



**COMPREHENSIVE PRIVACY NOTICE
FOR PANAMA**

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PRIVACY NOTICE regarding personal data processed by SERVICIOS DE TECNOLOGÍAS DE INFORMACIÓN DE MISIÓN CRÍTICA, S.A. (hereinafter referred to as the “Organization”).

Important section regarding the processing of sensitive data in the context of a public health emergency:

In the context of public health emergencies and/or other similar contingencies, **the Organization** may process sensitive data of subjects - specifically, regarding their health status - or personal information related to their social context (such as travel history; usual means of transportation; references to infection or suspected infection within their family or social circle; places frequented; behaviors that may pose a risk) -obtained directly from the HOLDERS or provided by data controllers, subject to the HOLDERS’ prior express written consent. In such cases, **the Organization** will process the information solely to obtain the necessary information to make decisions that prevent infections 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.

1. General Provisions

- 1.1. The Organization** is a company committed to and respectful of the rights regarding the personal data of individuals and the principles enshrined in Article 2 of Law 81 of 2019 of the Republic of Panama and Decree 285 of May 28, 2021, as amended from time to time.

Accordingly, and in compliance with these regulations, **the Organization** provides this Privacy Notice.

- 1.2** This Privacy Notice applies to the website with the domain name: <https://kiodatacenters.com/es-mx/>, 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 Tecnologías de Información de Misión Crítica, S. A.

- 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 TECNOLOGIAS DE INFORMACION DE MISION CRITICA, S.A.**, (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 available to you in compliance with Law 81 of the Republic of Panama and its implementing regulations outlined in Decree 285, and applies to the personal data of individuals (including individuals in their capacity as representatives of legal entities) that **the Organization**

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collects from candidates, HOLDER-Staffs, customers, prospective customers, suppliers, prospective suppliers, and/or business partners; participants in events and/or training sessions organized by **the Organization**; and visitors to its website as well as visitors to its physical premises.

- 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: Servicios de Tecnologías de Información de Misión Crítica, S.A., Panamá Pacífico, República de Panamá

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 decides on 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 (which includes 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, whether 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 personal data if, after the Privacy Notice has been made available to them, they do not object.
- 3.7 **Primary Purposes:** Those purposes for which personal data is primarily requested, and which are essential for **the Organization** to be able to fulfill its legal or contractual obligations in its relationship with the HOLDER.

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3.8 Secondary Purposes: Those purposes that are not essential to the relationship between **the Organization** and the HOLDER.

3.9 Staff: For this Notice and any related corporate documents, including but not limited to any privacy policies or notices derived therefrom, the term “Staff” is used in a general sense and includes, without distinction, (i) HOLDER-Staffs or individuals who are legally and economically subordinate to **the Organization** in accordance with Panamanian labor laws; (ii) personnel assigned to **the Organization** by third parties under service agreements; (iii) professional service providers or independent contractors (iv), professional residents, social service providers, or interns; or (v) **Organization** personnel with an employment relationship.

4. Processed Personal Data

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

4.1.1 Candidates: Curriculum Vitae, which may include the following information:

General: Full name, gender, nationality, marital status, date and place of birth, image or photograph, official photo ID, passport, driver’s license number, email address, landline phone number, cell phone number, social security number, Afore, Unique Population Registry Code, Federal Taxpayer Identification Number, address (zip code, state, country, city or municipality, neighborhood, locality, between which streets, street name and foreign and local numbers), signature, background check, and references.

Academic Information: Level of education and proof of studies, school, period of study, proficiency in languages and the use of computers and office equipment, training courses, certifications, experience, competencies, and skills.

Personal References: (for which the HOLDER certifies that they have obtained consent to share the personal data of such third parties): name, address (zip code, state, country, city or municipality, neighborhood, locality, between which streets, street, and foreign and local numbers), landline and cell phone numbers, occupation, relationship (e.g., family member or acquaintance), and how long they have known the HOLDER and under what circumstances.

Employment References: How long you’ve known the applicant and why you know them; companies they have worked for; names of immediate supervisors; salaries earned; phone numbers; and reasons for leaving.

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Family information: names, ages, education levels, phone numbers, and occupations of parents, siblings, children, and spouse; emergency contact information

Financial information: socioeconomic profile, bank accounts, current expenses, services purchased and loans, income and expenses, assets, real estate, and debts; compensation and benefits

Copies of Documentation: Job application, official photo ID, birth certificate, passport, immigration documents and/or work permits, proof of address, professional license or proof of education, certifications, letters of recommendation, proof of previous pay stubs, bank statements, criminal history, if applicable, credit reports, marriage certificate, and birth certificates of child(ren).

4.1.2 Personal Data

As applicable to the type of relationship the individual has 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, driver's license number, landline and cell phone numbers, address (zip code, state, country, city or municipality, neighborhood, locality, between which streets, street name and foreign and local house number), email address, current education, proficiency in languages and the use of computer and office equipment, personal and employment references - for which the HOLDER warrants having obtained consent to share the personal data of such third parties - (name, phone number, length of acquaintance, and reason for acquaintance), educational background, highest level of education attained, professional license or proof of education, vehicle make and license plate number, bank account information, and emergency contact information.

In the case of medical examinations (check-ups) that may become part of the compensation package or benefits provided to staff, the resulting information will be known exclusively to the HOLDER and/or the insurance broker and/or the insurance company, as required to obtain the corresponding insurance policies.

Copies of documentation: Depending on the nature of the individual's relationship with **the Organization:** job application, resume, official identification with a photograph, 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 enrollment, credit history (debts, properties, income, expenses, credit cards), letters of recommendation, proof of previous employment, bank statements, criminal and non-criminal background checks, and, if applicable: marriage certificate and birth certificates of child(ren).

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4.1.3. Clients

Full name, image or photograph, Unique Taxpayer Identification Number, business registration, registrations with public entities, signature, official photo ID, local and/or cell phone numbers, email address, address - zip code, state, country, city or municipality, neighborhood, locality, between which streets, street, foreign and local numbers - and billing address - postal code, state, country, city or municipality, neighborhood, locality, between which streets, street, and foreign and local numbers - bank account information, and tax information. Where applicable, personal information of individuals associated with a legal entity, as well as the information and/or documents necessary for monitoring contractual/commercial matters linking the company to **the Organization**.

Copies of documentation: Official photo ID, the company's articles of incorporation, power of attorney for the representative registered with the Public Registry, Unique Taxpayer Registry, and proof of address.

4.1.4 Suppliers

Prospective Suppliers and Suppliers: Full name, photograph, Unique Taxpayer Identification Number, business license, registrations with public entities, tax information, bank account, signature, advanced electronic signature, email address, landline and mobile phone numbers, address - zip code, state, country, city or municipality, neighborhood, between which streets, street name and foreign and local numbers; company for which they work, job title, company phone numbers and email addresses, company address - zip code, state, country, city or municipality, locality, between which streets, street name, and foreign and local numbers - billing information (company name, electronic invoice, bank details, bank name, account number, and SWIFT code for international transfers). Likewise, **the Organization** may request a resume, as well as personal and business references.

Copies of documentation for Corporate Suppliers (regarding personal data of individuals associated with such corporations). Official photo ID of the supplier's legal representative, Unique Taxpayer Registry number, bank statements, proof of address, signed Anti-Corruption Declaration, signed Privacy Notice, and signed Annual Certificate of Third-Party Intermediary or Business Partner, tax returns for the current fiscal year, articles of incorporation, notarized power of attorney for the legal representative, financial statements, and audited financial statements.

Copies of documentation for Individual Suppliers: a valid official photo ID, proof of address, a tax return, bank statements, a signed Anti-Corruption Declaration, a signed Privacy Notice, and a signed Annual Certificate of Third-Party Intermediary or Business Partner.

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4.1.5 Participants in events and/or training sessions organized by the Organization

Full name, gender, email address, social media accounts, landline, and cell phone number.

4.1.6 Visitors to the Organization's Website

Full name, company name, job title, email address, phone number, country, state, city, and the visitor's IP address; where applicable, information generated using 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 ID, company the visitor works for, the person the visitor is visiting, an 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-related data processed primarily to enable **the Organization** to fulfill legal or contractual obligations regarding the HOLDER, **the Organization** assumes it has the HOLDER's tacit consent for such processing, unless the HOLDER expressly objects to such processing, in which case such objection shall have the scope provided for in the applicable legal provisions.
- 4.3 The HOLDER is responsible for the truthfulness and accuracy of any data provided to **the Organization**.
- 4.4 **The Organization** states that it may obtain the HOLDER's personal data from publicly available sources for the purpose of validating, updating, and contacting the HOLDER, while always respecting reasonable privacy expectations.
- 4.5 **The Organization** may use IP (Internet Protocol) information to analyze any threat to **the Organization's** WEBSITE, as well as to collect demographic information. However, IP information will under no circumstances be used to identify HOLDERS, except when there is a likelihood of fraudulent activity.

5. Use of "Cookies" and "Web Beacons"

- 5.1 **The Organization's website** or other sites within **the Organization's** group typically 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

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purposes. Cookies can help a website function 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 that page, and the type of browser used, among other things.

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

- 5.3 The **ORGANIZATION'S** WEBSITE may use "cookies" to enhance the HOLDER's web experience. The USER may change their "cookie" settings at any time by disabling "Social Media Cookies"—which are 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 cannot turn off "Required Cookies" because 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=des%20habilitar+cookies&r=0&e=es&as=s> ;
- c) Opera: <http://help.opera.com/Windows/11.60/en/cookies.html>;
- d) Safari on 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 Personal Data Processing

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6.1 The Organization, either on its own or through the Data Custodian, will process personal data for the Primary Purposes necessary to enable **the Organization** to fulfill its legal or contractual obligations in its relationship with the HOLDER. In particular, it may process the HOLDER's personal data, as applicable depending on the nature of its relationship with the HOLDER, for the following purposes:

6.1.1 The HOLDER-Candidate:

- a) Evaluate the candidate's qualifications for potential job openings; to contact the HOLDER-Candidate by any means to follow up on and evaluate the HOLDER-Candidate's experience and education, to determine the feasibility of selecting them for the position they are seeking
- b) Conduct background checks and verify the candidate's references, as well as, where applicable, socioeconomic studies of the HOLDER-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, competencies, and skills for the position being filled.
- d) Create a file on the HOLDER-Candidate, which will be stored at **the Organization's** offices in electronic format for up to **one (1) year** from the date of collection, in the event the candidate is not selected for the position they are applying for.
- e) Where applicable, share the information provided by the HOLDER-candidate with third parties (job boards, employment agencies, or similar entities) if the HOLDER consents to such sharing.

6.1.2 HOLDER-Staff (As applicable, depending on the type of relationship the HOLDER has with the Organization)

- a) Create a file, in physical and/or digital format, for the HOLDER-Staff, which will be stored at **the Organization's** registered address.
- b) Carry out the necessary procedures for enrollment, deregistration, changes, and sick leave with the Social Security Administration and other government agencies as required.

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- c) Complete the necessary procedures to obtain a debit card for the deposit of the HOLDER-Staff's salary and other benefits.
- d) Process and issue the corporate credit card, if required by the job description.
- e) Support the HOLDER-STAFF in their comprehensive development, fostering social awareness and professional commitment through innovative, agile, consistent, and flexible IT projects.
- f) Process the payment of the HOLDER-STAFF's salary and benefits, as well as court-ordered child support deductions.
- g) Provide the uniforms determined by **the Organization** as necessary to perform their work duties.
- h) Monitor the HOLDER-Staff's attendance and arrival and departure times at **the Organization's** workplace using access credentials. These records shall be retained for the entire duration of the employment relationship and for up to **six (6) months** following its termination.
- i) Arrange business travel for the HOLDER-STAFF with airlines and hotels as required.
- j) Issue employment certificates requested 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 Organization's** activities or line of business.
- l) Draft letters or contracts for the assignment of work tools required by the HOLDER-STAFF to perform their job duties.
- m) Process applicable insurance coverage (such as life, major medical, and dental insurance, among others, as applicable) and a grocery voucher card.
- n) Provide fuel for the vehicles used by the HOLDER-Staff in the performance of their work duties.

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- o) Exhibit the HOLDER-Staff's personnel file to demonstrate compliance with procedures during quality audits or accounting audits, which are periodically conducted on **the Organization** by third parties certified in the relevant field.
- p) Make professional recommendations regarding the HOLDER-Staff or provide references concerning the HOLDER-STAFF and their work or professional performance during the term of the employment relationship, up **to one year (1)** after the relationship has ended.
- q) For informational or corporate communication purposes (newsletters, circulars, or internal communications), in connection with events, campaigns, or announcements, which may include, as applicable, photographs, interviews, or mentions in the media or on social media.
- r) Processing of personal information to the extent necessary or appropriate to enable **the Organization** to comply with its legal or contractual obligations toward its staff and its clients, depending on the type of legal relationship it has with the HOLDER.

The personal data of the personnel mentioned in this section will be retained by **the Organization**, in both physical and electronic formats, for up to **10 (ten) years** following the termination of the employment relationship or for the corresponding legal periods, depending on the type of relationship that links or has linked the HOLDER to **the Organization**.

6.1.3 HOLDER-Client or Prospect:

- a) Contact HOLDERS-Clients by any means, including telephone, email, or social media, to address 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 Customer or Prospect.
- c) Contact the HOLDER-Client by any means to provide 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 regarding them.
- d) Contact the HOLDER-Client to manage and collect outstanding balances; where applicable, contact the individuals authorized by the HOLDER as payment contacts.

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- e) Recording them in the accounting system to allow authorized personnel to access personal data.
- f) Issuance of electronic invoices and credit memos related to the products and/or services offered by **the Organization**. Such invoices, in physical and/or electronic format, and credit memos will be retained by **the Organization** for the duration of the business relationship and for up to **10 (ten) years** after the relationship ends.
- g) Storing in various databases the information of customers or prospects who contact **the Organization** by phone or email to make inquiries or request products and/or services; such records will be stored for a period of **one (1) year** from the date of collection, provided that no product and/or service has been sold.
- h) Conduct transactions with financial institutions arising from commercial operations.
- i) Register them in the software systems known as SIAV MÉXICO, SIOS, SIAA, SPI, and SAP, as well as in software used to generate and send electronic invoices and encrypted electronic documents, to allow authorized individuals to access personal data.
- j) Notify the Customer or Prospect regarding changes to the service offered by **the Organization**.
- k) Coordinate meetings with HOLDERS-Clients by telephone, email, or any other means, whether in physical or digital format.
- l) Provide customer service and follow up on sales through online portals and trade shows.
- m) Generate a record in **the Organization's** "clients" and/or prospect database, which will be retained for the duration of the business relationship and for **one (1) year** following its termination.
- n) For registering, administering, and managing purchase orders, work orders, or service orders, as well as payment mechanisms, through IT platforms.
- o) For informational or corporate communication purposes regarding events, campaigns, or announcements, which may include, as applicable, photographs, interviews, or mentions in the media or on social media (for example, in the context of highlighting success stories, customer experiences, or similar content).

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- p) Processing of personal information to the extent necessary or appropriate to enable **the Organization** to comply with its legal or contractual obligations toward HOLDER-Staffs, depending on the type of legal relationship between **the Organization** and the HOLDER.

6.1.4 HOLDER-Supplier

- a) To contact the HOLDER-Supplier by phone or email to request or follow up on requests for information, products, and/or services they require.
- b) To contact the HOLDER-Supplier by any means to provide 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 in the future, to allow authorized personnel to access personal data.
- d) Retain electronic invoices and credit memos—in both physical and electronic formats—related to the products and/or services required by **the Organization** for a period of up to **10 (ten) years** from the date they are generated.
- e) Retain, for a period of **10 (ten) years**, the contracts that **the Organization** enters into with its suppliers, in both physical and electronic formats, once such contracts have expired.
- f) Carry out bank transfers and correct data in connection with requests for products and/or services made by the Supplier.
- g) Verify the Supplier's personal and business references, as well as conduct background checks or investigations into the Supplier's history, conduct, and/or business reputation, either directly or through third-party service providers engaged for that purpose.
- h) Where applicable, to forward the Supplier's information to third-party service providers contracted by **the Organization**, who provide services to **the Organization** regarding information processing for administrative purposes, comprehensive management systems (including, but not limited to, billing and payment systems), and statistical and control purposes.
- i) For registration, administering, and managing purchase orders, work orders, or service orders, as well as payment mechanisms, through IT platforms.

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- j) For informational or corporate communication purposes, in connection with events, campaigns, or announcements, which may include, as applicable, photographs, interviews, or mentions in the media or on social media.
- k) Processing of personal information to the extent necessary or appropriate to enable **the Organization** to fulfill its legal or contractual obligations to its personnel, depending on the type of legal relationship between **the Organization** and the HOLDER.

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

- a) Register the HOLDER-Participant as an attendee at events and/or training sessions organized by **the Organization**.
- b) Confirm attendance and allow the HOLDER-Participant access to the physical or virtual venues where the events and/or training sessions organized by **the Organization** are held.
- c) Store, in various databases—in physical or electronic format—the information of participants in events and/or training sessions organized by **the Organization**.
- d) Send information regarding schedules, venues, agendas, and speakers -as well as any changes thereto- to participants in events and/or training sessions organized by **the Organization**.
- e) So that, should **the Organization** deem it appropriate, it may send invitations, promotional materials, or information about its products or services, either directly by **the Organization** or through any third party acting as a Custodian.
- f) For informational or corporate communication purposes related to the event and/or training in question, which may include, as applicable, photographs, interviews, and mentions in the media or on social media.
- g) **The Organization** may retain this information for up to **two (2) years** after the event and/or training has taken place.

6.1.6 HOLDER-Visitor to the Organization's Website

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- a) Store, in various databases -in physical or electronic format- the information of customers or prospects who contact **the Organization** by phone, email, or social media to make inquiries or request quotes for the products and/or services offered; such records will be stored for a period of **1 (one) year** from the date of collection, provided that no business transactions are concluded with **the Organization**.
- b) Send information or quotes upon request made by the HOLDER-Visitor via the form available on **the Organization's** website under the "Contact Us" tab.

6.1.7 HOLDER—Visitor to the Organization's Physical Premises

- a) To store, in various physical and/or electronic databases, the data and images of visitors to **the Organization's** premises, for the purpose of issuing access badges and maintaining control over the entry and exit of those visiting its facilities, as well as its data centers, which form part of the security and protection measures adopted within **the Organization**. Images recorded by video surveillance systems will be retained for **ninety (90) days** from the date of capture. Other data requested from visitors may be retained for up to **one (1) year** from the date it was obtained.

7. Other Provisions

- 7.1 **The Organization** undertakes to observe, with respect to the personal data it processes regarding the HOLDER, the principles of fairness, purpose limitation, proportionality, accuracy, data security, transparency, confidentiality, lawfulness, and portability.
- 7.2 **The Organization** will delete the HOLDER's personal data once the purposes for which the data was processed have been fulfilled, except in cases where this Notice or the law provides for a different specific retention period.
- 7.3 **The Organization** undertakes to contract only cloud services from providers that comply with the requirements established in Law 81 of the Republic of Panama ("Law on the Protection of Personal Data") and its implementing regulations under Decree 285.
- 7.4 The HOLDER's personal data may be used for the following Secondary Purposes, as applicable to the relationship between the HOLDER and **the Organization**:
 - a) To generate content for **the Organization's** website.
 - b) To send newsletters or periodic communications, either directly or through third-party service providers, regarding current topics related to the products and/or services offered by **the Organization**, or for other marketing or business development purposes.

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- c) To assess the opinions of HOLDERS and the quality of the products and/or services offered by **the Organization**.
- d) To send emails containing information about events organized by, or related to, **the Organization** and/or third parties; (ii) To prepare statistical studies and demographic reports using data that has been de-identified from its HOLDERS.
- e) To send communications regarding services, job offers, promotions, information about event sponsors, and security updates.
- f) To send information about the technical and administrative support services provided by **the Organization**.
- g) For informational or corporate communication purposes, in connection with events, campaigns, or announcements, which may include, as applicable, photographs, interviews, or mentions in the media or on social media.
- h) 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 wish for **the Organization** to use their personal data for the Secondary Purposes outlined in the preceding paragraph, the HOLDER has a period of 5 (five) business days to, if applicable, express their objection to the processing of their personal data with respect to purposes that are neither necessary nor give rise to the legal relationship with **the Organization**. To this end, **the Organization** provides an email address to which you must send your request to opt out of the processing of personal data, as follows: protecciondedatos_dc@kio.tech

8. Limitations on Access to and Disclosure of Personal Data

8.1 Additionally, please be advised that, to opt out of receiving promotional messages or advertising from **the Organization**, you may submit a written request to protecciondedatos_dc@kio.tech

9. Security Measures

9.1 **The Organization** protects the security of personal data by implementing physical, administrative, and technological security measures substantially like those it uses to protect its own confidential information, in compliance with the legal standards outlined in applicable laws. Any personal data databases are subject to restricted access and are in facilities secured with security mechanisms; such data is treated as confidential.

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- 9.2 Notwithstanding the foregoing, in the event of security breaches occurring at any stage of processing that significantly affect the property or moral rights of HOLDERS, the latter will be notified immediately by email, so that such HOLDERS may take the appropriate measures to defend their rights, thereby relieving **the Organization** of any liability if the breach is not attributable to it.

10. Designated Contact for Processing Requests

- 10.1 If the HOLDER wishes or needs to revoke their consent, or to exercise their rights to access, rectify, delete, object to, and/or request the portability of the personal data they have provided, they must do so through the person designated by **the Organization**, whose contact information is provided below:

Appointed: ARCO Rights Coordinator

Email: protecciondedatos_dc@kio.tech

11. Means to Revoke Consent

The HOLDER may revoke the consent granted by accepting this Notice. Such revocation of consent granted electronically must be carried out in accordance with the following procedure and using the following form to exercise their rights:

- 11.1 Send an email to the Designated Representative listed in Section 8.1 of this Notice, who will handle such requests.
- 11.2 Send a request or message to the email address specified above, indicating:
- a) The HOLDER's full name, address, and email address to receive the response generated in response to their request;
 - b) The reason for your request;
 - c) The grounds supporting your request or petition;
 - d) An official document verifying your identity and proving that you are who you claim to be; and
 - e) The date on which the revocation of your consent takes effect.

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11.3 The **Organization** shall notify the HOLDER, within a maximum of **five (5) business days** from the date the request to exercise ARCO rights and/or the right to portability was received, of the decision reached, so that, if applicable, the decision may take effect within **ten (10) business days** following the date the response is communicated, via a message stating that **the Organization** has taken all necessary steps to cease processing the HOLDER's personal data.

12. Means for Exercising ARCO Rights

12.1 If the HOLDER needs to access, rectify, cancel, object to, and/or request portability of the personal data they have provided to **the Organization**, the HOLDER may use the following form to exercise their rights, provided they follow the procedure below:

Send an email to the contact person designated by **the Organization** in Section 8.1 of this Notice, who will handle such requests, including the following information:

- a) The HOLDER's full name, address, and email address to receive the response to their request;
- b) The reason for their request;
- c) The grounds supporting your request or petition;
- d) An official document proving your identity (and, if applicable, that of your representative or authorized agent);
- e) A clear and precise description of the personal data regarding which you seek to exercise any of the ARCO rights and/or the right to data portability, and any other information or document that facilitates the location of the personal data.

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

12.1.2 The **Organization** will notify the HOLDER, within a maximum of **five (5) business days** from the date the request for access, rectification, erasure, or objection was received, of the decision reached, so that, if applicable, the decision may take effect within **ten (10) business days** following the date the response is communicated.

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

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13. Disclosure and Transfer of Personal Data

- 13.1** The **Organization** undertakes not to transfer the data referred to in this Notice to third parties, except with the prior consent of the HOLDER or in the cases provided for in this Article.
- 13.2** In accordance with the purposes of this Notice or its legal or contractual obligations, **the Organization** may disclose data to data processors 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 data processors it engages comply with the purposes outlined in this Notice.

14. Amendments

This Privacy Notice may be amended at the time and in the manner determined by **the Organization**, taking into account any new studies and regulations on personal data protection that may arise. **The Organization** undertakes to keep this Notice up to date for consultation on **the Organization's** WEBSITE, so that, where applicable, the HOLDER may exercise their ARCO rights and/or right to data portability.

15. Guarantor Authority

If you believe that your right to the protection of your personal data has been infringed upon by any act or omission on our part, or if you suspect a violation of the provisions outlined in Law 81 of the Republic of Panama ("Law on the Protection of Personal Data") and its implementing regulations via Decree 285 and other applicable laws, you may file a complaint or report with the National Authority for Transparency and Access to Information, which can be found on its official website at <http://www.antai.gob.pa>.

16. Applicable Law and Jurisdiction

This notice is governed by the applicable legal provisions of the Republic of Panama, specifically Law 81 of the Republic of Panama ("Personal Data Protection Law") and its implementing regulations outlined in Decree 285

[Version 4 – Last update: April 25, 2025]