

PRIVACY POLICY

It determines the guidelines for the use of information at CARBOQUÍMICA S.A.S. and the bylaws regarding the treatment of the personal data of our stakeholders in regards to the content published on our webpage.

PRIVACY POLICY

Responsible for the treatment of personal data

CarboQuímica S.A.S. is a privately held corporation, based in Bogota D.C. with a manufacturing site in Cartagena. It is dedicated to the production, sale and distribution of chemicals. It is incorporated as a S.A.S. (Simplified Joint Stock Company, S.A.S. for its acronym in Spanish), with tax id number 860.006.853-3 and it is responsible for the treatment of personal data.

At CarboQuímica S.A.S. we respect the right that every person and entity has to know, rectify and update their data. Likewise, we treat user's data with all the necessary security measures in order to prevent unauthorized or fraudulent use, and guarantee that it will not be used for any purpose other than that authorized by its owner or for any legal or contractual purpose.

Personal data collection

The following dispositions must be complied with:

- Only data that is strictly necessary for the purpose that it is required for can be requested, according to the processes defined by CarboQuímica S.A.S.
- No personal data can be collected without due authorization by the owner, except when it is in the public domain. The means by which personal data is collected depends on the nature of the data: telephone calls, electronic applications, forms, etc.
- It is strictly forbidden to collect personal data through fraudulent or deceitful means.
- In any way, personal data will remain confidential and its use will be restricted to the guidelines described herein.

Policy management

CarboQuímica S.A.S. has an administrative infrastructure that, among other roles, handles requests and complaints related to the protection of personal data, looking to guarantee the rights that every individual has under the Colombian Constitution and laws, especially the right to know, update, rectify and suppress personal data, as well as to revoke the right to use their personal data.

Regarding inquiries and claims or to exercise your rights as the owner of personal data, you can write to the following email: carboetica@CarboQuímica.com.co.

Claims

CarboQuímica S.A.S. guarantees the right to claim, either to rectify, update or suppress data, or whenever non-compliance is presumed under Law 1581 of 2012, as well as other applicable laws. The claim will be processed under the following guidelines:

If the claim does not contain all the relevant information: name, detail of the issue, address, documentation to support the claim, five (5) days will be provided to complete the information. Should the required information not be provided, it is understood that the claim is baseless.

The maximum timeframe to solve a claim is fifteen (15) working days, beginning the day after filing the claim. Should it not be possible to solve in such a timeframe, before such deadline expires CarboQuímica S.A.S. shall inform the person/entity filing the claim about the reasons causing the delay and the expected date to solve it, which shall not exceed eight (8) working days past the original deadline.

PRIVACY NOTICE

CARBOQUÍMICA S.A.S, hereafter and to whom its rights may be assigned, informs that anyone may look up the privacy policy via email at: carboetica@CarboQuímica.com.co . Modification and/or update in the privacy policy.

GENERAL CONDITIONS ON THE USE OF OUR WEBPAGE

When accessing, navigating through and reading our website, and using our content, users declare that they acknowledge and accept the present Privacy by CarboQuímica S.A.S.

- The user will be the only party responsible for the veracity and other characteristics of the information submitted to our webpage. As the owner of the information, they will be solely responsible for any and all damages caused by imprecise, inexact, erroneous, outdated, distorted information or for submitting content that uses improper language or that is considered prejudicial to CarboQuímica S.A.S.'s image, or that can negatively affect its workers, shareholders and third parties.
- Users acknowledge and accept that misuse and unauthorized use of data from CarboQuímica S.A.S.'s website may bring legal sanctions and CarboQuímica S.A.S. may seek any kind of compensation permitted by law.
- Should the user not agree with the terms and conditions set forth here, they must immediately stop accessing our website.

Data published on webpage

CarboQuímica S.A.S.'s personal data and information may be obtained via its webpage, telephone, written media and/or other media that it uses to conduct business. It will be used to for the means described in its statutory activity. Such information will be stored in CarboQuímica S.A.S.'s infrastructure, such as databases, and access will be restricted exclusively to personnel authorized by CARBOQUIMICA S.A.S, who are obliged to respect the confidentiality of the information.

Release of Liability

CarboQuímica S.A.S. shall not be held responsible for comments that use foul language, that may be deemed offensive, or that can harm the integrity of CarboQuímica S.A.S., its employees or any person/entity named in such post. The author of the post will be the only party responsible of harm and damage caused to CarboQuímica S.A.S. or to any third party.

VALIDITY OF THE PRIVACY POLICY

The policies and guidelines herein apply starting October 1st 2016.

In general, the authorization on the use of personal data by clients and/or users falls under the scope of the commercial relationship or supply of service, under CarboQuímica S.A.S.'s statutory activity and the timeframe provided by law for storing such information in its databases.