



**COMPREHENSIVE PRIVACY NOTICE
FOR DOMINICAN REPUBLIC**

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PRIVACY NOTICE regarding personal data processed by SERVICIOS DE TI SC, S.A.S. (hereinafter referred to as the “Organization”).

Important section on the processing of sensitive data in the event of a public health emergency: In the event of a public health emergency or similar contingency, **the Organization** may process personal data. In such cases, **the Organization** will process the information solely to obtain the information necessary to make decisions that prevent infection or to adopt measures to safeguard the public health interests of its staff, visitors, suppliers, customers, and the general public. **The Organization** will treat such personal information of HOLDERS as strictly confidential and will not transfer it to third parties. In compliance with Article 9 of Law No. 172-13, the processing of sensitive data will require the HOLDER’s express written consent, except in the cases of exception provided for by law. This information will be treated as strictly confidential and will not be transferred to third parties without authorization.

1. General Provisions

- 1.1. **The Organization** is a company committed to and respectful of the rights related to the protection of natural persons’ personal data, in accordance with the provisions of Law No. 172-13 on the Protection of Personal Data of the Dominican Republic, as may be amended or supplemented in the future.

In light of the foregoing and in compliance with said regulations, this Privacy Notice is hereby made available.

- 1.2 This Privacy Notice applies to the website with the domain name: https://kiodatacenters.com/es-mx/centro_de_datos/dominicana, hereinafter referred to as “**THE ORGANIZATION’S WEBSITE**”. As applicable, it also applies to websites or web pages operated specifically by each of **the Organization**’s legal entities or business units, including:

Servicios de TI SC, S.A.S.

- 1.3 **If the HOLDER provides personal data to the Organization**, such data will be processed in accordance with this Privacy Notice.

2. Identity and address of the data controller

- 2.1 As applicable, the data controller is SERVICIOS DE TI SC, S.A.S. (referred to individually in this Notice as “**the Organization**”), which undertakes to comply with the provisions of this Privacy Notice (hereinafter, “the Notice”), which is made in compliance with **Law No. 172-13 on the Protection of Personal Data of the Dominican Republic**. This Notice applies to the personal data of individuals (including individuals in their capacity as representatives of legal entities) that **the Organization** collects from candidates, HOLDER-Staffs, customers, prospective customers, suppliers, prospective suppliers, business partners, participants in events and/or training sessions organized by **the Organization**, visitors to its website, as well as those who visit its physical location.

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- 2.2 For this Privacy Notice, the data controller listed in the preceding section has its address for receiving all types of notifications or notices related to this Privacy Notice at: Autopista Las Américas, Km. 22, Calle 8, Edificio B-4, Zona Franca Las Américas.

3. Definitions

- 3.1 **Holder:** The natural person (including natural persons in connection with a legal entity) to whom the personal data pertains or corresponds.
- 3.2 **Data Controller:** A private natural or legal person (**the Organization**) that makes decisions regarding the processing of personal data.
- 3.3 **Custodian:** The natural or legal person, governed by public or private law, whether for-profit or not-for-profit, acting on behalf of and for the account of the data controller and responsible for the custody and maintenance of the database.
- 3.4 **Processing:** The collection, use (including access, handling, utilization, transfer, or disposal of personal data), disclosure, or storage of personal data by any means.
- 3.4.1. **Transfer:** Any communication of data to a person other than the data controller or custodian.
- 3.4.2. **Transmission:** The communication of personal data between the data controller and the custodian, within or outside the territory.
- 3.5 **ARCO Rights:** Rights of Access, Rectification, Cancellation, and Objection
- 3.6 **Implied Consent:** The HOLDER shall be deemed to have consented to the processing of non-sensitive personal data when, after the Privacy Notice has been made available to them, they do not express their objection. Tacit consent does not apply to sensitive data, and the HOLDER must be informed, in a clear and accessible manner, of their rights before consent is deemed to have been granted.
- 3.7 **Primary Purposes:** Those purposes for which personal data is primarily requested and that are essential for **the Organization** to fulfill its legal or contractual obligations in its relationship with the HOLDER.
- 3.8 **Secondary Purposes:** Those purposes that are not essential to the relationship between **the Organization** and the HOLDER. The HOLDER may object to the processing of their data for secondary purposes at any time, through an accessible web form, by telephone, or by email.
- 3.9 **Staff:** For this Notice and any related corporate documents, including without limitation any privacy policies or notices derived from it, the term "Staff" is used in a referential manner, and shall indistinctly include (i) workers or persons who are legally and economically subordinated to **the Organization** in accordance with the labor laws of the Dominican Republic (ii) personnel assigned to **the Organization** by third parties under service contracts; (iii) professional service

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providers or independent contractors (iv), professional residents, social service providers or fellows, or (v) staff of **the Organization** with an employment relationship.

4. Processed Personal Data

4.1 The Organization may obtain directly and/or through custodians the following personal data:

4.1.1 Candidates: Curriculum Vitae, which may include, as applicable and relevant to the position, the following data:

a) **General and identification data:** Full name, nationality, contact information (email, landline or mobile phone), address, official ID, signature, job references and background check, when applicable under the law.

b) **Additional data:** Data such as gender, date of birth, marital status, image or photograph may be provided voluntarily by the holder or requested only when there is a legal basis, a legitimate and non-discriminatory purpose, or when they are necessary for compliance with legal or contractual obligations.

Academics: Level and proof of studies, school, period of study, language management, computer and office equipment, training courses, certifications, experience, competencies, and skills.

Personal References (for which the holder claims consent to share the personal data of such third parties): name, fixed and mobile phone numbers, occupation, kinship or relationship, and the time and reason for knowing them.

Employment References: how long you've known them and why; companies you've worked for; names of immediate bosses; salaries received; phone numbers; reasons for leaving.

Family Information: names, age, schooling, telephone, and occupation of parents, siblings, children, and spouse, contact details in case of emergency

Financial data: bank accounts, income level, and outflows.

Documentation (in physical or digital copy): Job application, official photo identification, passport, immigration documents and/or work permits, proof of address, professional license or proof of education, certifications, letters of recommendation, or background, if applicable: marriage certificate and birth certificate of child(ren).

4.1.2 Personal Data

Depending on the type of relationship the HOLDER maintains with **the Organization**: Full name, gender, nationality, marital status, age, image or photograph, signature, fingerprint, biometric data, social security number, date and place of birth, passport number, driver's license number, landline and mobile phone numbers, address (postal

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code, state, country, city or municipality, locality, between which streets, street and foreign and local number), email address, current studies, language skills and computer and office equipment proficiency, personal and professional references—for which the HOLDER confirms having the consent to share the personal data of said third parties— (name, telephone number, length of acquaintance, and reason for acquaintance), education level, highest level of education completed, professional license or proof of studies, bank account information, and emergency contact information.

In the case of medical examinations (Check-Ups) that may eventually form part of the compensation or benefits package provided to personnel, the resulting information will be known exclusively to the HOLDER-Staff and/or the insurance broker and/or the insurance company, as required to obtain the corresponding insurance policies.

Copies of Documentation: Depending on the type of relationship the HOLDER-Staff has with **the Organization**, the following may be required: Job application, Curriculum Vitae, official photo identification, proof of address, birth certificate, passport, immigration permit and/or work permit, professional license or proof of education, certifications, recent training, proof of Social Security registration, credit history (debts, properties, income, expenses, credit cards), letters of recommendation, proof of previous payroll, bank statement, criminal and non-criminal background checks, and, if applicable: marriage certificate and birth certificate(s) of child(ren).

4.1.3. Clients

Full name, image or photograph, Taxpayer Identification Number, business license, registrations with public entities, signature, official photo ID, local and/or mobile phone numbers, email address, home address (postal code, state, country, city or municipality, neighborhood, cross streets, street address, and house number), and billing address (postal code, state, country, city or municipality, cross streets, street address, and house number), bank account information, and tax information. Where applicable, personal data of individuals related to a legal entity, as well as the data and/or documents necessary for monitoring contractual/commercial matters linking the company to **the Organization**.

Documentation (in physical or digital form): Official photo ID, the company's articles of incorporation, a power of attorney for the representative registered with the Public Registry, Taxpayer Identification Number, and proof of address.

4.1.4 Suppliers

Prospective Suppliers and Suppliers: Full name, photograph, Unique Taxpayer Registry, notice of operation, registrations with public entities, tax data, bank account, signature, advanced electronic signature, email address, landline and mobile phone, address - postal code, state, country, city or municipality, locality, between which streets, street and foreign and local number; company you work for, your position, company phone numbers and email addresses, company address – postal code, state, country, city or municipality, town, cross streets, street and house number (exterior and interior) – billing information (company name). **The Organization** may also request a resume, personal, and business references.

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Documentation in copy for Corporate Suppliers (regarding personal data of individuals related to corporate entities): Official photo ID of the supplier's legal representative, Taxpayer Identification Number, bank statements, proof of address, signature of the Anti-Corruption Declaration, signature of the Privacy Notice, signature of the Annual Certificate of Third-Party Intermediary or Business Partner, tax returns for the current fiscal year, articles of incorporation, public deed of power of attorney for the legal representative, financial statements, and audited financial statements.

Documentation in copy for Individual Suppliers: Valid official photo ID, proof of address, tax returns, bank statements, signature on the Declaration of Anti-Corruption, signature on the Privacy Notice, signature on the Annual Certificate of Third-Party Intermediary or Business Partner.

4.1.5 Participant in events and/or training organized by the Organization

Full name, gender, email address, social media profiles, landline and mobile phone numbers.

4.1.6 Visitors to the Organization's Website

Where applicable, the following information may be required: Full name, company name, position, email address, telephone number, country, state, city, and IP address of the visitor; where applicable, information generated as a result of the operation of cookies, web-beacons, or similar technologies, in accordance with the provisions of this privacy notice.

4.1.7 Visitors to the Organization's Physical Address

Name, official photo identification, company of employment, person being visited, image or photograph, and, where applicable, audio of the visitor, captured through video surveillance services.

- 4.2 In the case of non-sensitive data, as well as financial and asset data processed primarily to enable **the Organization** to fulfill its legal or contractual obligations to the HOLDER, **the Organization** assumes it has the HOLDER's tacit consent for its processing, unless the HOLDER expressly objects to its processing, in which case such objection will have the scope provided for in applicable legal provisions.
- 4.3 The HOLDER is responsible for the truthfulness and accuracy of the data they provide to **the Organization**.
- 4.4 **The Organization** states that, if necessary and where applicable, it may obtain the HOLDER's personal data from publicly accessible sources to validate, update, and contact the HOLDER, always respecting their reasonable expectation of privacy.
- 4.5 **The Organization** may use IP (Internet Protocol) information to analyze any threat to **the Organization's** WEBSITE, as well as to gather demographic information. However, IP

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information will not be disclosed under any circumstances. Be used to identify the HOLDERS, except when there is a likelihood of fraudulent activity.

5. Use of “Cookies# and “Web Beacons”

5.1 The Organization's website and other sites belonging to **the Organization** group commonly use “cookies” in connection with certain features or functions. Cookies are specific types of information that a website transmits to the HOLDER's computer hard drive for record-keeping purposes. Cookies can facilitate website use by saving passwords and preferences while the HOLDER browses the Internet.

5.2 Web Beacons, on the other hand, are images embedded in a web page or email that can be used to monitor a visitor's behavior, such as storing information about the User-HOLDER's IP address, the duration of their interaction on the page, and the type of browser used, among other things.

Although most browsers automatically accept cookies and web beacons, the HOLDER may configure their browser to reject them.

5.3 The ORGANIZATION'S WEBSITE may use cookies to enhance your web browsing experience. A consent banner will be implemented, allowing users to accept or reject non-essential cookies, and clear information will be provided regarding the use of tracking technologies, offering configuration options. The HOLDER may change cookie settings at any time, disabling "Social Media Cookies" – used by social media "share" buttons – and "Functional Cookies" – which allow **the Organization** to analyze site usage to measure and improve its performance. However, the HOLDER may not disable "Required Cookies," as they are necessary for the site to function properly.

5.4 To turn off cookies, follow these instructions:

a) Internet Explorer: <https://support.microsoft.com/en-us/help/278835/>

b) Firefox:

<http://support.mozilla.org/es/kb/Habilitar%20y%20deshabilitar%20cookies?s=deshabilitar+cookies&r=0&e=es&as=s>

c) Opera: <http://help.opera.com/Windows/11.60/en/cookies.html>

d) Safari iPad: http://manuals.info.apple.com/en_US/iPad_iOS4_User_Guide.pdf

e) Safari iPhone: http://manuals.info.apple.com/en_US/iPhone_iOS3.1_User_Guide.pdf and

f) Chrome: <http://support.google.com/chrome/bin/answer.py?hl=es&answer=95647>

6. Purposes of Processing Personal Data

6.1 The Organization, either directly or through a Custodian, will process personal data for the Primary Purposes necessary within the framework of the law to enable **the Organization** to fulfill

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its legal or contractual obligations in its relationship with the HOLDER. In particular, it may process the HOLDER's personal data, as applicable according to the type of relationship it has with them, for the following **purposes**:

6.1.1 The HOLDER-Candidate:

- a) Evaluate the candidate's suitability for potential vacancies; to contact the HOLDER-Candidate, by any legitimate means, to follow up and evaluate the HOLDER-Candidate's experience and education, to determine their suitability for the position they are applying for.
- b) Conduct background checks and reference verification of the candidate, as well as, where applicable, socioeconomic studies of the candidate. The candidate's personal data contained in the socioeconomic reports will be retained for up to **one (1) year** from the date of collection.
- c) Assess the HOLDER-Candidate's work experience, as well as their knowledge, skills, and abilities relevant to the position they are applying for.
- d) Create a file for the HOLDER-Candidate, which will be stored electronically at **the Organization's** offices for up to **one (1) year** from the date of collection, should they not be selected for the position.
- e) Where applicable, sharing the information provided by the HOLDER-Candidate with third parties (job boards, employment agencies or similar), if the HOLDER consents to such sharing.

6.1.2 HOLDER-Staff (As applicable according to the type of relationship that the holder maintains with the Organization)

- a) Make a record, in physical and/or digital format, of the HOLDER-Staff who will be kept at the domicile of **the Organization**.
- b) Carry out the necessary formalities of registration, modifications, and incapacity before the Social Insurance Fund and other government institutions where required.
- c) Complete the necessary procedures to obtain the debit card for the deposit of the salary and other benefits generated in favor of the HOLDER-Staff.
- d) Process and issue the corporate credit card if your job description requires it.
- e) Support the HOLDER-Staff in their comprehensive training, developing social awareness and professional commitment, through innovative, agile, consistent, and flexible IT projects.
- f) Process of payment of salary and benefits for the HOLDER - Staff, as well as discounts for alimony required by law.

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- (g) Deliver such uniforms as **the Organization** may determine necessary for the performance of its work.
- h) Carry out the control of attendance and time of entry and exit of the HOLDER-Staff to the workplace of **the Organization** using access credentials. Such records shall be kept for the duration of the employment relationship and for up to **six (6) months** after its termination.
- i) Manage with airlines and hotels the business trips required by the HOLDER-Staff.
- j) Issue the work records required by the HOLDER-Staff.
- k) Enroll the HOLDER-Staff in courses, seminars, workshops, or any other type of training organized by third parties, related to the activities or the turn that **the Organization** has.
- l) Draft letters or contracts for the assignment of work tools required by the HOLDER-Staff for the execution of their work activities.
- m) Process applicable insurance (such as life assurance, medical overage, dental, etc., as appropriate) and a pantry voucher card.
- n) Provide the service of fuel supply to the vehicles used by the HOLDER-Staff in fulfillment of their work obligations.
- o) Exhibit the HOLDER-Staff file to prove compliance with the processes in quality audits or accounting audits, which are carried out periodically on **the Organization** by third parties certified in the corresponding matter.
- p) Make professional recommendations of the HOLDER-Staff or provide references in this regard and their work or professional performance during the time that the relationship was in force, until **one (1) year** after the end of the relationship.
- q) For informational purposes or corporate communication (newsletters, circulars or internal media), in connection with events, campaigns or announcements, which may include, as the case may be, photographs, interviews, mentions in media or social networks.
- r) Processing of personal information as necessary or appropriate to enable **the Organization** to fulfill its legal or contractual obligations with its staff and its clients, depending on the type of legal relationship that relates them to the HOLDER.

The personal data of the staff referred to in this paragraph shall be stored, in physical and electronic form, by **the Organization** for up to **ten (10) years** after the termination of the employment relationship or of the corresponding legal time

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limits, depending on the type of relationship that has or is binding the HOLDER with **the Organization**.

6.1.3 HOLDER-Client or Prospect:

- a) Contact, by any means, via telephone, email, or social networks, the HOLDERS-Clients to attend to and follow up on their requests for information, services, and/or products offered and/or marketed by **the Organization**.
- b) Administer and provide the service offered by **the Organization**, as well as technical assistance to the Client or Prospect.
- c) Contact the HOLDER-Client by any means to make clarifications and follow up on payments or any other situation arising from the products and/or services provided by **the Organization**, such as complaints or comments about them.
- d) Contact the HOLDER-Client to manage the management and collection of debts; if necessary, contact the people that the HOLDER has authorized as payment contacts.
- (e) Recording them in the accounting system for access to personal data by persons authorized to do so.
- (f) Issuance of electronic invoicing and credit notes derived from products and/or services offered by **the Organization**. Such invoices, in physical and/or electronic formats, and credit notes shall be kept by **the Organization** for the duration of commercial relations and for up to **ten (10) years** after their finalization.
- g) Storing in various databases the information of customers or prospects who contact **the Organization** by phone or email for the purpose of making inquiries or requesting products and/or services; these records will be stored for a period of **one (1) year** counted from the date of their acquisition, in case no product and/or service has been marketed.
- h) Conduct transactions with credit institutions that arise during commercial operations.
- i) Register them in the software called SIAV MEXICO, SIOS, SIAA, SPI, SAP, as well as in the software for generating and sending electronic invoices and encrypted electronic documents, for access to personal data by authorized persons.
- j) Notify the Client or Prospect regarding changes in the service offered by **the Organization**.
- k) Coordinate meetings with the HOLDERS-Clients by phone, email, or any other means, whether in physical or digital form.

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- l) Provided customer service and follow-up on sales through online portals and exhibitions.
- m) Generate a record in the database of "clients" and/or prospects of **the Organization** that will be kept for the duration of commercial relationships and **one (1) year** after their completion.
- n) For registering, administration and management of purchase orders, work or services, as well as payment mechanisms, through IT platforms.
- o) For informational or corporate communication purposes, in connection with events, campaigns or advertisements, which may include, as the case may be, photographs, interviews, media or social media mentions (e.g., in the context of mentions of success stories, customer experience or similar).
- p) Processing of personal information as necessary or appropriate to enable **the Organization** to fulfill its legal or contractual obligations with personnel, depending on the type of legal relationship that it has with the HOLDER.

6.1.4 HOLDER-Supplier

- a) Contact the HOLDER-Supplier by phone or email to request or follow up on requests for information, products and/or services that you require.
- b) Contact the HOLDER-Supplier by any means to make clarifications and follow up on payments or any other situation arising from the services required by **the Organization**.
- (c) Record them in the accounting system or any system that may replace it, for access to personal data by persons authorized to do so.
- (d) Retain for a period of up to **ten (10) years** from the time they are generated, electronic invoices and credit notes, in physical and electronic format, derived from the products and/or services required by **the Organization**.
- (e) Retain for a period of **ten (10) years** the contracts that **the Organization** enters into with its suppliers, both in physical and electronic form, after they have been terminated.
- f) Carry out bank transfers and rectification of data in connection with requests for products and/or services that it performs.
- g) Verify the personal and commercial references of the Supplier, as well as perform verification or investigation on the background, conduct and/or commercial reputation of the Supplier, either directly or through the provision of custodial services for such purpose.

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- h) Where applicable, to forward information of the Supplier to custodians contracted by **the Organization**, who provide services to **the Organization** in terms of processing information for administrative purposes, comprehensive administration systems (including, without limitation, billing and payment systems), and for statistical and control purposes.
- i) For registration, administration and management of purchase orders, work or services, as well as payment mechanisms, through computer platforms.
- j) For informational or corporate communication purposes, in connection with events, campaigns or advertisements, which may include, as the case may be, photographs, interviews, media mentions or social media mentions.
- k) Processing of personal information as necessary or appropriate to enable **the Organization** to fulfill its legal or contractual obligations with personnel, depending on the type of legal relationship that relates it to the holder.

6.1.5 HOLDER-Participant in events and/or trainings organized by the Organization:

- a) Register the HOLDER-Participant as an attendee in events and/or trainings organized by **the Organization**.
- b) Confirm attendance and allow the entry of the HOLDER-Participant in physical or virtual halls where events and/or trainings organized by **the Organization** are held.
- c) Store in different databases, in physical or electronic format, the information of participants in events and/or trainings organized by **the Organization**.
- d) Send information about schedules, venue, agenda, speakers, as well as changes in them, to the participants of events and/or trainings organized by **the Organization**.
- e) So that, if **the Organization** deems it relevant, it may make invitations, promotions, or send information about its products or services either directly by **the Organization** or through any third party acting as a Custodian.
- f) For information or corporate communication purposes, in connection with the event and/or training concerned, which may include, as appropriate, photographs, interviews, media mentions or social media mentions.
- g) **The Organization** may keep this information for up to **two (2) years** after the event and/or training has been held.

6.1.6 HOLDER-Visitor to the Organization's Website

- a) Store in different databases, in physical or electronic format, information about customers or prospects who contact **the Organization** by phone, email or social media, for the purpose of making inquiries or requesting quotations for marketed

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products and/or services; such records shall be kept for a period of **one (1) year** from their receipt, provided that no commercial transactions with **the Organization** take place.

- b) Send information or quotes upon request made by the HOLDER-Visitor through the form available on the page of **the Organization** under the tab "Contact us".

6.1.7 HOLDER-Visitor to the Organization's Physical Premises

- a) Store in different databases in physical and/or electronic format the data and images of visitors to the home of **the Organization**, to grant access badges and maintain control of the entrances and exits of those who visit its facilities, as well as the Data Centers, which are part of the security and protection measures adopted within **the Organization**. The images stored by video surveillance systems will be retained for **ninety (90) days** from the date of capture. The other data requested from visitors may be retained for up to **one (1) year** from the date they were obtained.

7. Other Provisions

- 7.1 **The Organization** undertakes to observe, with respect to the personal data processed by the HOLDER, the principles of loyalty, purpose, proportionality, veracity, data security, transparency, confidentiality, lawfulness and portability.
- 7.2 **The Organization** will delete the personal data of the HOLDER once the purposes for which the data were processed are exhausted, except in those cases where this Notice or the law provides a different period.
- 7.3 **The Organization** undertakes to contract only cloud services with providers that meet the requirements set out in Law No. 172-13 on the Protection of Personal Data of the Dominican Republic, as well as with any applicable supplementary regulations or statutory provisions in force.
- 7.4 The HOLDER's personal data may be used for the following Secondary Purposes, as applicable to the case of the relationship that links the HOLDER with **the Organization**:
 - a) To generate information for **the Organization's** Internet site.
 - b) To send newsletters or periodic communications directly or through custodians, on current issues related to the products and/or services offered by **the Organization**, or for other marketing or commercial prospecting purposes.
 - (c) To assess the opinion of HOLDERS and the quality of products and/or services offered by **the Organization**.
 - d) To send emails with information about events organized by, or related to **the Organization** and/or third parties;

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- e) To make statistical study reports and demographic reports with data dissociated from their HOLDERS.
- f) To send communications relating to services, job offers, promotions, event sponsor information, and security updates.
- g) To send information on the technical and administrative support services provided by **the Organization**.
- h) For informational or corporate communication purposes, in connection with events, campaigns or advertisements, which may include, as the case may be, photographs, interviews, media mentions or social media.
- i) Others that are not essential for **the Organization** to be able to fulfill its legal or contractual obligations in its relationship with the HOLDER.

7.5 If the HOLDER does not want **the Organization** to use his personal data for the Secondary Purposes set out in the previous paragraph, the HOLDER has a period of **five (5) working days**. If this is the case, they have indicated their refusal to process their personal data for purposes that are not necessary, nor have they given rise to the legal relationship with **the Organization**. For this purpose, **the Organization** makes available an email to which you must send your request for withdrawal of personal data processing, which is provided below: protecciondedatos_dc@kio.tech

8. Limitations on Access to and Disclosure of Personal Data

8.1 Additionally, you are informed that, to avoid receiving promotional messages or advertising from the Organization, you can request it by sending a written message to protecciondedatos_dc@kio.tech

9. Security measures

9.1 **The Organization** protects the security of personal data by applying physical, administrative and technological security measures. It conducts periodic data protection impact assessments and internal audits to verify compliance with such measures. In the event of a security breach, affected HOLDERS will be proactively notified in compliance with applicable legal standards. Any personal databases with limited access and stored in facilities subject to security controls are treated as confidential.

9.2 Notwithstanding, in case of security breaches occurring at any stage of processing, which significantly affect the patrimonial or moral rights of the HOLDERS, they will be informed by email immediately, so that these HOLDERS can take the appropriate measures to defend their rights, absolving **the Organization** of any liability if the breach is not attributable to it.

10. Designated Contact for Processing Requests

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- 10.1** If the HOLDER wishes or needs to revoke their consent, as well as access, rectify, cancel, oppose, and/or portability to the processing of personal data they have provided, it must be carried out through the person designated by **the Organization**, whose details are described below:

Appointed: ARCO Rights Coordinator

Email: protecciondedatos_dc@kio.tech

11. Means to Revoke Consent:

The holder of personal data may revoke the consent given by accepting this. Such revocation of consent granted by electronic means must be done in accordance with the following procedure and using the following form for the exercise of your rights:

- 11.1** Send an email to the Designated in Section 8.1 of this Notice, by which such requests will be met.

- 11.2** Send a request or message details to the email specified above, indicating:

- a) The HOLDER's full name, address, and email address to receive any response generated by your request;
- (b) The reason for their request;
- (c) the arguments supporting their request or petition;
- d) An official document proving his identity and that he is who he says he is, and
- e) Date from which the revocation of your consent becomes effective.

- 11.3** **The Organization** shall notify the holder, within a maximum period of **five (5) working days** from the date on which the request for the exercise of ARCO and/or Portability rights was received, of the adopted decision, so that, if appropriate, be made effective within **ten (10) working days** following the date on which the response is communicated, by means of a message containing that it has carried out all acts aimed at not processing the HOLDER's personal data.

12. Means for Exercising ARCO Rights

- 12.1** If the HOLDER wishes to exercise the rights of Access, Rectification, Cancellation, Opposition and/or Portability about his personal data, he may do so by written request sent to the email address of the Designated by **the Organization**, indicated in point 8.1 of this Notice, accompanied by the information necessary to prove your identity and describe the corresponding request, indicating the following:

- a) HOLDER'S full name, address, and email address to receive any response generated by your request;
- (b) The reason for their request;

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- (c) The arguments supporting their request or petition;
- (d) An official document proving his identity (and, where applicable, that of his representative or agent);
- e) A clear and precise description of the personal data in relation to which one seeks to exercise any of the ARCO and/or Portability rights, and any other element or document that facilitates the localization of the personal data.

12.1.1 In the case of requests for rectification of personal data, the HOLDER must indicate, in addition to the above, the modifications to be made and provide the documentation supporting their request.

12.1.2 The **Organization** shall notify the HOLDER, within a maximum period of **five (5) working days** from the date on which the request for access, rectification, cancellation or opposition was received, of the decision taken, so that, if appropriate, it becomes effective within **ten (10) working days** from the date on which the response is communicated.

12.1.3 In the case of requests for access to personal data, the identity of the applicant or legal representative will be provided after verification, as applicable.

13. Disclosure and Transfer of Personal Data

13.1 The **Organization** will not transfer personal data to third parties without the prior and express consent of the holder, except in cases provided for by law (e.g., fulfillment of legal obligations, contractual obligations, public interest, etc.), pursuant to Article 12 of Law No. 172-13.

13.2 In compliance with the purposes of this Notice, or its legal or contractual obligations, the **Organization** may make transfers of data to custodians of their processing, in accordance with the provisions of the Data Protection Law.

13.3 In this regard, the **Organization** undertakes to take the necessary measures to ensure that the custodians it hires fulfill the purposes outlined in this Notice.

14. Amendments

The **Organization** reserves the right to modify, in the time and form that it determines, taking into account the study and the regulations regarding the protection of personal data that arise, so it is obliged to keep this Notice updated, for consultation on the **Organization's** website, so that, if necessary, the HOLDER may be able to exercise their ARCO and/or Portability rights.

15. Guarantor Authority

If you believe that your right to the protection of personal data has been violated by any action or omission on our part or suspect a violation of the provisions set out in Law No. 172-13 on the Protection of Personal Data of the Dominican Republic, you can submit your complaint to the competent

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authorities, such as the Dominican Institute of Telecommunications (INDOTEL), through its official website: <https://www.indotel.gob.do>.

16. Applicable Law and Jurisdiction

This Privacy Notice is governed by the legal provisions applicable in the Dominican Republic, as set out in Act No. 172-13 on the Protection of Personal Data, as well as any other applicable legislation related to the protection of personal data.

[Version 1 - Last updated: January 07, 2026].