



PERSONAL DATA PROCESSING POLICY OF LA HUERTA DE ORIENTE S.A.S

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1. Introduction

LA HUERTA DE ORIENTE S.A.S. is committed to protecting the right to Habeas Data and, in compliance with the constitutional and legal provisions currently in force and applicable to this matter, hereby adopts this Personal Data Protection Policy (Law 1581 of 2012 and Decree 1377 of 2013) in order to ensure that Data Subjects may access, update, rectify, and/or delete their personal information processed in the databases or files of LA HUERTA DE ORIENTE S.A.S.

2. Identification of the Data Controller

LA HUERTA DE ORIENTE S.A.S. (hereinafter "LHO" or the "Data Controller") is a simplified joint-stock company incorporated under the laws of the Republic of Colombia and a private-law legal entity identified with Tax Identification Number (NIT) 860.504.860-1, with its principal place of business at Carrera 15 No. 97-40, Office 503, Bogotá D.C., Colombia, which, in compliance with the Personal Data Protection Regime and for all legal purposes of this document, acts as the Data Controller for the processing of Personal Data in accordance with the purposes set forth in this Policy.

3. Object and Scope

The purpose of this Personal Data Protection Policy (hereinafter, the "Policy") is to inform Data Subjects and different stakeholders of the necessary information defined by LHO in order to guarantee the protection of Personal Data collected and processed in the course of the operations carried out by LHO.

In this regard, this Policy also aims to establish appropriate procedures to address and process any request submitted by the Data Subject in relation to their rights and needs concerning habeas data, thereby complying with the Personal Data Protection Regime in force in Colombia.



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By virtue of the obligation set forth in Article 17, paragraph (k) of Law 1581 of 2012, this Policy is incorporated into the manuals and personal data processing policies of our organization.

4. Policy Recipients

This Policy is addressed to any Personal Data Subject and to the general public, and shall apply to all Databases containing Personal Data recorded in physical and/or digital databases that are subject to Processing by LHO in connection with its own activities and/or for which the Data Subject's information is required, whether acting as Data Controller or Data Processor of the Personal Data.

Consequently, in accordance with the above, any Personal Data Subject, and in particular stakeholder groups such as clients, potential clients, suppliers and contractors, employees, visitors to LHO's facilities, and any third party, shall comply with the provisions of this Policy.

5. Applicable Legal Framework

- a) Political Constitution of Colombia, Articles 15 and 20.
- b) Law 1266 of 2008.
- c) Law 1581 of 2012.
- d) Decree 1377 of 2013.
- e) Single Regulatory Decree 1074 of 2015.
- f) Decree 090 of 2018.





6. Definitions:

<u>Authorization</u>	Prior, express, and informed consent of the Data Subject to carry out the Processing of their Personal Data.
<u>Privacy Notice</u>	Verbal or written communication generated by the Data Controller, addressed to the Data Subject for the Processing of their Personal Data, by means of which they are informed about the existence of the information Processing policies applicable to them, how to access them, and the purposes of the Processing intended for the Personal Data.
<u>Database</u>	An organized set, whether physical or electronic, of Personal Data subject to Processing.
<u>Personal Data</u>	Any information linked to or that can be associated with one or more identified or identifiable natural persons. Personal Data may be public, semi-private, or sensitive.
<u>Public Data</u>	Data that is not Personal, Semi-private, Private, or Sensitive. Public data includes, among others, data related to a person's marital status, profession or occupation, and status as a merchant or public servant. By its nature, public data may be contained, among others, in public records, public documents, official gazettes and bulletins, and duly executed judicial decisions that are not subject to confidentiality
<u>Semi-private Data</u>	Data that is neither intimate, reserved, nor public, and whose knowledge or disclosure may be of interest not only to its Data Subject but also to a certain sector or group of persons or to society in general, such as financial and credit data related to commercial or service activities.
<u>Sensitive Data</u>	Personal Data that affects the privacy of the Data Subject or whose improper use may lead to discrimination, such as data revealing racial or ethnic origin, political orientation, religious or philosophical beliefs, membership in trade unions, social organizations, or human rights organizations, or that promote the interests of any political party or guarantee the rights and guarantees of opposition political parties, as well as data concerning health, sexual life, and biometric data.
<u>Data Processor</u>	A natural or legal person, public or private, who, by itself or in association with others, carries out the Processing of Personal Data on behalf of the Data Controller. The Data Processor must be independent, both legally and operationally, from the Data Controller.





<u>Data Controller</u>	LHO. In any case, it shall also be the natural or legal person, public or private, who, by itself or in association with others, decides on the Database and/or the Processing of the data.
<u>Data Subject</u>	The natural person to whom the information contained in a Database refers and who is the holder of the right to habeas data.
<u>Transfer</u>	The Processing activity by which Personal Data is communicated, within or outside the territory of the Republic of Colombia, when it is intended for Processing by a third party who acts as a Data Controller.
<u>Transmission</u>	The Processing activity carried out by the Data Controller that involves the communication of Personal Data within or outside the territory of the Republic of Colombia for the purpose of Processing by a Data Processor on behalf of the Data Controller.
<u>Processing</u>	Any operation or set of operations performed on Personal Data, such as collection, storage, use, circulation, or deletion.
<u>Data Controller</u>	LHO.
<u>Data Processor</u>	The natural or legal person designated as such by the owner of the Personal Data recorded in the Database.
<u>Data Subject / Interested Party</u>	The holder of Personal Data, whether or not included in the Database.
<u>Security Document</u>	Rules and procedures established by the owner of the Personal Data recorded in the Database, in accordance with the security measures required by Statutory Law 1581 on Personal Data Protection and its regulatory Decree 1377 of 2013.

7. Principles for the Processing of Personal Data

In all Processing of Personal Data carried out by LHO, Data Processors and/or third parties to whom Personal Data is transferred shall strictly comply with the principles and rules established by Law and this Policy, in order to guarantee the fundamental right to habeas data of Data Subjects and to comply with the obligations established by law.

These principles are as follows:





a. Legality:

LHO shall carry out the Processing of Personal Data in accordance with the provisions of Statutory Law 1581 of 2012, Decree 1074 of 2015 ("Single Regulatory Decree of the Commerce, Industry and Tourism Sector"), and any other regulations that supplement, amend, or repeal them;

b. Access:

LHO, except with the express Authorization of the Data Subject, shall not grant access to Personal Data through the Internet or other mass media, unless technical and security measures are established to control access and restrict it only to Authorized persons;

c. Consent:

All Processing of Personal Data shall only be carried out once prior, express, and informed Authorization has been obtained from the Data Subject, unless the Law provides an exception to this rule;

d. Quality:

Personal Data subject to Processing by LHO must be truthful, complete, accurate, up to date, verifiable, and understandable. When LHO becomes aware that it holds partial, incomplete, inconsistent, or misleading Personal Data, it shall refrain from Processing such data and shall request the Data Subject to correct it;

e. Confidentiality:

LHO shall carry out Processing by implementing all necessary measures to maintain the confidentiality of Personal Data and to prevent it from being consulted, modified, or used by unauthorized persons or by authorized persons for fraudulent purposes. Likewise, all Personal Data shall be treated as confidential, even after the contractual relationship or link between the Data Subject and LHO has ended;





f. Purpose:

All activities and operations involving the Processing of Personal Data carried out by LHO must correspond to the purposes established in this Policy or in the Authorization granted by the Data Subject. LHO shall inform the Data Subject of the purpose of the Processing at the time of obtaining their Authorization;

g. Necessity and Retention:

Personal Data may only be Processed by LHO for the time and to the extent that the purpose of its Processing justifies it;

h. Transparency:

LHO guarantees Data Subjects the right to access and be informed of the personal information that is being Processed;

i. Security:

LHO has implemented information security measures through various technical and technological mechanisms aimed at preventing any Processing of Personal Data that has not been previously authorized;

8. Purposes of Processing of Personal Data:

LHO shall Process the Personal Data it collects, which shall be incorporated into the company's databases and used either directly by LHO or through Data Processors, in all cases in accordance with the applicable laws and regulations.

The Personal Data of Data Subjects must be collected, stored, used, shared, processed, and otherwise handled for activities directly or indirectly related to LHO's corporate purpose and business activities, including, but not limited to, the following:



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<p>LHO EMPLOYEES</p>	<p>Recruitment and hiring administration.</p> <ul style="list-style-type: none"> • Administration of active and former employees. • Payroll administration and related payments. • Enrollment in the Comprehensive Social Security System and family compensation funds. • Payment of parafiscal contributions. • If applicable, enrollment in group life insurance and other coverage under group policies. • If applicable, handling of court-ordered garnishments and payroll deductions. • Administration of salaries and benefits. • Exercise of the employer's authority over employees, including disciplinary actions and performance evaluations. • Coordination of employees' professional development. • Enabling access to the employer's IT resources and providing support in their use. • Planning, execution, and promotion of corporate activities. • Tax reporting. • Security background checks. • Administration of employee benefits. • Monitoring entry to and exit from LHO's facilities. • More generally, compliance with legal obligations, particularly those incumbent upon the employer in relation to its employees.
<p>CLIENTS AND SUPPLIERS</p>	<ul style="list-style-type: none"> • Contractual, commercial, administrative, and accounting purposes. • Provision of the contracted professional services, in accordance with the Data Controller's corporate purpose. • Sending commercial offers, advertising materials, and quotations. • Sending invitations to events. • Improving products and services, offering new products, and carrying out all activities related to the existing commercial relationship or any potential relationship with the Data Controller. • Processing requests, complaints, and claims. • Registration and management of client information. • Conducting satisfaction surveys regarding the goods and services offered.



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	<ul style="list-style-type: none"> • Contacting the Data Subject by telephone or through electronic means (including SMS or chat) for matters related to the contractual relationship and for the delivery of related information. • Reporting to supervisory and regulatory authorities. • Recording, documenting, and maintaining LHO's general and statistical information for analysis, assessment, commercial evaluation, consultation, and Processing purposes. • Transferring and/or transmitting data to third parties as necessary for the development of LHO's corporate purpose and the provision of its services, including, without limitation, credit bureaus and authorized clients, within or outside the territory of Colombia, in order to comply with the obligations set forth in this Policy. • Consulting credit information bureaus to obtain all relevant information required to assess the Data Subject's performance as a debtor, the performance of the entity they represent, their payment capacity, and potential future risk. • Reporting such information to credit bureaus so that they may process, analyze, and classify it, and providing them with data related to credit applications, as well as other information concerning the commercial, financial, and general socioeconomic relationships provided by clients and suppliers or contained in public records, databases, or public documents.
<p>JOB APPLICANTS</p>	<ul style="list-style-type: none"> • Participation in the recruitment process for the position to which the applicant has applied, as well as subsequent consideration in future recruitment processes.
<p>VISITORS</p>	<ul style="list-style-type: none"> • Monitoring entry to and exit from LHO's facilities, which may include access control systems using fingerprints, photographs, and video recordings, allowing the identification of each individual and supporting efforts to ensure the security of persons entering the facilities.

9. Rights of the Data Subject:

Data Subjects whose Personal Data is subject to Processing by LHO may, at any time, exercise the following rights:



- a. To request access to, and obtain in a free, simple, and accessible manner, the Personal Data that has been subject to Processing by LHO and/or by the Data Processor, in order to know, update, and rectify, among others, data that is partial, inaccurate, incomplete, misleading, or whose Processing is expressly prohibited or has not been authorized.
- b. To submit requests to LHO and/or the Data Processor regarding the use made of their Personal Data and to obtain information in this regard.
- c. To request proof of the Authorization granted to LHO for the Processing of their Personal Data, except where such Authorization is not required by law, in accordance with Article 10 of Law 1581 of 2012 and any regulations that amend, supplement, or complement it.
- d. To revoke their Authorization and/or request the deletion of their Personal Data from LHO's databases, when the Superintendence of Industry and Commerce has determined, through a final administrative decision, that LHO or the Data Processor has engaged in conduct contrary to the law, or when there is no legal, regulatory, or contractual obligation to retain the Personal Data in LHO's databases.
- e. To be informed of the department or person designated by LHO and/or the Data Processor before whom they may submit inquiries, complaints, claims, or any other request regarding their Personal Data.
- f. To have easy access to this Policy and to be informed of any amendments to its terms prior to the implementation of such amendments.
- g. To file complaints with the Superintendence of Industry and Commerce for violations of the law, after first submitting a consultation or request to LHO.

These rights may be exercised by the Data Subject, their successors-in-interest, representatives, and/or attorney-in-fact. In all cases, prior to the exercise of the rights to which the Data Subject is entitled, the capacity of the person seeking to exercise such rights must be duly evidenced, for which purpose LHO reserves the right to request the appropriate supporting document or documents.



10. Rights Regarding the Processing of Personal Data of Children and Adolescents:

As part of its activities, LHO may Process Personal Data of minors for the purpose of ensuring their safety when visiting LHO's facilities. Notwithstanding the foregoing, pursuant to Article 7 of Law 1581 of 2012 and any regulations that amend or supplement it, the Processing of Personal Data of children and adolescents is prohibited, except for data that is of a public nature and/or where the following requirements are met:

- a) Respecting and safeguarding the best interests of children and adolescents.
- b) Ensuring the protection of their fundamental rights.
- c) Obtaining the prior Authorization of the minor's legal representative, following the minor's right to be heard, whose opinion shall be taken into account in accordance with their maturity, autonomy, and capacity to understand the matter.

11. Duties of LHO as Data Controller:

As Data Controller, LHO shall comply with the following duties:

- a) To guarantee, at all times, the full and effective exercise of the right to habeas data of the Data Subject.
- b) To request and retain a copy of the respective Authorization granted by the Data Subject.
- c) To duly inform the Data Subject about the purpose of the collection of their Personal Data and the rights they are entitled to under the Personal Data Protection Regime.
- d) To retain the information under the necessary security conditions to prevent its alteration, loss, unauthorized or fraudulent consultation, use, or access.
- e) To ensure that the information provided to the Data Processor is truthful, complete, accurate, up to date, verifiable, and understandable.
- f) To update the information, communicating in a timely manner to the Data Processor any changes regarding the data previously provided, and to adopt the necessary measures to ensure that the information provided remains up to date.
- g) To rectify the information when it is incorrect and to notify the Data Processor accordingly.





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- h) To provide the Data Processor, as applicable, only with data that has been previously authorized.
- i) To require the Data Processor, at all times, to respect the security and privacy conditions of the Data Subject's information.
- j) To process consultations and claims in accordance with the terms set forth in the law.
- k) To adopt an internal manual of policies and procedures to ensure proper compliance with the law, particularly with respect to the handling of consultations and claims.

12. Duties of the Data Subject:

- a) To comply at all times with the provisions of this Policy.
- b) To apply the guiding principles set forth in this Policy for the Processing of Personal Data.
- c) To ensure the accuracy of the data provided to LHO.
- d) To timely inform, through the established channels, any updates or irregularities regarding compliance with this Policy.
- e) To refrain from disclosing or publishing the Personal Data of any other Data Subject, unless prior and express Authorization has been obtained from the Data Subject, the Data Controller, or the Data Processor.

13. Duties of Data Processors:

Data Processors shall comply with the following duties, without prejudice to the other provisions set forth in this Policy and/or in the applicable laws governing their activities

- a) To guarantee, at all times, the full and effective exercise of the Data Subject's right to habeas data.
- b) To retain the information under the necessary security conditions to prevent its alteration, loss, unauthorized or fraudulent consultation, use, or access.
- c) To timely update, rectify, or delete the data in accordance with the terms set forth in this law.
- d) To update the information reported by Data Controllers within five (5) business days following its receipt.



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- e) To process the consultations and claims submitted by Data Subjects in accordance with the terms set forth in this Policy.
- f) To record in the database the note "claim in process," in the manner provided for in this law.
- g) To include in the database the note "information under judicial dispute" once notified by the competent authority of judicial proceedings related to the quality of the Personal Data.
- h) To refrain from disclosing information that is being disputed by the Data Subject and whose blocking has been ordered by the Superintendence of Industry and Commerce.
- i) To allow access to the information only to persons authorized to access it.
- j) To inform the Superintendence of Industry and Commerce when breaches of security occur and risks arise in the administration of the Data Subjects' information.
- k) To comply with the instructions and requirements issued by the Superintendence of Industry and Commerce regarding the Processing of Personal Data.

14. Processing of Sensitive Data

In accordance with the applicable Personal Data Protection Regime, the Processing of Sensitive Data is prohibited. However, LHO may exceptionally collect, use, and Process Sensitive Data when any of the following conditions apply:

- a) The Data Subject has given explicit Authorization for such Processing, except where such Authorization is not required by law;
- b) The Processing is necessary to safeguard the vital interest of the Data Subject and the Data Subject is physically or legally incapable of granting Authorization, in which case such Authorization shall be obtained from their legal representatives;
- c) The Processing is carried out in the course of legitimate activities and with appropriate safeguards by LHO, a non-governmental organization (NGO), an association, or any other non-profit entity whose purpose is political, philosophical, religious, or trade union in nature, provided that such data relates exclusively to its members or to individuals with whom it maintains regular contact in connection with its purpose. In such cases, the data may not be disclosed to third parties without the Authorization of the Data Subject;
- d) The Processing relates to data necessary for the recognition, exercise, or defense of a right in judicial proceedings;





- e) The Processing is carried out for historical, statistical, or scientific purposes. In such cases, LHO shall adopt measures aimed at suppressing the identity of the Data Subjects.

In cases where LHO carries out activities involving the Processing of Sensitive Data, it shall:

- (i) Inform the Data Subject that, due to the sensitive nature of the data, they are not required to authorize its Processing; and
- (ii) Explicitly inform the Data Subject, prior to Processing, which data is sensitive and the purpose of such Processing. LHO shall not condition any activity on the provision of Sensitive Data.

15. Authorization for the Processing of Personal Data:

Without prejudice to the exceptions provided by law, the Processing of Personal Data requires the prior and informed Authorization of the Data Subject, which shall be obtained by any means that allows for subsequent consultation. For such purposes, LHO has implemented the necessary and appropriate mechanisms to ensure that the respective Authorization may be consulted at a later time by the Data Subject.

At the time of requesting Authorization from the Data Subject, LHO shall clearly and expressly inform the following:

- a) The Processing to which their Personal Data will be subject and the purpose thereof;
- b) The optional nature of responses to questions concerning Sensitive Data or data of children and adolescents;
- c) The rights to which the Data Subject is entitled;
- d) The identification, physical or electronic address, and contact telephone number of the Data Controller.

LHO may request Authorization for the Processing of the Data Subject's Personal Data through any physical, digital, or electronic means, including data messages, applications, or websites, in the following cases:

- a) Completion of physical or digital forms;





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- b) Communication via email or written correspondence submitted at LHO's facilities;
- c) Video surveillance areas and monitoring systems;
- d) Electronic communications via chat and/or email, subject to prior acceptance of the applicable Terms and Conditions;
- e) Engagement of employees, contractors, and suppliers;
- f) LHO's operational, commercial, and/or administrative activities.

In accordance with the applicable Personal Data Protection Regime, LHO shall not require prior and express Authorization from the Data Subject in the following cases:

- a) Information required by a public or administrative entity in the exercise of its legal functions or by court order;
- b) Data of a public nature;
- c) Cases of medical or sanitary emergency;
- d) Processing of information authorized by law for historical, statistical, or scientific purposes;
- e) Data related to the Civil Registry of Persons.

Notwithstanding the foregoing, LHO undertakes to Process all Personal Data in accordance with the applicable laws and regulations and shall adopt all necessary measures for such purpose.

16. Information Security Measures:

The information subject to Processing by the Data Controller or the Data Processor, as referred to in this Policy, shall be handled using the technical, human, and administrative measures necessary to ensure the security of the records and to prevent their alteration, loss, unauthorized or fraudulent consultation, use, or access.

In accordance with this Policy, LHO has established information security measures, which are mandatory for LHO and Data Processors.



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17. International Transfer of Personal Data:

LHO reserves the right to carry out the Transfer of Personal Data to third countries in the following cases:

- Transfers for which the Data Subject has granted their express and unequivocal Authorization, which shall be deemed granted upon acceptance of this Policy.
- Transfers of medical data where required for the treatment of the Data Subject for reasons of health or public hygiene.
- Banking or stock exchange transfers, in accordance with Colombian law.
- Transfers necessary for the execution of any contract entered into by LHO, or for the implementation of pre-contractual measures, provided that the Data Subject's Authorization has been obtained, which shall be deemed granted upon acceptance of this Policy.
- Transfers legally required for the protection of the public interest, or for the recognition, exercise, or defense of a right in judicial proceedings.

18. Procedure for Handling Inquiries and Complaints:

LHO has established mechanisms to enable the Data Subject, their successors-in-interest, duly accredited representatives and/or attorneys-in-fact, persons in whose favor a stipulation has been made, and/or representatives of minor Data Subjects, to submit inquiries or complaints related to the Processing of their Personal Data through the following channels: email: gerencia@lahuertadeoriente.com and quejasyreclamos@lahuertadeoriente.com; telephone: (601) 7428991.

18.1 Inquiries:

Data Subjects or their successors-in-interest may consult the Personal Data of the Data Subject contained in any database, whether public or private. The Data Controller or Data Processor shall provide all information contained in the individual record or that is linked to the identification of the Data Subject.

The procedure for receiving and responding to inquiries is as follows:



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- a) Inquiry shall be submitted through the channels enabled by LHO or the Data Processor.
- b) The inquiry shall be addressed within a maximum term of ten (10) business days from the date of receipt. If it is not possible to respond within such term, the interested party shall be informed of the reasons for the delay and the date on which the inquiry will be addressed, which in no case may exceed five (5) business days following the expiration of the initial term.

18.2 Complaints:

The Data Subject or their successors-in-interest who consider that the information contained in a Database should be corrected, updated, or deleted, or who identify a possible breach of the obligations set forth in this Policy, may submit a complaint to LHO or the Data Processor.

The complaint shall include, at a minimum:

- (i) The name and identification document of the Data Subject;
- (ii) A description of the facts giving rise to the complaint and the purpose thereof;
- (iii) The address and contact details of the applicant;
- (iv) Any supporting documentation the claimant intends to rely upon.

The procedure for receiving and responding to complaints is as follows:

- a) The complaint shall be submitted through a request addressed to LHO or the Data Processor, including the full identification of the Data Subject.
- b) If the complaint is incomplete, LHO shall request the Data Subject, their successors-in-interest, representatives, or duly accredited persons, within five (5) days following receipt of the request, to remedy the deficiencies. If the claimant does not provide the required information within two (2) months following the initial complaint, it shall be understood that the complaint has been withdrawn.
- c) If the entity receiving the complaint is not competent to resolve it, LHO shall transfer it to the appropriate party within a maximum of two (2) business days and shall inform the interested party accordingly.
- d) Once the complaint is complete, LHO shall include in the database the note "claim in process" and the reason for it within no more than two (2) business days. Such note shall remain until the complaint is resolved.



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- e) LHO shall resolve the complaint within a maximum term of fifteen (15) business days from the day following its receipt. If it is not possible to resolve the complaint within such term, the applicant shall be informed of the reasons for the delay and the date on which the complaint will be addressed, which may not exceed eight (8) business days following the expiration of the initial term.

Important Note: Any request or complaint must be submitted via email to:

quejasyreclamos@lahuertadeoriente.com; gerencia@lahuertadeoriente.com; or in writing at LHO's offices located at Carrera 15 No. 97-40, Office 503, Bogotá D.C. LHO shall retain proof of the inquiry or complaint and its corresponding response.

19. Modifications:

In the event of substantial changes to the content of this Policy, understood as changes to the identification of the Data Controller or to the purposes of the Processing of Personal Data that may affect the content of the Authorization, LHO shall inform the Data Subject of such changes prior to, or at the latest at the time of, the implementation of the new policies, and shall request a new Authorization from the Data Subject for the Processing of their Personal Data.

20. Validity

This Policy is updated and published on March 13, 2024, by the administration of LA HUERTA DE ORIENTE S.A.S., and shall enter into force as of the date of its publication.

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