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DHL GLOBAL FORWARDING

POLICIES FOR PROCESSING PERSONAL INFORMATION [AML, COLOMBIA]

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Document approved by:	Kurt Schosinsky

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All areas	All employees


Change of documents

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1. GENERAL BELIEFS AND PRINCIPLES.

DHL GLOBAL FORWARDING (COLOMBIA) S.A.S., DHL GLOBAL FORWARDING ZONA FRANCA (COLOMBIA) S.A., DHL GLOBAL FORWARDING DEPOSITO ADUANERO (COLOMBIA) S.A. AND AGENCIA DE ADUANAS DHL GLOBAL FORWARDING (COLOMBIA) S.A. LEVEL 1 (from hereon together understood as "**DHL GLOBAL FORWARDING COLOMBIA**"), guarantee the protection of rights such as Habeas Data, privacy, and a good name, for such purpose, all actions will be governed by the principles of good faith, legality, computerized self-reliance, freedom and transparency.

Whoever, while carrying out any activity, including commercial and labor, whether they are permanent or infrequent, can provide any type of information or personal information to DHL GLOBAL FORWARDING COLOMBIA, and may act as the responsible party for processing or the reasonable process, they can know, update, and correct such information.

2. LEGAL FRAMEWORK

Political Constitution, article 15.

Law 1266 of 2008

Law 1581 of 2012

Regulatory Decrees 1727 of 2009 and 2952 of 2010. Partial Regulatory Decree No. 1377 of 2013

Exclusive Decree 1074 of 2015

Constitutional Court Decisions C - 1011 of 2008 and C - 748 of 2011;

Decree 1377 of 2013.

3. DEFINITIONS


In accordance with current legislation on the subject, the following definitions are established, which can be applied and implemented, adopting interpretation criteria that guarantee a systematic and comprehensive application, and in line with technological advances, technological neutrality and other principles and beliefs that govern fundamental rights that circle, orbit, and surround the right to habeas data and the protection of personal information.

Authorization: Expressly and informed previous consent by the holder to Process personal information.

Database: Organized set of personal information that is the subject of the Process.

Personal Information: Any related information that can be associated with one or several certain persons.

Person assigned to the process: Person or corporation, public or private, which, by themselves or along with others, processes the personal information on behalf of the person responsible for the process.

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Person responsible for the process: Person or corporation, public or private, which, by themselves or along with others, makes decisions about the database and/or the processes for personal information.


Holder: Person whose personal information is the subject of the process.

Processing: Any operation or set of operations regarding personal information, such as collecting, storing, using, circulating, or suppressing.

4. SPECIFIC PRINCIPLES.

DHL GLOBAL FORWARDING COLOMBIA will apply the following specific principles that are established below, which make up the rules to be followed when collecting, handling, using, processing, storing, and exchanging personal information:

- a) *Rule of law:* During the use, capture, collection, and processing of personal information, current and applicable regulations that apply to the processing of personal information and other related fundamental rights will be used.
- b) *Freedom Principle:* The use, capture, collection, and processing of personal information can only be done with the prior, express, and informed consent of the Holder. Personal information cannot be obtained or disclosed without previous authorization, or in the absence of a legal, statutory, or judicial order that discloses consent.
- c) *Principle of Purpose:* The use, capture, collecting, or processing of personal information that are gathered and collected by DHL GLOBAL FORWARDING COLOMBIA and that it has access to, will be dependent and will have a legitimate purpose, which will have to be notified to the respective holder of the personal information.
- d) *Principle of veracity or quality:* The information subject to the use, capture, collection, and processing of personal information must be true, exact, updated, verifiable, and accessible. Processing information that is partial, incomplete, split, or that leads to an error is prohibited.
- e) *Transparency principle:* In the use, capture, collection, and processing of personal information, the right of the Holder to obtain, at any time and without restriction, information about the existence of any type of information that is of their interest or ownership, must be guaranteed by DHL GLOBAL FORWARDING COLOMBIA.
- f) *Access and restricted circulation principle:* Personal information, except public information, cannot be available on the Internet or other mass communication or advertising channels, unless access it is technologically controllable to give restricted knowledge only to Holders or authorized third parties. For these purposes, the obligation of DHL GLOBAL FORWARDING COLOMBIA would be instrumental.

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- g) *Security principle:* Personal information used, captured, collected, and subject to processing by DHL GLOBAL FORWARDING COLOMBIA, will be subject to protection, to the extent that technical resources and minimum standards allow it, by using technology measures, protocols, and all sorts of administrative measures that are necessary to provide security to the digital records and archives, avoiding their alteration, modification, loss, inquiry, and in general against any unauthorized use or access.
- h) *Confidentiality principle:* Everyone that administers, manages, updates, or has access to any type of information that is in Databases or Data Banks, is committed to preserving and keeping it in strict confidence and not to disclose to third parties any personal, commercial, accounting, technical, commercial, or any other type of information while implementing or performing their duties. Everyone who is currently working or will be working in the future, to that effect, in the administration and handling of databases must sign an additional document or amendment to their labor contract or service contract, in order to ensure such commitment. This obligation continues and is kept even after their relationship with any of the tasks that include the Processing has ended.


5. SENSITIVE INFORMATION:

Sensitive information is understood as that which affects the privacy of the holder or that the use of such information can generate discrimination, such as those that reveal racial or ethnic origin, political affiliation, religious or philosophical convictions, membership to unions, social organizations, human rights groups, or those that promote interests of any political party or that guarantee the rights and guarantees of political parties from the opposition, as well as information relating to health, sexual life, and other biometric information, among others, capturing a fixed or moving image, finger prints, photographs, iris, voice, facial or palm recognition, etc.

5.1 Processing sensitive information:

Information classified as sensitive can be used and processed when:

- a) The Holder has given explicit authorization to process it as such, except in cases when the law doesn't require such authorization.
- b) Processing is needed to safeguard the vital interest of the holder and those who are physically or legally incapable. In these cases, legal representatives must give such authorization.
- c) Processing takes place in the course of legitimate activities and with the proper guarantees by a foundation, NGO, association, or any other non-profit organization, whose purpose is political, philosophical, religious, or union, as long as they are referring exclusively to their members or people who keep regular contact because of their purpose. In these cases, the information cannot be provided to third parties without the authorization of the holder.

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- d) Processing refers to information that is necessary to recognize, exercise, or defend a right during a legal proceeding.
- e) The purpose is for historical, statistical, or scientific purposes. In this case, strong measures must be adopted to delete the identity of the Holders.

5.2 Authorization from the holder:

Notwithstanding the exceptions provided by law, processing requires the prior, express, and informed authorization of the holder, which must be obtained by any means that can be the subject of a subsequent inquiry or verification.

5.3 Cases where authorization is not required:

Authorization by the Holder will not be necessary when it is regarding:

- a) Information required by a public or administrative entity when exercising their legal duties or by a legal order.
- b) Information of a public nature.
- c) Medical or health emergency cases.
- d) Processing of information authorized by law for historical, statistical, or scientific purposes.
- e) Information related to People's vital records.

6. RIGHTS OF CHILDREN AND ADOLESCENTS.


During the process, respect to the prevalent rights of minors will be ensured.

Processing of a minor's personal information is outlined, except if the information is of a public nature.

7. RESPONSIBILITY OF DHL GLOBAL FORWARDING COLOMBIA AS THE RESPONSIBLE PARTY FOR PROCESSING PERSONAL INFORMATION.

When DHL GLOBAL FORWARDING COLOMBIA acts as the Responsible party for Processing personal information, it will comply with the following obligations:

- a Always guarantee the Holder the full and effective enforcement of the right to habeas data.
- b Request and keep a copy of the respective authorization given by the holder.
- c Properly notify the holder about the purpose of the collection and their rights by virtue of the given authorization.
- d Keep the information under the security conditions needed to prevent the unauthorized or fraudulent alteration, loss, inquiry, use, or access.
- e Guarantee that the information that is provided to the person in charge of the process is accurate, complete, exact, updated, verifiable, and accessible.
- f Update the information, promptly notifying the person in charge of the process, all the changes regarding the information that had been previously provided and

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take the necessary measures to keep the information that was provided updated.

- g Correct the information when it is incorrect and notify this to the person in charge of the process.
- h Provide the Person in Charge of the Process, as the case may be, only the information that has been previously authorized to be processed.
- i It is always required from the Person in Charge of the Process to respect the security and privacy conditions of the Holder's information.
- j Process inquiries and claims filed.
- k Notify the Person in Charge of the Process when specific information is under discussion by the Holder once the claim has been filed and the specific process has not ended.
- l Notify the user, when they request it, what the information was used for.
- m Notify the authority that protects information when violations of security codes are present and there are risks in the handling of the Holders' information.

8. NATIONAL DATABASE REGISTRY.

DHL GLOBAL FORWARDING COLOMBIA will proceed in accordance with current legislation and regulations that the National Government issues for these purposes, to register its databases before the National Data Base registry (RNBD, by its initials in Spanish), that will be managed by the Industry and Commerce Superintendence. The RNBD is a public directory of the databases that are subject to Processing that operate in the country, and that is free for citizens to make inquiries, according to the regulation that the National Government issues for this purpose.

9. AUTHORIZATIONS AND CONSENT.

The collection, storage, use, circulation, or removal of personal information by DHL GLOBAL FORWARDING COLOMBIA requires the free, prior, express, and informed consent of the holder of this information.


9.1 MEANS AND EVENTS TO GIVE AUTHORIZATION.

Authorization can be a physical or electronic document, a text message, Internet, Web Site, in any format that can guarantee it to be referenced afterward, or by a suitable technical or technological mean, that allows for the consent to be expressed or given with a click or double click, by which it can be concluded unequivocally that if the holder had not behaved in such a manner, the information would never had been captured and stored in the database. The authorization will be generated by DHL GLOBAL FORWARDING COLOMBIA and will be made available to the holder before their personal information is processed.

See Attachment 1, authorization model to collect and process personal information.

9.2 Proof of authorization.

DHL GLOBAL FORWARDING COLOMBIA will use the mechanisms it currently has, and will implement and take the necessary actions to keep records or suitable technical

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or technological mechanisms as to when and how authorization was received by the holders of the information to process it. In order to comply with the aforementioned, physical files or electronic archives can be established, directly or indirectly, through third parties hired for such a task.

10. PRIVACY NOTICE:

The Privacy Notice is the document in a physical, electronic, or other format known or to be known, that is made available to the Holder to process their personal information. This document is used to notify the Holder about the information related to the existence of the applicable policies for processing information, the way to access them, and the characteristics of how the personal information is going to be processed.

See Attachment 2 Privacy Notice model.

10.1 SCOPE AND CONTENT OF THE PRIVACY NOTICE.


The Privacy Notice must have the following information, as a minimum:

- a) Entity, address, and contact information for the person Responsible for the Process.
- b) The type of processing to which the personal information will be subjected to and the purpose of said process.
- c) The general mechanisms prepared by the person Responsible for the Holder to know the policy for processing the information and substantial changes that it may go through. It must always notify the Holder about how to access or consult the policy for processing information.

11. PRIVILEGE AND OTHER RIGHTS OF THE INFORMATION HOLDERS.

In view of the above, and in accordance with what is mandated by current and applicable regulations regarding the protection of personal information, the holder of the information has the following rights:

- a) Access, know, correct, and update their personal information before DHL GLOBAL FORWARDING COLOMBIA as the party responsible for processing the information.
- b) By using any valid means, request proof of the authorization given to DHL GLOBAL FORWARDING COLOMBIA as the party responsible for processing the information.
- c) To receive information by DHL GLOBAL FORWARDING COLOMBIA, with prior request, regarding how their personal information has been used.
- d) Go before the authorities that have been legally established, in particular the Industry and Commerce Superintendence, and file a claim for violations to what is stipulated by current legislation that apply, before a process of inquiry or requirement before the Person Responsible for the Process.
- e) Modify and revoke the authorization and/or request the elimination of the information when the current principles, rights, and constitutional and legal guarantees of the Process are not respected.

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- f) Have knowledge of and have free access to the personal information that has been the subject of the process.

12. THE RESPONSIBILITY OF DHL GLOBAL FORWARDING COLOMBIA IN RELATION TO PROCESSING PERSONAL INFORMATION.

DHL GLOBAL FORWARDING COLOMBIA will always keep in mind that the personal information is the property of the persons it refers to and that only they can decide about such information. Accordingly, will only use it for the purpose that is duly authorized, always respecting current legislation about the protection of personal information.

13. RIGHT TO ACCESS GUARANTEES.

DHL GLOBAL FORWARDING COLOMBIA will guarantee the right to access, with a certification beforehand of the identity of the holder, legitimacy or identity of its representative, making it available without any cost or expenditure, the detailed and itemized respective personal information, through every mean, including electronic means that allow the Holder to have direct access. Said access must also be offered without any limits and must allow the Holder the possibility to know and update it online.

14. INQUIRIES.

Holders, or their successors, will be able to consult the personal information of the Holder that is stored in any of the databases. As a result, DHL GLOBAL FORWARDING COLOMBIA will guarantee the right to inquire, providing the holders with all the information in the individual records or that is linked to the identification of the Holder.


In regards to fulfilling the requests for inquiries of personal information, DHL GLOBAL FORWARDING COLOMBIA guarantees:

Activate electronic communication channels or others that it considers to be relevant. Set up forms, systems, and other simple methods, which must be posted in the Privacy Notice.

Use the customer service or claim services that it has available.

The holder of the information will be able to contact the company DHL GLOBAL FORWARDING COLOMBIA by sending a physical communication to the Ombudsperson, to the office Address: Ave. Cll. 26 No. 102 – 20, 5th floor, Bogota, Colombia, or to the email: habeasdata@dhl.com, or to the Telephone: 746-9696 Ext. 2907.

In any event, and regardless of the mechanism put in place to fulfill inquiries, they must be answered in a maximum of ten (10) working days, starting from the date they were received. When it is impossible to answer the inquiry within set time, the interested party will be notified before the 10 days are up, stating the reasons for the delay and

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indicating the date when the inquiry will be fulfilled, which cannot exceed, in any event, five (5) working days following the expiration of the first term.

15. CLAIMS.

The Holder or its successors who consider that the information in the database must be corrected, updated, or deleted, or when they warn of an alleged non-compliance of any of the responsibilities included in the Law, they could file a claim before the Person Responsible for the Process, channeling and forwarding it through the assigned agency and whose contact information will be provided later in numeral 22 of this document and who will protect the personal information inside DHL GLOBAL FORWARDING COLOMBIA.

The claim can be filed by the Holder, keeping in mind the information stated in article 15 of Law 1581 of 2012, and decree 1377 of 2013, and other regulation that modifies or adds to them.

16. IMPLEMENTATION OF PROCEDURES TO GUARANTEE THE RIGHT TO FILE CLAIMS.

At any time, and at no cost, the holder or their representative will be able to request to correct, update, or delete their personal information from DHL GLOBAL FORWARDING COLOMBIA, with prior certification of their identity.

The rights to correct, update, or delete can only be exercised by:

- a) The Holder or its successors, with prior certification of their identity, or through electronic means that allow them to be identified.
- b) Their representative, with prior certification of the representation.

When the request is made by a person other than the Holder, their legal capacity or order to act must be verified, and, in the event that this can't be certified, the request shall be deemed as not presented.


The request to correct, update, or delete must be presented through the channels activated by DHL GLOBAL FORWARDING COLOMBIA which are indicated in the privacy notice, and it must have, as a minimum, the following information:

The Holder's name and address or any other means to receive an answer.

Documents which certify the identity or the legal capacity of their representative. A clear and precise description of the personal information for which the holder is seeking to exercise any of their rights.

If necessary, other elements or documents that expedite the location of the personal information.

17. CORRECTING AND UPDATING INFORMATION.

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DHL GLOBAL FORWARDING COLOMBIA is required to correct and update, by request of the holder, their information that is incomplete or incorrect, according to the procedure and terms stated above. Accordingly, the following will be taken into consideration:

In requests to correct and update personal information, the holder must indicate the corrections that need to be made and provide the documentation that substantiates their request.

DHL GLOBAL FORWARDING COLOMBIA has total freedom to activate mechanisms that makes exercising this right easier, as long as these benefit the holder. As a result, electronic means or other means it considers relevant could be activated.

DHL GLOBAL FORWARDING COLOMBIA will be able to set up forms, systems, and other simplified methods, which must be posted in the privacy notices and that will be made available to the interested party in the company's web page.

18. DELETION OF INFORMATION.

The holder has the right, at all times, to request DHL GLOBAL FORWARDING COLOMBIA to delete (eliminate) their personal information when:


- a) You believe that it is not being treated in accordance with the principles, duties, and obligations provided in current legislation.
- b) They stopped being necessary or relevant for the purpose for which they were gathered.
- c) The required period to comply with the purpose for which they were gathered has expired

This deletion entails the total or partial elimination of the personal information, according to the holder's request, in the records, files, databases, or processes performed by DHL GLOBAL FORWARDING COLOMBIA. It is important to keep in mind that the right to cancelation is not absolute, and the responsible party can deny exercising such a right when:

- a) The holder has a legal or contractual obligation to remain in the database.
- b) The elimination of the information hinders legal or administrative actions linked to tax liabilities, the investigation and persecution of crimes, or the updating of administrative fines.
- c) The information is necessary to protect the legally administered interests of the holder, to carry out an action for the purpose of public interest, or to comply with an obligation legally acquired by the holder.

19. REVOKING AUTHORIZATION.

Holders of the personal information can revoke the consent to process their information at any time, as long as is not prevented by a legal or contractual provision. To do this, DHL GLOBAL FORWARDING COLOMBIA will have to establish simple and free

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mechanisms that allow the holder to revoke their consent, at least using the same means by which it was granted.

It must be kept in mind that there are two methods by which consent can be revoked. The first can be over all of the consented purposes, meaning that DHL GLOBAL FORWARDING COLOMBIA will have to stop processing all the information of the holder; the second can be over types of determined processes, for example, for advertising purposes or for marketing research. The second method is to partially revoke the consent; other processing purposes are kept so that the responsible person, in accordance with the authorization given, can carry them out and for which the holder is in agreement.

20. SECURITY OF THE INFORMATION AND SECURITY MEASURES.


In keeping with the security principles established in current legislation, DHL GLOBAL FORWARDING COLOMBIA will adopt the technical, human, and administrative measures that are needed to provide security to the records, avoiding the unauthorized or fraudulent tampering, loss, inquiry, use, or access.

21. USE AND INTERNATIONAL TRANSFERRING OF PERSONAL INFORMATION BY DHL GLOBAL FORWARDING COLOMBIA.

Depending on the nature of the permanent or occasional relationships that any person who is the holder of the personal information could have with DHL GLOBAL FORWARDING COLOMBIA, all their information can be transferred abroad, subject to applicable legal requirements. By accepting this policy, authorization is given expressly to transfer Personal Information. The information would be transferred for all the relationships that DHL GLOBAL FORWARDING could establish.

Notwithstanding the obligation to monitor and keep the confidentiality of the information, DHL GLOBAL FORWARDING will take the necessary measures so that these third parties know and follow this Policy, under the understanding that the personal information they receive could only be used for matters that are directly related to their own relationship with DHL GLOBAL FORWARDING COLOMBIA and only while that one lasts, and can't be used or intended for a different purpose or end.

DHL GLOBAL FORWARDING COLOMBIA can also exchange Personal Information with other types of government or public authorities (including, among others, legal or administrative authorities, tax authorities, and criminal, civil, administrative, disciplinary, and tax investigative bodies), and third parties that are participating in legal civil proceedings and their accountants, auditors, lawyers, and other consultants and representatives because it is needed or appropriate: (a) to comply with current laws, including laws different from the ones in their country of residence; (b) to comply with legal proceedings; (c) to reply to requests by public and government authorities, and to reply to requests from public and government authorities other than the ones in their country of residence; (d) to fulfill our terms and conditions; (e) to protect our operations; (f) to protect our rights, privacy, security, or property, yours or a third party's; and (g) to get applicable compensation or limit liquidated damages that could affect us.

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22. ROLE OF INFORMATION PROTECTION INSIDE DHL GLOBAL FORWARDING COLOMBIA.

DHL GLOBAL FORWARDING COLOMBIA as an institution, and within the terms established by current regulations, will act as **RESPONSIBLE FOR THE PROCESS** of the Personal Information,

Nevertheless, DHL GLOBAL FORWARDING COLOMBIA assigns the office of the **OMBUDSPERSON**, or the unit that replaces it, as the person that will receive, process, and channel the different requests it receives and will forward them to the already mentioned respective units that are in charge of the process, units that, once they receive these communications, will start to fulfill the role of protecting the personal information, and must process the requests from the holders, in the terms, time, and conditions established by current regulations, to exercise the right to access, consult, correct, update, delete, and revoke that current regulations refer to about protecting personal information.

In the event that you believe that DHL GLOBAL FORWARDING COLOMBIA used this contrary to what is authorized by applicable laws, you could contact us with a justified communication addressed to DHL GLOBAL FORWARDING COLOMBIA, attention Ombudsperson. Office address: Ave. Cll. 26 No. 102 – 20, 5th floor, Bogota, Colombia, or to the email: habeasdata@dhl.com, or to the Telephone: 746-9696 Ext. 2907.


23. TERM.

This manual becomes effective on January first (01), 2016, and overrules previous regulations or manuals that were endorsed for this purpose.

24. ATTACHMENT 1.

AUTHORIZATION DOCUMENT AND APPROVAL TO USE PERSONAL INFORMATION.

The enactment of law 1581 of 2012 and Decree 1377 of 2013, implements the constitutional principle that everyone has to know, update, and correct all types of information collected or that had been the subject of the processing of personal data in databases or data banks, and in general public and/or private entity files; DHL GLOBAL FORWARDING COLOMBIA* as a commercial company that stores and collects personal information, is required to get prior authorization given freely, expressly, voluntarily, and duly informed, that allows all of its areas to collect, gather, store, use, circulate, delete, process, exchange, treat, update, and make use of the information that has been provided and that has been included in different databases or data banks, or in electronic archives of every kind that the Company has. This

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information is and will be used, directly or through third parties, while performing the activities of the Company in its role as a logistics operator.

DHL GLOBAL FORWARDING COLOMBIA, according to the terms set forth by article 10 of decree 1377 of 2013, is expressly and unequivocally authorized to keep and handle all its information, unless you state otherwise unequivocally in a direct, express, and written manner to the email set for such effect: habeasdata@dhl.com

Authorization:

"I consent and authorize beforehand, expressly and unequivocally, that my personal information be processed in accordance with what is provided in this document and/or authorization."


If you don't want your personal information to be used by DHL GLOBAL FORWARDING COLOMBIA, you can partially or totally revoke such authorization in an express and unequivocal, direct, expressly written manner, be it by physical or electronic means, or orally, or by any other mean or unequivocal behavior that allows for the reasonable conclusion that such authorization or consent is revoked.

In the event that you may have any observation and/or comment about the handling and use of your personal information, or in the event that you believe that the Company used it contrary to what was authorized and to the applicable laws, or you don't wish to continue receiving information related to the Company and its activities, according to this document, you can contact us via a communication addressed to the Office of the Ombudsperson, responsible for the protection of the Company's information at:

Office address: Ave. Cll. 26 No. 102 – 20, 5th floor, Bogota, Colombia, Office of the Ombudsperson
E-mail: habeasdata@dhl.com
Telephone: 746-9696 Ext. 2907

Authorized.

HOLDER OF THE INFORMATION
NAME
MANNER IN WHICH THE INFORMATION WAS OBTAINED: ORALLY/WRITTEN
DATE.
IDENTIFICATION.

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*

Entity responsible for handling personal information.	
	DHL Global Forwarding (Colombia) S.A.S.
	DHL Global Forwarding Zona Franca (Colombia) S.A.
	DHL Global Forwarding Deposito Aduanero (Colombia) S.A.
	Agencia de Aduanas DHL Global Forwarding Colombia S.A.

25. ATTACHMENT 2.

PRIVACY NOTICE TEMPLATE.

DHL GLOBAL FORWARDING COLOMBIA located in Bogota, Colombia, acts and is Responsible for processing personal information.

How to reach us. Office address: Ave. Cll. 26 No. 102 – 20, 5th floor, Bogota, Colombia, Office of the Ombudsperson


E-mail: habeasdata@dhl.com

Telephone: 746-9696 Ext. 2907

Your personal information will be included in the database and will be used directly or through designated third parties, among others, and purely for information purposes, for the following direct or indirect purposes related to the intent and purpose of DHL GLOBAL FORWARDING COLOMBIA:

- Achieve efficient communication related to our services and other activities related to the activities of our Company.
- Notify about our services that are related to those offered or that the Company has;
- Comply with the obligations undertaken with our contractors, customer, suppliers, and employees;
- Notify about changes in the services provided by the Company;
- Asses service quality;
- Conduct internal research about consumer habits for the services and products offered by the Company; and
- Disclose, communicate, and distribute information about the products and services related to our commercial operation and for all the activities and tasks that are performed by our Company.

Information Holders are notified that they can consult the Internal Manual for DHL GLOBAL FORWARDING COLOMBIA for the Policies and Procedures for Personal Information, which has the policies for processing the information gathered, as well as

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the procedures for inquiries and claims that allow you to exercise your rights to access, inquire, correct, update, and delete the information on our Web Page: www.dhl.com.co.

Accepted.

HOLDER OF THE INFORMATION

NAME

MANNER THE INFORMATION WAS OBTAINED: ORALLY/WRITTEN

DATE.

IDENTIFICATION.