

## TREATMENT AND PROTECTION OF PERSONAL DATA POLICY

### 1. SCOPE

The following is the Policy of Treatment and Protection of Personal Data that will be applied to all databases and/or files containing personal data and that are subject to treatment by CertQA, as responsible and/or in charge of the treatment of personal data.

### 2. IDENTIFICATION OF THE PERSON RESPONSIBLE AND/OR IN CHARGE OF THE PROCESSING OF PERSONAL DATA

Certification Quality Assurance

E-mail: [info@certqa.com](mailto:info@certqa.com)

### 3. DEFINITIONS

**Privacy Notice:** Verbal or written communication generated by the Controller, addressed to the Data Subject for the processing of his/her personal data, by means of which he/she is informed about the existence of the Information Processing Policies that will be applicable, the way to access them and the purposes of the processing that is intended to be given to the personal data.

**Data Base:** Organized set of personal data that is subject to processing.

**Personal Data:** Any information linked or that may be associated to one or several determined or determinable natural persons.

**Data Processor:** Natural or legal person, public or private, who by himself or in association with others, performs the processing of personal data on behalf of the Controller.

**Data Controller:** Natural or legal person, public or private, who by himself or in association with others, decides on the database and/or the processing of data.

**Data Subject:** Natural person whose personal data is the object of processing.

**Processing:** 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 Controller and/or Processor of personal data, located in Colombia, sends the information or personal data to a recipient, which in turn is the Controller of the Processing and is located inside or outside the country.

**Transmission:** Processing of personal data that involves the communication of the same within or outside the territory of the Republic of Colombia when the purpose of the processing is carried out by the Processor on behalf of the Controller.

### 4. TREATMENT AND PURPOSES

CertQA will perform the treatment of collecting, storing, processing, using and transmitting or transferring (as appropriate) personal data, strictly attending to the duties of security and confidentiality mandated by Law 1581 of 2012 and Decree 1377 of 2013, with the following purposes:

To record personal data information in CertQA's databases, with the purpose of analyzing, evaluating and generating statistical data, as well as sectorial indicators for the formulation of new training offers.

Support external and internal auditing processes.

Likewise, CertQA will provide personal data to third parties that provide services or with whom it has some kind of cooperative relationship, in order to:

- Facilitate the delivery of academic resources.
- Manage and administer databases.
- Provide answers to petitions, complaints and appeals.
- Provide responses to regulatory agencies.

When CertQA receives information that has been transferred to it by other entities due to its request, it will give it the same treatment of confidentiality and security that it gives to the information produced by itself.

## 5. RIGHTS OF THE HOLDER OF PERSONAL DATA

As a holder of personal data, you have the right to:

Access free of charge to the data provided to CertQA that have been subject to processing.

Know, update and rectify your information in case of partial, inaccurate, incomplete, incomplete, fractioned, misleading, or those whose treatment is prohibited.

File a complaint before the Superintendence of Industry and Commerce for violations of the provisions of Law 1581 of 2012 and other rules that modify, add or complement it, once the complaint process has been exhausted before the person responsible or in charge of the processing of personal data.

Request the deletion of the data when the treatment does not respect the principles, rights and constitutional and legal guarantees, which will proceed when the authority has determined that CertQA, in the treatment, has incurred in conduct contrary to the Constitution and current regulations.

Know the data processing policy of the entity and through it, the use or purpose that will be given to your personal data.

Identify the responsible person in the EUD who will process and respond to their requests.

The others indicated by Article 8 of Law 1581 of 2012.

## 6. AREA RESPONSIBLE FOR HANDLING REQUESTS, INQUIRIES AND COMPLAINTS ABOUT PERSONAL DATA

CertQA is responsible for the development, implementation, training and monitoring of this Policy.

The Academic Area is the unit that has been designated by CertQA as responsible for the attention of requests, inquiries, complaints and claims before which the Holder of the personal data may exercise his/her rights to know, update and rectify the data.

## 7. PROCEDURE FOR ATTENTION AND RESPONSE TO PETITIONS, QUERIES, COMPLAINTS AND CLAIMS OF THE HOLDERS OF PERSONAL DATA

The Owners of Personal Data that are being collected, stored, processed, used and transmitted or transferred by CertQA, may exercise at any time their rights to know, update and rectify the information.

For this purpose, the following procedure will be followed, in accordance with the Law of.

## Protection of Personal Data:

### A. Means enabled for the submission of requests, queries, complaints and claims:

CertQA has provided the following means for the reception and attention of requests, queries, complaints and claims that allow to keep proof of the same:

Request via e-mail: [info@certqa.com](mailto:info@certqa.com)  
Website [www.certqa.com](http://www.certqa.com)

### B. Attention and response to requests and queries:

The Data Subject or his/her proxy, may request to ICertqa:

Information about the Personal Data of the Data Subject that are subject to Processing.  
Information regarding the use that has been given by CertQA to their personal data.

Requests and queries will be answered within a maximum term of ten (12) business days from the date of receipt thereof. When it is not possible to respond to the request or inquiry within such term, the interested party will be informed, stating the reasons for the delay and indicating when the request or inquiry will be addressed, which in no case may exceed five (3) business days following the expiration of the first term.

### C. Attention and response to complaints and claims:

The Holder or its attorneys-in-fact, may request CertQa, through a complaint or claim filed through the channels already indicated:

The correction or update of the information.  
The correction or correction of the alleged breach of any of the duties contained in the Personal Data Protection Law.

The request must contain at least a description of the facts giving rise to the complaint or claim, the address and contact details of the applicant.  
If the complaint or claim is incomplete, CertQA shall require the interested party within five (5) days of receipt of the complaint or claim to correct the faults. After two (2) months from the date of the requirement, without the applicant submitting the required information, it will be understood that the complaint or claim has been withdrawn.

The maximum term to address the complaint or claim shall be fifteen (15) business days from the day following the date of receipt. When it is not possible to address the complaint or claim within such term, the interested party shall be informed of the reasons for the delay and the date on which the complaint or claim will be addressed, which in no case may exceed eight (8) business days following the expiration of the first term.