

# Personal Data Treatment Policy



ENEL-CODENSA declares its commitment to Personal Data Law 1581 of 2012 and Decree 1377 of June 2013, through the following statements:

1. We are committed to taking care of and giving the appropriate treatment to the personal data of our customers, contractors, direct personnel and other natural persons stored in the database under our responsibility, because they constitute the main information assets we have.
2. The treatment to which the data will be subjected has the ultimate purpose of informing our customers on issues related to the provision of the electrical service, offers, promotions and the products and services portfolio of the company. In some cases, this information is transferred to third parties, for the submission of information related to the energy service or other products and services offered directly to CODENSA S.A. ESP or through its commercial allies.
3. We are committed to guaranteeing the rights of the personal data holders, which are listed below:
  - a. To know, update and rectify personal data before those responsible or in charge of the treatment.
  - b. To request proof of authorization granted to those responsible or in charge of the treatment.
  - c. To be informed by those responsible or in charge of the treatment, upon request, regarding the use that has been given to personal data.
  - d. To submit complaints and breaches to the SIC
  - e. To revoke the authorization and/or request the deletion of the data when the treatment does not respect the principles, rights and constitutional and legal guarantees, prior process and order by the SIC.
  - f. To access free of charge whichever personal data that has been subjected to treatment.
4. ENEL-CODENSA has the following assistance channels available for inquiries, requests and complaints:
  - a. Fonoservicio line 7115115.
  - b. Service Centers.
  - c. Customer Relations Department.
5. ENEL-CODENSA has provided the following procedure for consultations:
  - To expand the information on how to protect your data or resolve concerns, from Bogota dial 71151 15, from Cundinamarca dial 5115115 or visit our Service Centers.

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- The consultation must be attended in a maximum term of ten (10) business days counted from the date of receipt of the same. When it is not possible to attend the consultation within said term, the interested party will be informed, stating the reasons for the delay and the date on which the consultation will be attended, which in no case may exceed five (5) business days following the expiration of the first term.

6. ENEL-CODENSA has provided the following procedures so that the holders of the information can exercise the rights to know, update, rectify and/or delete information, and revoke the authorization:

- You can file your claim in Bogotá by calling 7115115 or in Cundinamarca dialing 5115115.
- Visit our Service Centers.
- The interested party must formulate the claim through a request addressed to the Company, which must contain:
  1. Holder Identification.
  2. Description of the claim.
  3. Address for notification.
  4. Documentation that you want to enforce.
- If the customer's claim is not complete, this will be informed within five (5) business days following the receipt of the claim to submit the missing information.
- The customer has two (2) months from the date of the request to deliver the required information, if he does not deliver the information, the case will be finalized.
- If the Company can not resolve the claim, and whenever possible, it will refer it to the corresponding party and inform the interested party of the situation.

7. This Policy must be fulfilled by all employees and collaborators of ENEL-CODENSA as of June 27, 2013. Failure to comply with this Policy is considered a security incident and a violation of internal regulations, and must be dealt with in accordance with the procedures and policies of the Organization in this regard.

8. The duration of this policy will be equal to the period of validity of the database or to the duration of the company.