

12. Personal Data Processing Policy

12.1. Introduction

At Transforma (hereinafter, the **"Data Controller"**), we recognize the importance of the security, privacy, and confidentiality of personal information. This Personal Data Processing Policy (hereinafter, **"the Policy"**) describes the Personal Data collected, how Transforma processes Personal Data, how Data Subjects can contact Transforma and exercise their rights, among other aspects.

In general, all information provided by the Data Subjects, or otherwise collected by Transforma in the course of its business operations, will be processed in accordance with Law 1581 of 2012, Decree 1377 of 2013 (compiled in Decree 1074 of 2015), and other applicable data protection regulations.

12.2. Definitions

For the interpretation of this Policy, the following definitions shall apply:

- **Database:** an organized set of Personal Data that is subject to Processing.
- **Personal Data:** any information linked or that can be associated with a specific or determinable natural person.
- **Sensitive Data:** any data that affects the privacy of the Data Subject or whose misuse may lead to discrimination, such as data revealing racial or ethnic origin, political orientation, religious or philosophical beliefs, union membership, affiliation to social or human rights organizations, or political parties, as well as data related to health, sex life, and biometric data.
- **Data Processor:** a natural or legal person, public or private, who processes Personal Data on behalf of the Data Controller.
- **Applicable Law:** law 1581 of 2012, Decree 1377 of 2013 (compiled in Decree 1074 of 2015), Title V of the Sole Circular of the Superintendence of Industry and Commerce, and other relevant Colombian data protection regulations.



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- **Personal Data Processing Policy or Policy:** refers to this document, as the Personal Data Processing Policy implemented by Transforma in accordance with applicable laws.
- **Data Controller:** a natural or legal person, public or private, who by themselves or jointly with others decides on the Database and/or the Processing of Personal Data.
- **Processing:** any operation or set of physical or automated procedures allowing the collection, recording, reproduction, storage, organization, modification, or transmission of personal data.
- **Data Subject:** the natural person whose Personal Data is subject to Processing by the Data Controller, whether a client, provider, employee, or any third party who, due to a legal or commercial relationship, provides Personal Data to Transforma.

12.3. Principles

In order to properly comply with the applicable law, whenever Transforma processes Personal Data, it will adhere to the following principles:

- **Principle of legality:** the Processing of Personal Data is an activity that must comply with the rules that govern the subject.
- **Principle of purpose:** the Processing must have a legitimate purpose in accordance with the Constitution and applicable law, which must be informed to the Data Subject through legally established means.
- **Principle of freedom:** processing may only be carried out with the prior, express, and informed consent of the Data Subject. Personal Data may not be obtained or disclosed without prior authorization or in the absence of a legal or judicial mandate that waives such consent.
- **Principle of truthfulness or quality:** the information subject to Processing must be truthful, complete, accurate, up-to-date, verifiable, and understandable. Transforma must refrain from processing partial, incomplete, fragmented data, or data that may lead to error.
- **Principle of transparency:** the Data Subject's right to obtain, at any time and without restriction, information from the Data Controller or Data Processor regarding the existence of data concerning them must be guaranteed during the Processing.
- **Principle of restricted access and circulation:** processing may only be carried out by persons authorized by the Data Subject and/or by persons permitted under applicable law, for which the Company must take the necessary steps to obtain the corresponding authorization from the Data Subject, when required.



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- **Principle of security:** information subject to Processing by Transforma, whether as Data Controller or Data Processor, must be handled with the necessary technical, human, and administrative measures to ensure the security of the data and prevent its adulteration, loss, consultation, unauthorized or fraudulent use or access.
- **Principle of confidentiality:** all Transforma personnel and others involved in the Processing of Personal Data on behalf of the Company are obliged to ensure the confidentiality of the information.
- **Principle of demonstrated accountability:** when collecting and processing Personal Data, Transforma will implement appropriate and effective measures to comply with the obligations set forth by applicable law.

12.4. *Information of the Data Controller*

- **Company Name:** Transforma
- **NIT:** 901.057.447-2
- **Address:** Calle 72 No 6-30 Oficina 402
- **Email:** privacidad@transforma.com / alejandro.lindo@transforma.global
- **Phone:** 3143717501

12.5. *Processing and Purposes*

Transforma recognizes that the Data Subject has the right to a reasonable expectation of privacy, considering, in all cases, their responsibilities, rights, and obligations with Transforma. By virtue of the relationship established between Transforma and the Data Subject, we inform that the collection, use, updating, circulation, transmission, transfer, deletion, and, in general, any form of Processing of their Personal Data will be carried out in accordance with the following purposes, which will be previously communicated to the Data Subject. These correspond, in all cases, to the development of Transforma's corporate purpose and the normal course of its business activities.

12.5.1. *General Purposes*

The purposes described below apply to all Data Subjects who have provided prior, express, and informed authorization for the Processing of their Personal Data:

- Registering personnel information in Transforma's systems.
- Payment of contractual obligations.
- Transmission and transfer of Personal Data in compliance with applicable legal guarantees for each of these operations.

- Sending information to government or judicial entities upon their explicit request.
- Support in external or internal audits, whether national or international.
- Data collection for compliance with the obligations that Transforma has as the Data Controller.
- Informing about substantial changes in the Policy adopted by Transforma.
- Establishing and managing pre-contractual and contractual relationships of commercial, labor, civil, or any other nature arising from the fulfillment of a legal or contractual obligation of Transforma.
- Responding to requests, inquiries, complaints, and/or claims submitted by Data Subjects through any of the channels enabled by Transforma for such purposes.
- Sending relevant information derived from the relationship held with the Data Subject.
- Fraud and money laundering control and prevention, including, but not limited to, verification against restricted lists and any necessary information required for compliance with the SAGRILAF (Self-Control and Risk Management System for Money Laundering and Terrorism Financing).

12.5.2. Employees

Transforma will process the Personal Data of its employees according to the purposes listed below:

- To include their Personal Data in the employment contract, any modifications or addendums to it, as well as in other necessary documents for managing the employment relationship and the obligations arising from it, for which Transforma is responsible as the Data Controller.
- To properly manage the employment relationship between the Data Subject and Transforma.
- To maintain employee Personal Data appropriately in Transforma's active and historical labor records and keep them up to date.
- To send internal communications related or unrelated to their employment.
- To manage Personal Data so that Transforma, as the employer, can properly fulfill its obligations. For example: processing affiliations required by law to the Social Security System, family compensation funds, and other matters related to social benefits, contributions, withholdings, taxes, labor disputes, or payments to other entities for which the employee has previously authorized the processing of their Personal Data.
- To manage the Personal Data of the employee and their family members for whom the employee is authorized to provide data, for the purpose of registering with health promotion entities (EPS), family compensation funds, occupational risk administrators (ARL), and other entities necessary to fulfill Transforma's duties as an employer.
- To respond to employee requests regarding the issuance of certificates, statements, and other documents required from Transforma due to the employment relationship.

- To manage employee Personal Data to ensure proper allocation of work tools (including IT tools such as email, computers, mobile devices, database access, etc.).
- To manage Personal Data to ensure proper execution of the Internal Work Regulations, including disciplinary procedures and related investigations.
- To manage Personal Data for accurate payroll processing, including deductions for payments to third parties previously authorized by the employee, and to generate reports related to this process.

12.5.3. Providers

Transforma will process the Personal Data of providers and/or contractors who are natural persons, as well as the data of personnel from provider and/or contractor companies that are legal entities, according to the following purposes:

- To properly manage the contractual relationship.
- To collect, record, and update Personal Data in order to inform, communicate, organize, control, monitor, verify, and support activities related to their status as a provider and/or third party associated with Transforma, as well as other related procedures under Transforma's responsibility.
- To manage Personal Data for processing payments for invoices and payment requests submitted to Transforma, and to manage collections under its responsibility.
- To evaluate the services offered or provided by the provider and/or contractor.
- To fulfill any other legal obligation under Transforma's responsibility.
- To analyze financial, technical, or other factors to assess the provider's ability to fulfill contractual commitments.
- To comply with obligations arising from the commercial relationship established with the provider or contractor.
- To provide general and/or commercial assistance or information to the provider or contractor.
- To develop and implement selection, evaluation, and response processes for requests for information, quotations, proposals, and/or contract awards.
- To evaluate the quality of the products and services offered or provided to Transforma.
- To use, when necessary, the provider's employee Personal Data in order to establish access controls to Transforma's physical or digital infrastructure.
- To manage Personal Data for the purpose of making payments to providers, including managing bank account numbers to ensure accurate payment processing.
- To provide or submit information to competent authorities upon request or during contractual disputes.
- To transfer information to administrative authorities who, in the course of their duties, require it to comply with legal obligations under Transforma's responsibility.

Transforma understands that the Personal Data of the provider or contractor and of third parties provided by them—such as employees authorized to perform the contracted service, references, and commercial certifications—have been shared with the proper consent of the respective Data Subjects, and that their Processing is authorized under the terms set out in this Policy.

12.5.4. Clients

- To properly manage the contractual relationship.
- To collect, record, and update their Personal Data for the purpose of informing, communicating, organizing, controlling, monitoring, verifying, and supporting activities related to their status as a client and/or third party associated with Transforma, as well as other procedures under Transforma's responsibility.
- To manage Personal Data for processing payments for invoices and payment requests issued by Transforma and for managing collections under Transforma's responsibility.
- To evaluate the services offered or provided by Transforma and/or third parties authorized by Transforma.
- To fulfill any other legal obligation under Transforma's responsibility.
- To analyze financial, technical, and other aspects that allow Transforma to assess its ability to fulfill its contractual obligations with the client.
- To comply with obligations derived from the commercial relationship established with the client.
- To provide general and/or commercial assistance or information to the client.
- To develop and implement selection, evaluation, and response processes for requests for information, quotations, proposals, and/or contract awards.
- To evaluate the quality of the products and services offered or provided by Transforma.
- To use, if necessary, the client's employee Personal Data to establish access controls to Transforma's physical or digital infrastructure.
- To manage Personal Data for processing payments, reimbursements, and/or any kind of bank transfers to the client or to third parties authorized by the client, including managing bank account numbers for proper payment, refunds, credit notes, debit notes, and other financial and accounting documents.
- To provide or submit information to competent authorities when requested or during contractual disputes.
- To transfer information to administrative authorities who, in the course of their duties, require it in order to comply with legal obligations under Transforma's responsibility.



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12.5.5. Natural Person Beneficiaries

- To register personal information in Transforma's systems.
- To fulfill contractual obligations.
- To transmit and transfer Personal Data in accordance with the applicable legal guarantees for each of these operations.
- To send information to governmental or judicial entities upon their express request.
- To support internal or external audit processes, whether national or international.
- To collect data in compliance with the responsibilities held by Transforma as the Data Controller.
- To inform about substantial changes in the Policy adopted by Transforma.
- To establish and manage pre-contractual and contractual relationships of a commercial, labor, civil, or any other nature arising from the fulfillment of legal or contractual obligations under Transforma's responsibility.
- To respond to requests, inquiries, complaints, and/or claims made by Data Subjects through any of the communication channels enabled by Transforma for this purpose.
- To send relevant information arising from the relationship maintained with the Data Subject.
- To control and prevent fraud and money laundering, including but not limited to verifying restricted lists and collecting all necessary information required by SAGRILAF.

12.5.6. Event Participants/Attendees

- To register personal information in Transforma's systems.
- To fulfill contractual obligations.
- To transmit and transfer Personal Data in accordance with the applicable legal guarantees for each of these operations.
- To send information to governmental or judicial entities upon their express request.
- To support internal or external audit processes, whether national or international.
- To collect data in compliance with the responsibilities held by Transforma as the Data Controller.
- To inform about substantial changes in the Policy adopted by Transforma.
- To establish and manage pre-contractual and contractual relationships of a commercial, labor, civil, or any other nature arising from the fulfillment of legal or contractual obligations under Transforma's responsibility.
- To respond to requests, inquiries, complaints, and/or claims made by Data Subjects through any of the communication channels enabled by Transforma for this purpose.
- To send relevant information arising from the relationship maintained with the Data Subject.

- To provide general and/or commercial assistance or information to attendees/participants.
- To collect, record, and update their Personal Data in order to inform, communicate, organize, monitor, verify, and support activities related to their status as a client and/or third party associated with Transforma, as well as other procedures under Transforma's responsibility.
- To evaluate the services offered or provided by Transforma and/or by third parties authorized by Transforma.
- To fulfill any other legal obligation under Transforma's responsibility.

12.6. *Rights of the Data Subjects*

Data Subjects may exercise their right to habeas data before Transforma in order to:

- Know, update, and correct their Personal Data held by the Data Controller or the Data Processor. This right may be exercised in relation to, among others, partial, inaccurate, incomplete, fragmented data, or data that is misleading, or data whose Processing is expressly prohibited or has not been authorized.
- Request proof of the authorization granted to the Data Controller, except when expressly exempted as a requirement for Processing.
- Be informed by the Data Controller or the Data Processor, upon request, about the use that has been made of their Personal Data.
- File complaints with the Superintendence of Industry and Commerce for violations of the provisions of the applicable law and other regulations that modify, add to, or complement it.
- Revoke the authorization and/or request the deletion of the Personal Data when the Processing does not respect constitutional and legal principles, rights, and guarantees.
- Access their Personal Data free of charge that has been subject to Processing.

12.7. *Area in charge of handling inquiries, requests, and complaints*

The area responsible for handling inquiries, requests, and complaints, and in general monitoring compliance with the applicable law within Transforma, is the Executive Directorate. Data holders may exercise their rights through verbal communication, by submitting a written communication, and/or by sending an email through any of the following contact channels:

- **Address:** Calle 72 No 6-30 Oficina 402
- **Email:** privacidad@transforma.com / alejandro.lindo@transforma.global
- **Phone:** 3143717501

12.8. *Inquiry and Complaint Procedures*

Inquiries: Data holders who wish to make inquiries should be aware that Transforma, as the Data Controller, will provide them with all the information contained in the individual record or linked to their identification. The inquiry shall be submitted through the channels enabled by Transforma and will be responded to within a maximum of ten (10) business days from the date of receipt. If it is not possible to respond within this period, the interested party will be informed, stating the reasons for the delay and the date the inquiry will be addressed, which may not exceed five (5) business days following the end of the initial period. This is without prejudice to the provisions of special laws or regulations issued by the National Government that may establish shorter periods depending on the nature of the Personal Data.

Complaints: A data holder who considers that the information contained in Transforma's Database should be corrected, updated, or deleted, or who detects a potential breach of any of the duties contained in the applicable law, may file a complaint with Transforma or the Data Processor, which will be handled under the following rules:

- i. The complaint shall be submitted through a request addressed to Transforma or the Data Processor, including the identification of the data holder, a description of the facts giving rise to the complaint, and the address, accompanied by the documents the complainant wishes to assert.
- ii. If the complaint is incomplete, the complainant will be required to correct the deficiencies within five (5) days following receipt of the complaint. If two (2) months pass from the date of the request without the applicant submitting the required information, it will be understood that the complaint has been withdrawn.
- iii. If the recipient of the complaint is not competent to resolve it, it will be forwarded to the appropriate authority within a maximum of two (2) business days, and the complainant will be informed.
- iv. Once the complete complaint is received, a note stating "complaint in process" and the reasons for it will be added to the Database within a maximum of two (2) business days. This note must be kept until the complaint is resolved substantively.
- v. The maximum term to resolve the complaint will be fifteen (15) business days from the day after it is received. If it is not possible to resolve the complaint within this period, the complainant will be informed of the reasons for the delay and the date on which the complaint will be addressed, which in no case may exceed eight (8) business days following the end of the initial term.

12.9. *Security and Confidentiality of Personal Data*

In accordance with the principle of security established in Law 1581 of 2012, Transforma has adopted and incorporated into its processes the necessary and appropriate technical, human, and administrative measures to ensure the security of records containing personal information, preventing their tampering, loss, consultation, use, or unauthorized or fraudulent access. Personnel involved in the Processing of Personal Data shall follow the protocols established by Transforma to ensure the security of the information. This is in accordance with the state of the technology, the type and nature of the data in the Databases, and the risks to which they are exposed.

Personal Data obtained by Transforma through any form, contract, or physical or electronic communication will be treated with complete discretion and confidentiality, committing to maintain due secrecy and guaranteeing their proper storage by adopting necessary measures to prevent their alteration, loss, or unauthorized Processing or access, as established by the applicable law.

12.10. *Duration of the Database*

Transforma may only process Personal Data for a reasonable and necessary time, in accordance with the purposes that justified the Processing, taking into account the applicable provisions, and the administrative, accounting, tax, legal, and historical aspects of the information.

Once the purpose of the Processing has been fulfilled, the Personal Data will be deleted from Transforma's records, unless there is a legal or contractual duty requiring it to be kept in its Databases.

12.11. *Effective Date*

This version of the Policy came into effect on December 12, 2021.