



## PRIVACY NOTICE

In accordance with Law 1581 of 2012 "to establish general provisions for the protection of personal information" and Regulatory Decree 1377 of 2013 "to partially regulate Law 1581 of 2012," Organización Terpel S.A. (herein Terpel) is a Data Controller of personal information.

We can be contacted in the city of Bogotá, at Carrera 7 No. 75 – 51, our e-mail address for legal notification is [infoterpel@terpel.com](mailto:infoterpel@terpel.com), and our telephone number is 317-5353.

Terpel will collect your personal information for storage in its databases for, but not limited to, the following purposes:

1. Responding to requirements from authorities
2. Registering customers from the different business sectors
3. Conducting credit risk, statistical, or security analyses of customers or users
4. Executing and/or complying with contracts with third parties, for the purchase or sale of liquid fuels or natural gas for vehicles, the financing of vehicle conversions, or contracts of any other nature covered by the corporate purpose
5. Sending correspondence or email, or making telephone contact with customers, suppliers, and users of the different programs in development of publicity activities, special promotions, marketing (mainly for customer loyalty plans and outreach), sales, and marketing studies focused on the distribution of liquid fuels or CNG or the provision of complementary services
6. Sharing information with commercial partners that can offer services with benefits for our customers
7. Sharing or sending information to third parties with whom it has partnerships or contracts for commercial purposes related to its corporate purpose
8. Undertaking maintenance, by Terpel directly or a third party, of the databases
9. Obtaining information from stakeholders for the purpose of engagement (contact information for journalists and authorities)
10. Responding to requests from and processes related to shareholders
11. Hiring personnel, administering employment contracts, managing labor relations and meeting the obligations derived from them, granting benefits to employees, either directly or through third parties, and permitting employee access to the company's IT resources
12. Sending databases on points of sale to lubricant distributors or lubrication specialists
13. Transferring and transmitting data to third parties with whom partnerships are formed in connection with the corporate purpose, studies, or data processing
14. Reporting to and consulting with credit rating agencies legally constituted in Colombia, mainly Experian Colombia S.A. (Datacredito) and Transunion S.A. (Cifin)
15. Analyzing commercial prospects with customers or consumers
16. Managing collections or sales
17. Sharing information with third-party partners, suppliers, and companies in the same business group located inside or outside of the country, especially for know-your-customer-activities, sales outreaches or advertising, sales management, and collections

The legal rights of the Data Subject are the following:

- a) To know, update, and rectify their personal information with Data Controllers or Data Processors. This right may be exercised relative to, among others, partial, inaccurate, incomplete, fragmented, or misleading data, and relative to data whose processing is expressly prohibited or has not been authorized.
- b) To request proof of the consent granted to the Data Controller, except when expressly exempted as a requirement for the processing, as established in article 10 of Law 1581 of 2012.
- c) To be informed by the Data Controller or the Data Processor, in response to a request, of the use that has been given to the personal information, at least once a month.
- d) To file complaints with the Superintendent of Industry and Commerce regarding violations of this law and any other regulations that modify, add to, or complement it.
- e) To revoke consent and/or request the deletion of personal information when the processing does not respect constitutional and legal principles, rights and guarantees. The information will be revoked and/or deleted when the Superintendent of Industry and Commerce has determined that, in the processing, the Data Controller or Data Processor has incurred in conduct counter to the law and the Constitution.
- f) To have access to their processed personal information free of charge.

When sensitive personal data is collected, the Data Subject will not be required to answer questions related to that information nor to authorize its processing.

Data subjects may consult Terpel's information processing policy on the webpage [www.terpel.com](http://www.terpel.com), which contains the guidelines, instructions, and procedures for third-party information processing at Terpel and information on how to exercise data subject rights and make queries and requests for data deletion. The site can also be consulted for any updates to the policy or to this privacy notice.