servicio de la comunidad</i> | | | Annex | |
| | | | PERSONAL DATA PROCESSING POLICIES | AN-FVL-071 |

PRESENTATION

FUNDACIÓN VALLE DE LILI with its main office located at Cra 98 #18-49 of Cali, telephone number 3319090 and web address www.valledellili.org, e-mail datospersonales@fvl.org.co as the party responsible for and in charge of the processing and custody of personal data informs that:

The collection and processing of personal data by **FUNDACIÓN VALLE DE LILI** is carried out in a responsible and legal manner in compliance with the right to privacy, habeas data and personal data protection, in accordance with the rules, procedures and instructions adopted by **FUNDACIÓN VALLE DE LILI** as well as with the mandate of the Political Constitution of Colombia, Act 1581/2012, decree 1377/2013 and other regulations in force on the subject.

FUNDACION VALLE DE LILI has collected, stored and used information with personal data for several years and due to its nature wants to continue with such processing in the future. To this end, and in order to carry out the appropriate management required by law, the Institution has defined the following policy, which is available to the entire internal and external community.

To do so, **FUNDACIÓN VALLE DE LILI** requires obtaining authorization so that users, clients and any other person may freely, expressly, voluntarily and duly informed, allow the institution to collect, store, use, process, compile, process, update and dispose of the general, particular and/or sensitive data that has been provided and that has been incorporated into different databases or data banks, or into electronic repositories of all kinds that the Institution has for that purpose. This information is and will be used in the development of the functions inherent to **FUNDACIÓN VALLE DE LILI**, as a non-profit institution that provides health services as well as for administrative, commercial, promotional and contact purposes with the holders of said data.

DEFINITIONS

For the purposes of this personal data processing policy, the following definitions apply:

Authorization: Prior, express and informed consent provided by holder to carry out the processing of personal data.

Privacy notice: Verbal or written communication generated by the Responsible party, addressed to the Holder for the processing of their personal data, by which they are informed about the existence of the information processing policies that will be applicable to them, the way to access these policies and the purposes of the processing intended to be given to the personal data.

Database: Organized set of the personal data to be processed.

Personal information: Any information linked or likely to be linked to one or more specific or identifiable natural persons.

General information: Contact details such as: full name, address, home phone, mobile phone, email address.

Specific data: according to the type of relationship: income level, financial data, debt capacity, gross assets, dependents, composition of the family group, hobbies or interests, assets held, employment information, marital status.

Public data: public data includes, among others, data relating to the marital status of individuals, their profession or trade and their status as traders or civil servants.

Sensitive data: Sensitive data is defined as data which affects the privacy of the data holder or the misuse of which could lead to discrimination, such as data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, membership of trade unions, social or human rights organizations or which promotes the interests of any political party or which guarantees the rights and guarantees of opposition political parties, as well as data relating to health, sex life, biometric data and medical records, which shall only be collected, incorporated and/or stored with the prior authorization of the holder of the information, and where necessary for the execution of the contractual relationship with the holder, provided that access to such information is permitted by law. Therefore, the access, circulation and processing of the sensitive data will be restricted and limited to the authorization by the holder and to the stipulations of the regulations in force.

Processor: natural or legal, public or private person, who, by themselves or in association with others, carries out the processing of personal data on behalf of the processing controller.

Processing controller: natural or legal, public or private person, who, by themselves or in association with others, decides on the database and/or the processing of the data.

Holder: natural person whose personal information is being processed.

Processing: any operation or set of operations involving personal data, such as collection, storage, use, circulation or deletion.

Transfer: the transfer of data takes place when the party responsible for and/or in charge of the processing of personal data sends the information or personal data to a recipient located inside or outside the country.

Transmission: processing of personal data implies the communication of said data within or outside the Republic of Colombia's territory, when the purpose is to process it.

PRINCIPLES:

FUNDACIÓN VALLE DE LILI will apply the following principles in a harmonious and integral manner:

- a) **Principle of the legality of data processing:** the processing is a regulated activity which must be subject to the provisions of the law and other provisions implementing it.
- b) **Principle of purpose:** the processing must be due to a legitimate purpose according to the Constitution and the law, and said purpose must be informed to the holder.
- c) **Principle of freedom:** the processing may only be carried out with the prior, express and informed consent of the data holder.
- d) **Principle of truthfulness or quality:** the information to be processed must be true, complete, accurate, up-to-date, verifiable and understandable.
- e) **Principle of transparency:** the processing must guarantee the right of the data holder to obtain from the controller or processor, at any time and without constraint, information about the existence of data relating to them.
- f) **Principle of restricted access and circulation:** processing is subject to the limits arising from the nature of the personal data. In this sense, the processing may only be carried out by persons authorized by the holder and/or by the persons provided for by law.
- g) **Principle of security:** the information subject to processing by the controller or processor must be handled with the technical, human and administrative measures necessary to ensure the security of the records, avoiding their adulteration, loss, consultation, unauthorized or fraudulent use or access.

h) Principle of confidentiality: all persons involved in the processing of personal data that are not of a public nature are obliged to guarantee the confidentiality of the information, even after the end of their relationship with any of the tasks involved in the processing.

PURPOSE OF DATA PROCESSING:

FUNDACIÓN VALLE DE LILI will process the information provided and previously authorized by the users as follows:

1. OVERALL:

For all users, students, employees, collaborators, health service providers, suppliers, customers. It will be used for:

- 1 Knowing, prospectively, the needs of its stakeholders in order to innovate in the provision of its services.
- 2 Compliance with obligations arising from existing contractual relations with its stakeholders.
- 3 The safety of patients, visitors, collaborators and the general community in the facilities of FUNDACIÓN VALLE DE LILI.
- 4 Communicating to the users registered in our systems, SAP, the web portal and/or social networks, information about new services, drugs, news events, academic calls, publications, news, business innovation, special programs, user education campaigns, commercial events and advertising, always related to the objectives of the foundation, according to the statutes.
- 5 Constantly making known the needs of registered users of web portals, in order to strengthen relationships and encourage business innovation.
- 6 Developing social responsibility programs in accordance with the statutes.
- 7 Potentially sharing the data provided by collaborators, health professionals and other users, with other companies for commercial or contractual purposes, unless expressly revoked by the holder of the data.
- 8 Achieving an efficient communication related to our services and alliances.
- 9 Being leveraged in clinical and/or epidemiological research; identification of clinical, scientific and technological advances.
- 10 Informing marketing and/or promotional activities of own services or with whom the health services alliance has been established.
- 11 Providing input when applied.
- 12 Potentially analyze their data in studies related to health issues,
- 13 Knowing the state of satisfaction and care provided.
- 14 Performing technical-actuarial, statistical and market trend studies.
- 15 The control and prevention of fraud and money laundering.
- 16 Exchanging or forwarding information under international conventions or treaties.
- 17 Reporting changes in data processing policy.

2. USERS AND CUSTOMERS:

- The information will be used for
- carrying out the functions of the institution,
- supporting medical care,
- sending diagnostic test results and/or to conduct research,
- requesting, consulting and/or changing appointments with health professionals.
- verifying the affiliation status and associated services related to the Social Security System for the delivery of medicines, supplies and/or medical equipment.

Data relating to patients' health will be strictly protected by all **FUNDACION VALLE DE LILI** collaborators due to the sensitive nature of such data; therefore, the following will be taken into account when processing data of this nature:

1. The medical-care personnel and/or students will have access to data of a sensitive nature because the owner of the data has previously, expressly and voluntarily, made this information known to them; similarly, due to their professional practice, they will have knowledge of the patient's medical history. Taking into account the protection required for this type of data, this information will be used for the provision of health services, general purposes and to comply with the corporate purpose of the **FUNDACIÓN VALLE DE LILI**.
2. The Lili citizens of **FUNDACIÓN VALLE DE LILI**, are informed about the sensitivity of the health data, the obligations and sanctions involved in the improper use thereof and the procedure to be followed in their treatment, the right of access by persons other than the holder and the way they are classified, communicated and delivered. Furthermore, they are aware of the importance of not leaving exposed medical results that may affect the privacy of a person and of not using the personal data of users and affiliates outside the established medical or administrative purpose. In view of the foregoing, at **FUNDACIÓN VALLE DE LILI** the protection of information will not only be the responsibility of the medical-assistance personnel, but of all the people who have access to it in the Institution in connection with the exercise of their functions.
3. **FUNDACIÓN VALLE DE LILI** has the appropriate security mechanisms and controls for the protection of sensitive information and its characteristics of confidentiality, integrity and availability.
4. In order to deliver the medical results safely, it is essential that when the holder cannot appear in person to obtain their results, they must send a written authorization indicating the name of the authorized person, accompanied by a photocopy of the citizenship card, both of the holder and the authorized person. However, if the holder authorizes delivery by email or certified mail, they must sign the form indicating so; the above documents will be duly verified, organized and subsequently filed.
5. However, the medical professionals are directly responsible for the care of the patient. As a university hospital, students may attend surgeries, consultations and/or medical interventions of patients, but the patient will have the faculty to desist and/or limit the interaction with the students within their care process; nevertheless, the medical professionals are directly responsible for the care of the patient.

3. CONTRACTORS AND SUPPLIERS:

They will be used to complement the development of service provision contracts, joint accounts, or civil and/or commercial relations, monitoring and managing their commercial behavior. Also to verify the suitability and exchange monthly information to facilitate the knowledge of the services offered by **FUNDACIÓN VALLE DE LILI**, and in general, **all the aspects that intervene in the relationship between FUNDACIÓN VALLE DE LILI and the different EAPB, prepaid medicine, SOAT, suppliers, and providers**; as well as to make them participants of activities or commercial campaigns that may be of their interest.

The information contained in our databases, of past, current or future health care providers and health professionals, will be used so that **FUNDACIÓN VALLE DE LILI** has both an objective and subjective perception of these providers. The **information will be transferred and/or transmitted** to other entities only when it is necessary to comply with the applicable legal provisions, in case it is required by public, administrative and/or auditing entities in labor matters in the exercise of their legal duties or by court order.

Personal mailing addresses from providers, health care professionals and/or suppliers will be used to facilitate contact with health care professionals, send internal communications of interest and involve them in institutional activities, as well as to comply with laws applicable to providers, including but not limited to licensing, accreditation, commercial and tax laws.

4. EMPLOYEES AND/OR HEALTH PROFESSIONALS:

The information contained in our databases of previous, current or future employees, future job candidates, and health professionals will be used to give **FUNDACION VALLE DE LILI** both an objective and subjective perception of the staff. **This information will be transferred and/or transmitted** to other entities only when it is necessary to comply with the applicable legal provisions, in case it is required by public, administrative and/or auditing entities in labor matters in the exercise of their legal duties or by a court order.

Corporate mail will be used to facilitate contact between employees, service providers and/or health professionals, to send internal communications of interest, to summon them in relation to their functions and to involve them in institutional activities.

in addition to the foregoing, collaborators will give access to transmit their data to companies that request it to verify labor data, authorization of money credits or commercial credits, studies, for security studies prior verification of source and use of data and according to the legal reserves, also they will be used to carry out processes of internal promotion, verification of titles, request of information to other companies or educational institutions, trainings, direct contact in case of being required and in general to carry out all the administrative and financial activities related directly with the work for which they will be hired.

They will also be used to provide welfare programs for employees and to plan business activities for the holder and their beneficiaries.

5. STUDENTS, RESIDENTS OR INTERNS:

FUNDACIÓN VALLE DE LILI develops its educational mission by promoting research in all fields, including the scientific one, seeking to achieve an efficient communication with the students related to the patients, the services provided, and other activities related to the functions of the medical education, complying with the obligations acquired with our students and to evaluate the quality of the service.

FUNDACIÓN VALLE DE LILI markets both undergraduate and graduate educational programs, as well as congresses, trainings, workshops, conferences, academic events and surveys related to education to those who voluntarily want to participate.

Comply with the laws applicable to private education in Colombia, including but not limited to any requirements of the Ministry of National Education or judicial or administrative authorities.

PROCESSING OF SENSITIVE DATA

Given that sensitive data are involved, the user will be informed explicitly and in advance that they are not obliged to authorize their processing, in addition to the general requirements of authorization for the collection of any type of personal data, which of the data to be processed are sensitive and the purpose of the processing; their express consent must be obtained. No activity may be conditioned on the holder providing sensitive personal data. They may only be processed when:

1. The holder of the personal data has given their explicit consent to such processing, except in cases where the granting of such consent is not required by law.
2. Processing is necessary to safeguard the vital interest of the data holder, and the holder is physically or legally incapable.
3. Processing is carried out in the course of legitimate activities and with due guarantees by a foundation, NGO, association or any other non-profit-making body, with a political, philosophical, religious or trade union purpose, provided that it concerns exclusively its members or persons who have regular contacts with it by reason of its purpose. In these events, the data may not be provided to third parties without the holder's authorization.
4. The processing concerns data which is necessary for the recognition, exercise or defense of a right in legal proceedings.
5. The processing has a historical, statistical or scientific purpose. In this event, measures leading to the suppression of the identity of the holders must be adopted.
6. The processing of personal data of children and adolescents will be carried out under the parameters set out above in this policy.

CASES WHERE AUTHORIZATION IS NOT REQUIRED

In accordance with Article 10 of Act 1581/2013, the authorization of the holder will not be required when:

- a) The information is required by a public or administrative body in the exercise of its statutory functions or by court order.
- b) The data is of a public nature.
- c) Dealing with medical or health emergency cases.
- d) The processing of the information is authorized by law for historical, statistical or scientific purposes.
- e) The data is related to the Birth Certificate of persons.

Anyone who accesses personal data without prior authorization must in any case comply with the provisions contained in the Law.

LEGITIMIZATION FOR EXERCISING HOLDER'S RIGHTS

The rights of the holders established by law may be exercised by the following persons (Article 20 Decree 1377/2013):

- 1. By the holder, who must prove their identity.
- 2. By their successors in title, who must prove their quality.
- 3. By the holder's representative and/or proxy, after accrediting the representation or proxy.
- 4. By stipulation in favor of another or for another.

The rights of children or adolescents shall be exercised by the persons who are empowered to represent them.

PERSONS TO WHOM THE INFORMATION MAY BE PROVIDED

The information that meets the conditions established in this policy may be provided by **FUNDACIÓN VALLE DE LILI** to the following persons:

To the holders, their successors in title or their legal representatives.

- 1. To public or administrative bodies in the exercise of their statutory functions or by court order.
- 2. To third parties authorized by the Holder or by law.
- 3. To providers for the purposes authorized by the holder or those provided for by law; to do so **FUNDACIÓN VALLE DEL LILI** will ensure that conditions are established that bind the provider to the privacy policies of these so that the personal information of users is protected; likewise, confidentiality agreements will be established for the management of information and responsible-manager obligations when the type of delivery deserves it.

DUTIES OF FUNDACIÓN VALLE DE LILI

- 1. The Processing Controller, at the moment of requesting the authorization to the Holder, must inform them in a clear and express way the following:
- 2. The processing to which their personal data will be submitted and the purpose thereof;
- 3. The optional nature of the response to the questions asked, when these concern sensitive data or data on children and adolescents;
- 4. Their rights as Data Holder; The identification, physical or electronic address and telephone number of the Processing Controller.
- 5. **FUNDACIÓN VALLE DE LILI**, as Processing Controller, must keep proof of compliance with the provisions of this paragraph and, when the Holder requests it, provide them with a copy of this.
- 6. Guarantee the Holder, at all times, the full and effective exercise of the right of habeas data;
- 7. Request and keep, under the conditions provided for in this law, a copy of the respective authorization granted by the Holder;

8. Duly inform the Holder about the purpose of the collection and the rights he has by virtue of the authorization granted.
9. Keep the information under the necessary security conditions to prevent its adulteration, loss, consultation, use or unauthorized or fraudulent access;
10. Ensure that the information provided to the Processor is truthful, complete, accurate, up-to-date, verifiable and understandable;
11. Update the information, informing the Processor in a timely manner of any new developments with respect to the data previously provided to them and take other necessary measures to ensure that the information provided to them is kept up to date;
12. Correct the information when it is incorrect and communicate the relevant information to the Processor;
13. Provide the Processor, as the case may be, only data whose Processing is previously authorized in accordance with the provisions of this law;
14. Demand from the Processor at all times, respect for the security and privacy conditions of the Holder's information;
15. Process the consultations and claims formulated in the terms indicated in the present law;
16. Adopt policies and procedures in the areas where it applies, to guarantee the adequate fulfillment of the present law and especially, to assist with consultations and complaints;
17. Inform the Processor when certain information is disputed by the Holder, once the claim has been submitted and the respective procedure has not been completed.
18. Inform at the request of the Holder about the use given to their data;
19. Inform the data protection authority when violations of security codes occur and there are risks in the administration of the information of the data holders.
20. Comply with the instructions and requirements issued by the Superintendence of Industry and Commerce.
21. Confirm the availability of the privacy notice and the information processing policies, when this means is used.
22. Preserve the model of the Privacy Notice that they use to comply with their duty to inform the Holders of the existence of information processing policies and the way to access these, as long as personal data are processed in accordance with this policy and the obligations derived from it persist.
23. Keep proof of the authorization given by the Holders of personal data for the Processing thereof. For these purposes, **FUNDACIÓN VALLE DE LILI** will deploy the physical and electronic means necessary to preserve the proof of the authorization granted by the personal data holders for the processing of their data, regardless of the means by which such authorization was obtained.

DUTIES OF PERSONAL DATA PROCESSORS

1. To provide the Holder, at all times, with guarantees for the full and effective exercise of the right of habeas data;
2. To keep the information under the necessary security conditions to prevent its adulteration, loss, consultation, unauthorized or fraudulent use or access;
3. To update, rectify or delete data in accordance with the terms of this law;
4. To update the information reported by the Processing Controllers within five (5) business days of receipt;
5. To process the consultations and claims formulated by the Holders in the terms indicated in the present law;
6. To adopt an internal manual of policies and procedures to guarantee the adequate compliance with the present law and, especially, to assist with consultations and complaints by the Holders.;
7. To register in the database the text "claim in process" in the way the law is regulated;
8. To insert in the database the text "information in judicial dispute" once notified by the competent authority about judicial proceedings related to the quality of personal data;
9. To abstain from circulating information that is being disputed by the Holder and that has been blocked by the Superintendence of Industry and Commerce;
10. To allow access to information only to people who can have access to it;
11. To inform the Superintendence of Industry and Commerce when violations to the security codes occur and there are risks in the administration of the information of the Holders; To comply with the instructions and requirements given by the Superintendence of Industry and Commerce.

JOINT DUTIES OF DATA CONTROLLERS AND DATA PROCESSORS. They should establish simple and agile mechanisms that are permanently available to the Data Holders so that they can access the personal data under their control and exercise their rights over them. Reasonable steps should be taken to ensure that the personal data held in the databases is accurate and sufficient and, when requested by the Data Holder or when the Controller has become aware, the data is updated, rectified or deleted, in such a way that they meet the purposes of the processing. They must designate a person or area that will assume the function of personal data protection, which will process the requests of the Holders, for the exercise of the rights referred to in Act 1581/2012 and Decree 1377/2013.

PERSONAL DATA HOLDER RIGHTS

The holder of the personal data shall have the following rights:

1. To know, update and rectify their personal data before the institution. This right may be exercised, among others, regarding partial, inaccurate, incomplete, fractionated, misleading or other data whose processing is expressly prohibited or has not been authorized;
2. To request proof of the authorization granted to the institution, except where expressly waived as a requirement for processing, in accordance with Article 10 of Act 1581/2012;
3. This right may be exercised, among others, in relation to partial, inaccurate, incomplete, fractionated, misleading, or those whose Processing of the Information is expressly prohibited or has not been authorized tacitly or in writing for the use of the Information in commercial, health promotion or marketing campaigns for information purposes, loyalty or measurement of satisfaction about the services.
4. Whoever exercises the habeas data must provide the requested contact details precisely, in order to process and attend to their request and to deploy the charges for the exercise of their rights.
5. To be informed by **FUNDACIÓN VALLE DE LILI**, upon request, regarding the use of their personal data;
6. To submit to the Superintendence of Industry and Commerce complaints for violations to the provisions of the law and other regulations that modify, add to or complement it;
7. To access free of charge the personal data that has been processed.

SPECIAL REQUIREMENTS FOR THE PROCESSING OF PERSONAL DATA OF CHILDREN AND ADOLESCENTS

FUNDACIÓN VALLE DE LILI in compliance with Acts 1098/2006, 1581/2012 and the Constitutional rights recognizes that minors have the possibility of acquiring the condition of users of the products and services of **FUNDACIÓN VALLE DE LILI**, as long as they act through or are duly represented by their parents or by those who have the parental authority of the minor or their legal representation, prior to the exercise of the minor's right to be heard, an opinion that must be valued taking into account the maturity, autonomy and capacity to deal with the matter.

FUNDACIÓN VALLE DE LILI assumes the obligation to respect and provide guarantees so that minors, who are authorized users of our website and in general of our products and services, can exercise their right to freedom of expression, free development of personality and information, as enshrined in Act 1098/2006.

In compliance with Colombian regulations regarding minors and the responsible behavior to which **FUNDACIÓN VALLE DE LILI** is obliged towards the foundation, we assume the following commitments:

To exclude from our information system any person under age, who has claimed to be over said age at the time of registration as a user.

1. Respond to and respect the best interests of children and adolescents.
2. Ensure respect for their fundamental rights.
3. Report to the authorities any criminal situation of which **FUNDACIÓN VALLE DE LILI** becomes aware that endangers the integrity of a minor. To this end, it shall provide all the assistance required by the State security bodies.
4. Minors who are interested in acquiring our services, using electronic payment methods, must conduct the electronic economic transaction through their parents or representatives, after registering and contracting with them.
5. In the processing of personal data of children and adolescents, **FUNDACIÓN VALLE DE LILI** will ensure the appropriate use of such data.

INTERNATIONAL TRANSFER AND TRANSMISSION OF PERSONAL DATA:

In order to provide you with a better service, and to execute the purposes described in this privacy policy, your personal data may be transmitted and/or transferred to foreign entities and/or servers hosted in foreign countries, under security conditions that will guarantee compliance with the provisions of Act 1581/2012, regulatory decree 1377/2013.

For the transmission and transfer of personal data, the following rules apply:

1. International transfers of personal data must observe the provisions of Article 26 of Act 1581/2012, i.e. the prohibition on the transfer of personal data to countries that do not provide adequate levels of data protection and the exceptional cases in which this prohibition does not apply.
2. International transfers of personal data between a data controller and a processor to enable the processor to carry out the processing on behalf of the data controller do not require the holder to be informed or to give his consent where there is a contract under the terms of Article 25 of Act 1581/2012.
3. The transfer of personal data of any kind to countries that do not provide adequate levels of data protection is prohibited. It is understood that a country offers an adequate level of data protection when it complies with the standards set by the Superintendence of Industry and Commerce. Exceptionally, **FUNDACIÓN VALLE DE LILI** may transfer personal data in the following cases: Information for which the holder has given express and unequivocal authorization for the transfer. Exchange of medical data, when the treatment of the holder requires it for reasons of health or public hygiene. Bank or stock exchange transfers, in accordance with applicable legislation. Transfers agreed within the framework of international treaties of which the Republic of Colombia is a party, based on the principle of reciprocity.
4. Transfers and/or transmissions necessary for the execution of a contract between the holder and **FUNDACION VALLE DE LILI**, or for the execution of pre-contractual measures provided that the holder's authorization is obtained.
5. Transfers legally required for the safeguarding of public interest, or for the recognition, exercise or defense of a right in legal proceedings.

WEB PORTAL USER REGISTRATION

The need to provide security to people when accessing services provided through LiliNet intranet portals requires the identification and personal data of users, data also necessary for fraud prevention and attention to security incidents.

FUNDACIÓN VALLE DE LILI, as administrator of the web portal www.valledellili.org, reserves the right to maintain a user's registration in force when the user has not provided true information, when they treat the information in a manner contrary to the honest uses that should be made of it or when they fail to comply with the policies contained herein or with any of the obligations, duties and charges that they acquire at the time of registration on the web portal.

The user who registers in this web portal will be responsible for any inaccurate, false or untruthful data provided, so they must be truthful and reliable, otherwise they may give rise to compensation for the damages they may cause with this behavior to **FUNDACION VALLE DE LILI** and/or third parties. The person who uses personal data that is not their own will be responsible for the sanctions established by Colombian law in relation to the violation of personal data. Thus, **FUNDACIÓN VALLE DE LILI** assumes in good faith that the information provided by the user who registers is true, exact and reliable, and therefore exempts **FUNDACIÓN VALLE DE LILI** from any responsibility for such information.

This document is an integral part of the Terms and Conditions of the website www.valledellili.org, www.ciudadlili.org and of the legal agreement of the institutional web portals that provide services to external and/or internal users of **FUNDACIÓN VALLE DE LILI**.

ATTENTION TO REQUESTS, REQUESTS FOR CONSULTATION, UPDATING, RECTIFICATION AND DELETION OF PERSONAL DATA

The Risk Management area is in charge of processing the requests of the holders to make their rights effective.

This policy applies to all the databases that it administers within each and every one of its units, both at its Cra 98 #18-49 headquarters in the city of Cali and at all the offices that it has or may establish in the future.

FUNDACIÓN VALLE DE LILI expresses to the users, patients, service providers, collaborators and suppliers, as well as to the users of the web portals and/or other tools, that in case of any controversy it will be solved in a friendly way, through self-compositional mechanisms, such as negotiation or conciliation, in the city of Cali.

PROCEDURE FOR THE EXERCISE OF THE HABEAS DATA RIGHT

a) Consultations: the consultation will be made through the means enabled by **FUNDACIÓN VALLE DE LILI**, and will be attended to within a maximum of ten (10) working days from the date of receipt. When it is not possible to answer the query within this period, the interested party will be informed, expressing the reasons for the delay and indicating the date on which the query will be answered, which in no case may exceed five (5) working days after the expiry of the first period.

b) Claims: the holder or persons authorized by law who consider that the information contained in the databases should be corrected, updated or deleted, or when they notice the alleged breach of any of the duties contained in the aforementioned law, may file a claim with the institution, which will be processed under the following rules:

1. The claim will be formulated by means of a request addressed to **FUNDACION VALLE DE LILI**, with the identification of the holder, the description of the facts that give rise to the claim, the address, and accompanying the documents that are to be asserted. If the claim is incomplete, the interested party will be required within five (5) days following receipt of the claim to correct the faults.

After two (2) months from the date of the request, if the applicant fails to submit the required information, it will be understood that the claim has been withdrawn.

If the person receiving the complaint within the institution is not competent to settle it, the complaint shall be forwarded to the corresponding person within a maximum of two (2) working days and the interested party shall be informed of the situation.

2. Upon receipt of the completed claim, a text reading "claim in process" and the reason for the claim will be included in the database within two (2) business days. This text shall be maintained until the claim is decided.

3. The maximum term to attend the claim will be fifteen (15) working days from the day following the date of its receipt. When it is not possible to attend to the claim within said term, the interested party shall be informed of the reasons for the delay and the date in which the claim will be attended to, which in no case may exceed eight (8) working days following the expiration of the first term.

c) contact to resolve your requests: the holders may exercise their rights to consult, know, update, rectify and suppress their personal data by sending their request to datospersonales@fvf.org.co, or through the link: <http://valledellili.org/contactanos/> or in writing to the address Cra 98 #18-49 in Cali, where the request shall be processed in accordance with Articles 14 and 15 of Act 1581/2012 and 20 to 23 of decree 1377/2013; this request must contain at least:

- Full name and surname
- Contact data (Mailing and/or electronic address and telephone numbers),
- Means to receive a response to the request,
- Reason(s)/fact(s) giving rise to the claim with a brief description of the right you wish to exercise (know, update, rectify, request proof of authorization granted, revoke, delete, access information) Signature (if applicable) and identification number
- The signature of the person requesting the information.

d) Controls: **FUNDACIÓN VALLE DE LILI** informs all its users, holders of data found in the databases and/or files that technical, human and administrative measures have been implemented to provide security to our records, thus preventing their adulteration, loss, consultation, unauthorized or fraudulent use or access, which is due to the nature of the data stored and the risks to which they may be exposed.

EFFECTIVE DATE AND TERM

This policy has been approved on 30 August 2019, replaces the previous one and will be effective from the date of its publication on the website.

FUNDACIÓN VALLE DE LILI will keep each user's information for as long as it is required for the purposes described in this policy, unless the interested party requests its deletion. Nevertheless, personal data must be kept when it is required to comply with a legal or contractual obligation.

FUNDACIÓN VALLE DE LILI reserves the right to modify this policy at any time. Any modification will be informed and published timely on the website www.valledellili.org