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1. DEFINITIONS.

1.1. RENTIFY EXPERIENCE SAS.

RENTIFY EXPERIENCE SAS, hereinafter the "Company" or "RENTIFY EXPERIENCE", is a company legally constituted in the Chamber of Commerce of Bogotá, responsible for the processing of personal data collected to through of the transactions carried out in the Web page www.rentifyexperience.com and/or www.nocheenla13.com and other media.

Data of contact:

E-mail: info@rentifyexperience.com

Address: 108th Street No. 18B-48,
Medellín, Antioquia, Colombia

Telephone: +57 322 359 6553

NIT :901928615

RENTIFY EXPERIENCE in compliance with the provisions of the Law 1581 of 2012 and other complementary regulations, is responsible for the processing of personal data of the data subjects for which it obtains authorization, regarding which it will decide directly and autonomously and will be in charge of carrying out the data processing in accordance with the purposes indicated by the controller and authorized by the data subjects.

1.2. FRAME LEGAL.

- Constitution Policy of Colombia (Article 15).
- Law 1581 of 2012.
- Law 1266 of 2008.
- Decree 1377 of 2013.
- Decree 1727 of 2009.
- Judgment of the Court Constitutional C – 1011 of 2008.
- Judgment of the Court Constitutional C – 748 of 2011.

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1.3. ORIGIN OF THE INFORMATION.

The personal data that are processed by RENTIFY EXPERIENCE, they can stem of talks commercials, contracts and/or forms authorized by the client, employee or supplier, user and similar, for commercial purposes.

1.4. AUTHORIZATION.

For the purposes of this policy and in accordance with current regulations on personal data protection, the following terminology will be taken into account:

Authorization of the owner: It will be understood that the authorization is given by the owner, when it is stated:

- (i) by written
- (ii) of shape oral either
- (iii) through unequivocal conduct of the owner that allows to reasonably conclude that he granted authorization for the processing of the data personal data.

1.5. BASE OF DATA.

Set organized of data personal that sea object of treatment.

1.6. HOLDER OF THE FACT.

Person natural whose data personal be object of treatment.

1.7. TREATMENT.

Any operation either set of operations about data personal, such as collection, storage, use, circulation or deletion.

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Through this policy, RENTIFY EXPERIENCE, in compliance with its legal and regulatory obligations, seeks to implement the constitutional guarantee of privacy protection for all citizens by establishing efficient instruments and controls to ensure proper handling of the information it manages.

This policy establishes the terms, conditions and purposes under which RENTIFY EXPERIENCE, as the controller of the personal data obtained to through of their different channels of attention, treats the information of all people who at some point for reasons of activity that develops the entity have supplied data personal.

The data subject registers or submits his or her information freely and voluntarily, and acknowledges that he or she has read and expressly accepted these terms and conditions.

RENTIFY EXPERIENCE is directly responsible for the processing of personal data; however, it reserves the right to delegate such processing to a third party.

The databases that RENTIFY EXPERIENCE obtains are not sold, nor They are rented to third parties and are maintained with the greatest possible privacy, with restricted access with a username, password, and administrator.

1.8. RESPONSIBLE OF THE TREATMENT.

A natural or legal person, public or private, who, either alone or in association with others, decides on the database and/or the processing of data.

1.9. IN CHARGE OF THE TREATMENT.

A natural or legal person, public or private, who, either alone or in association with others, processes personal data on behalf of the data controller.

1.10. USER.

Subject involved in the processing of data. It is the client-user's duty to guarantee the veracity of the data provided by him/her and of those by the that is responsible. RENTIFY EXPERIENCE, HE booking he right

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of take the measures necessary in case of falsehood either inaccuracy of said data.

1.11. FACT PUBLIC.

Data that is not semi-private, private, or sensitive. Public data includes, among others, data relating to a person's marital status, their profession or occupation, and their status as a business owner or public servant.

1.12. FACT PRIVATE.

Is he that by his nature intimate either reserved only is relevant for the headline.

1.13. FACT SENSITIVE.

Those that affect the privacy of the data subject or whose misuse may lead to discrimination, such as those that reveal racial or ethnic origin, political orientation, religious or philosophical beliefs, membership in trade unions, social human rights organizations, or that promote the interests of any political party or that guarantee the rights and guarantees of opposition political parties, as well as data related to health, sexual life, and biometric data.

1.14. TRANSMISSION.

Communication of data personal inside either out of Colombia for processing by the processor on behalf of the controller.

1.15. TRANSFER.

Communication of data personal to other receiver that to his time acts as a responsible party located in Colombia or outside of Colombia.

- The transfer and/or transmission of personal health data is permitted to the various health authorities in the exercise of their functions, as long as it involves a statistical or scientific purpose related to the health emergency.

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- When the transfer and/or transmission of personal health data is required for the purpose of sharing reports related to the health emergency, the transfer and/or transmission of such data to collaborators or related parties, domiciled within the national territory or outside of it, must be carried out in compliance with the relevant regulatory provisions.

1.16. WARNING OF PRIVACY.

Verbal or written communication generated to inform the owner or controller of their personal data; RENTIFY EXPERIENCE's policies regarding the matter, including how to access them and the intended purposes of the personal data processing.

2. SUMMARY EXECUTIVE.

2.1. OBJECT.

RENTIFY EXPERIENCE , in compliance with the provisions of Law 1581 of 2012, on the protection of personal data, which aims to "develop the constitutional right of all persons to know, update and rectify the information that has been collected about them in databases or files", informs all its clients, suppliers, employees and other persons who are holders in our databases, that **RENTIFY EXPERIENCE** , respects the confidentiality and security of the information, for this reason it is concerned with preserving the data that you have provided to us directly or through the use of electronic means, among other mechanisms.

2.2. WARRANTY.

RENTIFY EXPERIENCE , as the owner of the information, guarantees that it will be used solely for the strict exercise of its corporate purpose and with your authorization for the following purposes: maintaining communication, sending correspondence, messages, communications, certifications or similar, providing or being provided with services and/or products, evaluating service quality and fulfilling contractual obligations with our clients.

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2.3. SCOPE.

The objective is to make available to data owners and other interested parties a document with the policies for the processing of information and personal data collected as part of the commercial activities carried out by **RENTIFY EXPERIENCE** . This document summarizes the rights enshrined in the law and in the constitution, the purposes of the treatment, the channels of communication available to answer questions and complaints.

3. POLICY OF PRIVACY AND PROTECTION OF DATA.

For **RENTIFY EXPERIENCE** takes it very seriously to protect the information of our customers and visitors. This document contains our general policy. of treatment of information and data personal, and has as purpose to communicate and inform what information we collect and for what purpose purposes, how we use it, when we share it and how we protect it, as well as the rights that information owners have and the procedures for exercising them.

Data subjects agree to the processing of their personal data in accordance with the terms of this Privacy Policy and authorize us to process it in accordance with this policy when they provide their data through various means or when browsing our websites.

3.1. INFORMATION AND DATA PERSONAL.

He **USER** , for can hire the different services offered by **RENTIFY EXPERIENCE** , such as tourist services, special services in event logistics, you must provide some personal data such as **USER** . The personal data we collect includes, among others, the following:

- Name and surnames
- Number of Document either ID (ID of citizenship, Passport, Alien ID Card, etc.)
- Information of contact (Phone fixed, cellular, address, email, among others)

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- Information necessary to facilitate travel or other services, including the name of travel companion(s), contacts in case of accident or any other contingency, seating preference, meals specials either requirements doctors either specials.
- Information required by representatives of the sales and/or customer relations areas in order to assist requests or complaints.

In some cases, sensitive data may be collected. Data subjects are informed that they are under no obligation to authorize the processing of sensitive data, and therefore the provision of our services. No this conditioned to the delivery of this information sensitive.

All databases of **RENTIFY EXPERIENCE** are stored only for storage, security and control purposes. **RENTIFY EXPERIENCE** only uses customer information to transmit it to the providers of the services contracted by the **USER** and not to transfer or market it to third parties unrelated to these services.

The information provided will remain permanently stored otherwise the **USER** expresses otherwise to allow us to comply with the legal and/or contractual obligations under our responsibility, especially in accounting, contractual, fiscal and tax matters or to comply with the provisions applicable to administrative aspects, accountants, prosecutors, legal and historical of the information.

We assume the veracity of the information provided and do not verify, nor do we assume the obligation to verify, the veracity, validity, sufficiency, and authenticity of the data provided to us. Therefore, we do not assume liability for damages and/or losses of any kind that may arise from the lack of veracity, validity, sufficiency, or authenticity of the information, including damages that may be due to homonymy or identity theft. If you provide us with personal information about a person other than yourself, such as your spouse or a coworker, we understand that you have the authorization of bliss person for provide us their data .

By registering and/or browsing our websites, our customers, users, and/or visitors expressly declare that they are aware of these policies and accept them, and give their consent for their information to be processed.

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4. BEGINNING OF THE TREATMENT OF DATA PERSONAL.

Principle of legality: The processing of data in RENTIFY EXPERIENCE must obey legitimate purposes and must be subject to the provisions of the Law.

Principle of purpose: The processing must comply with the purposes set forth in the information processing policies and only for the performance of the activities assigned by the controller or owner of the information.

Principle of freedom: Treatment will only be carried out with prior consent, express and informed of the holder. The data No will be able to be disclosed without prior consent or judicial authorization.

Principle of truthfulness or quality: The information processed must be truthful, complete, accurate, up-to-date, verifiable and understandable.

Transparency Principle: RENTIFY EXPERIENCE guarantees all data subjects the right to access and know the information about them that is being processed.

Principle of restricted access and circulation: Access to information It will be restricted according to the nature of the data, the authorizations of the owner and the procedures defined in this manual.

Security Principle: The information processed by RENTIFY EXPERIENCE will be protected with the necessary technical, human, and administrative measures to prevent its adulteration, loss, unauthorized or fraudulent consultation, use, or access.

Confidentiality Principle: RENTIFY EXPERIENCE guarantees the confidentiality of information during and after data processing. Data may only be disclosed to third parties when permitted by law or with the prior authorization of the data subject.

4.1. PURPOSES OF THE TREATMENT.

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The user who provides us with personal data authorizes us to use this information for the purposes indicated in accordance with the provisions of this Privacy Policy, and we will not transfer or disclose it outside of our databases unless:

- (i) He user us authorize to do it,
- (ii) It is necessary to allow our contractors, suppliers or agents to provide the services we have entrusted to them,
- (iii) Whether we (the company) or third parties use it to provide you with our products or services,
- (iv) Be provided to entities that provide marketing services on our behalf or to other entities with which we have joint marketing agreements,
- (v) Is related to a merger, consolidation, acquisition, divestiture or other restructuring process,
- (vi) Let's implement a personal data transfer contract under the terms of Decree 1377 of 2013.
- (vii) As required or permitted by law or for the purposes outlined in this privacy policy.
- (viii) The development of various procedures directly related to its corporate purpose.
- (ix) Keeping owners informed about the conditions of service provision.
- (x) Inform you about updates to our products or services.
- (xi) Provide additional relevant information about our products or services.
- (xii) To maintain communication with its owners, with a view to the providing better service.
- (xiii) Analysis and development of programs that generate a social impact for the Data Controller's Interest Groups .
- (xiv) By virtue of the development of the contractual relationship that binds the company with the client or user.
- (xv) Sending electronic newsletters, which could be managed by Mailchimp or similar platforms.
- (xvi) For manage the networks social.
- (xvii) Call for and execution of programs, meetings, training and events, So as the conservation of documentary records of the same, such as attendance lists, photographs, voice recordings and/or videos.

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- (xviii) Elaboration and materialization of surveys and interviews.
- (xix) For he collection of briefcase.
- (xx) Provide, share, send, or deliver your personal data to RENTIFY EXPERIENCE subsidiaries, affiliates, or subordinate companies located in Colombia or any other country in the event that said companies require the information for the purposes indicated herein.
- (xxi) Bear processes of audit internal either external.
- (xxii) Send commercial, advertising or promotional information to physical mail, email, cell phone or mobile device, via text messages (SMS and/or MMS) or through any other analogous and/or digital means of communication created or to be created. about the products and/or services, events and/or promotions, whether commercial or non-commercial, in order to promote, invite, direct, execute, inform and, in general, carry out campaigns, promotions or contests of a commercial or advertising nature, carried out by RENTIFY EXPERIENCE and/or third parties.
- (xxiii) Handling of PQRs submitted by the Holders or by those who prove they are entitled to do so.
- (xxiv) Registration and control of access and entry to the facilities of the Data Controller and monitoring through video surveillance.
- (xxv) Compare financial information from public databases, validate commercial references, financial figures presented to public entities and others that allow RENTIFY EXPERIENCE to be protected towards its suppliers, allies, customers and third parties.
- (xxvi) To prevent, treat or control the spread of viruses and mitigate their effects.
- (xxvii) Report to local and national authorities, as well as to the EPS, ARL and the corresponding health secretariats, the people screened, and the suspected or confirmed cases of the virus
- (xxviii) Analysis of behavior and segmentation of the market.
- (xxix) Offering of goods and/or services from the data controller and/or its strategic partners.
- (xxx) Studies statistics of behavior of risk credit.
- (xxx1) Inquiries and positive and negative reports of commercial, financial, and credit information to Database Operators or Administrators, Financial and Credit Institutions, and legally established Risk Centers.

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- (xxxii) Subscription and execution of contracts, offers either similar.
- (xxxiii) Compliance of obligations legal and contractual.
- (xxxiv) Management of billing.
- (xxxv) Guarantee the management of the networks social.
- (xxxvi) Portfolio recovery management through persuasive, extrajudicial and/ or judicial collection
- (xxxvii) ID of debtors and co-debtors.
- (xxxviii) Management of customers.
- (xxxix) Support and maintenance of goods and/or services provided by the Data Controller.
- (xl) Updating balances, controlling guarantees, generating payment of guarantees to banks and/or the corresponding entities, collecting management of guarantee analysis, reimbursement of amounts collected in the event of a portfolio sale or clearance from the end customer.
- (xli) Mobilization campaigns, CDT'S and other rights financial and credit.
- (xlii) Loyalty of clients.
- (xliii) Transmission and Transfer of data of contact to Data Processors, Contractors and Suppliers and/or Strategic Allies, to Process the Data Subject's Personal Data, for the purposes indicated in this Privacy Policy.
- (xliv) Assessment of the quality of the estate I services provided by the data controller.

RENTIFY EXPERIENCE has adopted the security measures at its disposal. scope, at a technical and administrative level, with a view to protecting the data under its responsibility; however, the client must understand that these measures are not impregnable and are in a process of permanent review and improvement.

Due to the company's activity, we are required to provide certain passenger data to the aeronautical, immigration, and customs authorities and other government entities that regulate them, or to national and international security entities, before the departure of flights or landing in each destination territory or at any time after the execution of the transport contract. As a general rule, general, the information HE refers to the data of identity of the

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passengers travelling on board as well as those contained in their respective travel documents (passport, visa) or in relation to the goods transported.

that we believe they can be him of interest.

4.2. SECURITY AND CONFIDENTIALITY.

The sending and forwarding of data carried out by the **USER** through the WEB **rentifyexperience.com and/or nocheenla13.com** or the information that **RENTIFY EXPERIENCE** collects and processes data and is protected by the most modern electronic security techniques on the Internet. Likewise, the data supplied and stored in our databases are also protected by security systems that prevent unauthorized third-party access. **RENTIFY EXPERIENCE** makes every effort to maintain the most up-to-date procedures for the effectiveness of its security systems. In this sense, us we support in tools technological We implement industry-recognized security practices, including: transmission and storage of sensitive information through secure mechanisms such as encryption, use of secure protocols; securing technological components, restricting access to information to authorized personnel only, backup of information, practices of development sure of software, between others.

We have established information security policies, procedures and standards, the objective of which is to protect and preserve the integrity, confidentiality and availability of information, regardless of of the medium or format in which it is located, its temporary or permanent location or the way in which it is transmitted.

Third parties contracted by us are also required to adhere to and comply with our information security policies and manuals, as well as the security protocols we apply to all our processes.

All contract with third parties (contractors, employees, consultants external, temporary collaborators, etc.) that involves the processing of information and personal data, includes a confidentiality agreement which details its commitments to the protection, care, safety and preservation of the confidentiality, integrity and privacy of this. In

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development of the security principle established in Law 1581 of 2012 RENTIFY EXPERIENCE, will adopt the technical, human and administrative measures that are necessary to ensure the security of the records, avoiding their adulteration, loss, consultation, use or unauthorized or fraudulent access.

4.3. RIGHTS OF THE USERS AND PROCEDURES.

By accepting this Privacy Policy, you freely, expressly, and previously declare that you have been informed of the rights granted to you by law as the owner of your personal data, which are set forth below :

- Know, update, and rectify your personal data with the entity responsible for processing or in charge of processing your personal data.
- Request proof of the authorization granted to the data controller unless expressly exempted as a requirement for processing.
- To be informed by the data controller or the data processor, upon request, regarding the use that has been given to the personal data.
- Submit complaints to the Superintendency of Industry and Commerce for violations of the personal data protection regime.
- Revoke authorization and/or request the deletion of personal data under the terms of Law 1581 of 2012.
- Access your personal data that has been processed free of charge once a month, in accordance with current regulations.

The procedures for the exercise of their rights will be the following:

(i) Consultations

The holders, authorized persons or successors in title may consult their information staff that rest in our bases of data, case in he

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which we will provide you with the requested information, after verifying the legitimacy to submit said request. The query will be answered in a maximum term of ten (10) business days counted from the date of receipt of this. When it is not possible to attend to the query within this term, you will be informed of the reasons for the delay, indicating the date on which your query will be attended to, which in no case may exceed five (5) business days following the expiration of the first term.

(ii) Claims

If the owners, authorized persons or successors in title consider that the information contained in a database should be subject to correction, updating or deletion, or when they notice the alleged non-compliance with any of the duties contained in the Regulation, they may introduce a claim in view of us, he which will be processed low the following rules:

- His claim must to formulate through application addressed to **RENTIFY EXPERIENCE** , with your identification, a description of the facts giving rise to the claim, your address, and any supporting documents you wish to assert. If the claim is incomplete, it we will require inside of the five (5) days following Upon receipt of the claim, we will notify you to correct the deficiencies. After two (2) months from the date of the request, if you do not submit the required information, we will understand that you have withdrawn the claim. If we are not competent to resolve your claim, we will forward it to the appropriate party within a maximum period of two (2) business days and will inform you promptly.
- If applicable, once the complete claim has been received, a legend stating "claim in process" and the reason for it will be included in the database within a period of no more than two (2) business days. This legend must be maintained until the claim is resolved. decided.
- The maximum term to address the claim will be fifteen (15) business days counted from the day following the date of receipt. When it is not possible to address the claim within said term, HE you will inform the reasons of the delay and the date in

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that your claim will be addressed, which in no case may exceed eight (8) business days after the expiration of the first term.

Personal data subjects may exercise their rights to access, update, correct, and delete their personal data by sending a request to info@rentifyexperience.com or by writing to Calle 108 No. 18B-48, Medellín, Colombia, in accordance with this Privacy Policy.

The area for handling requests, queries or complaints to which the owner of the information can exercise their rights is:

Area: Administration
Email: info@rentifyexperience.com
Address: Calle 108 No. 18B-48, Medellín, Antioquia, Colombia
Phone: +57 322.359.6553

4.4. MODIFICATIONS AND VALIDITY OF THE POLICY OF PRIVACY.

We may modify the terms and conditions of these privacy and confidentiality policies and/or email sending practices at any time. If we decide to make any material changes to our privacy policies, we will inform you on the website and by posting an updated version of the privacy policies. The databases will remain valid indefinitely, in accordance with the purposes and uses of the information.

5. RIGHTS OF THE HEADLINES.

RENTIFY EXPERIENCE, recognizes and guarantees, the following rights of the holders of personal data, in accordance with all the provisions of this policy:

- (i) Access your personal data free of charge. The information requested by the data subject may be provided by any means, including electronic means, as required by the data subject. The information must be of easy reading, without barriers techniques that

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prevent access and must correspond in all respects to that which is stored in the databases or files of the person responsible.

- (ii) Access, know, update, rectify or delete your data personal data to RENTIFY EXPERIENCE, as the controller or processor.
- (iii) Request proof of the authorization granted for the processing of your data, except in cases exempted by law.
- (iv) Receive information about he use of their data personal.
- (v) Revoke authorization and/or request deletion of data when processing does not respect constitutional and legal principles, rights, and guarantees.
- (vi) Know the department or person authorized by RENTIFY EXPERIENCE, to whom you may submit complaints, queries, claims, and any other requests regarding your Personal Data.
- (vii) Submit complaints to the Superintendency of Industry and Commerce for violations of the Law.
- (viii) Pursuant to Article 20 of Decree 1377 of 2013, the following persons may exercise the aforementioned rights:
 - By the holder, who must prove his identity in the form sufficient by the various means made available to the person responsible.
 - By their successors in title, who they must accredit such quality.
 - By the representative and/or attorney of the owner, upon prior accreditation of representation or empowerment.
 - By stipulation to favor of other either for other.
 - The rights of children and adolescents shall be exercised by those empowered to represent them.

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5.1. DUTIES AS DATA CONTROLLER **DATA.**

In the processing and protection of personal data, RENTIFY EXPERIENCE will have the following duties, without prejudice to others provided for in the provisions that regulate or may regulate this matter:

- Guarantee the owner all the rights mentioned above and others enshrined in law.
- Request and retain, under the conditions provided by law, a copy of the authorization granted by the owner.
- Ensure that the information provided to the Data Processor is truthful, complete, accurate, up-to-date, verifiable and understandable.
- Ensure the proper use of information and protect the privacy of personal data during the development of our activities usual, So as in periods of mitigation of health emergencies .
- Sending electronic newsletters, which could be managed by Mailchimp or a similar platform.
- Guarantee the management of the networks social.
- Keep the information under the necessary security conditions to prevent its adulteration, loss, consultation, use or access. unauthorized or fraudulent.
- Comply with the guiding principles for the processing of personal data.
- Use the data subject's personal data only for those purposes for which it is duly authorized and in all cases respecting current regulations on personal data protection.
- Demand that the Data Processor respect the security and privacy conditions of the Data Subject's information at all times.

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- Comply with the instructions and requirements issued by the Superintendency of Industry and Commerce.
- Information management must be carried out using the necessary technical, human, and administrative measures to ensure the integrity, availability, and confidentiality of personal data holders, in order to prevent tampering, loss, unauthorized or fraudulent access, use, and/or consultation.
- Ensure the appropriate use of children's personal data, girls and adolescents, in those cases where the processing of their data is authorized.
- Provide the owner's information only to persons authorized by law and it must be used to prevent or treat health emergencies.

6. CHILDREN 'S AND CHILDREN 'S PROTECTION POLICY TEENAGERS.

Children and adolescents under the age of majority may be users of the products and services that we offer, always and when act to through or duly authorized by their parents or those who have parental authority of the minor, complying with it arranged in the article 16th of Law 679 of August 3, 2001, protection of minors from prostitution. We will watch by he use appropriate of the data personal of Children and adolescents under the age of majority, ensuring that their best interests and fundamental rights are respected in the processing of their data, and, where possible, taking into account their opinions as the owners of their personal data.

6.1. THE PROTECTION OF OUR BOYS, GIRLS AND TEENAGERS AGAINST SEXUAL EXPLOITATION CHILDREN'S IS EVERYONE'S DUTY.

In compliance of it willing in he Article 1st of the Law 1336 of 2009, **RENTIFY EXPERIENCE** establishes the following Code of Conduct aimed at protecting children and adolescents from pornography, sexual abuse and exploitation.

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The commitments enshrined in this Code of Conduct are adopted as a comprehensive policy in the promotion, sale and operation of all our activities and must likewise be adopted by the entire group of interested parties: employees, contractors, suppliers, customers, between others in their daily activities. To this end, **RENTIFY EXPERIENCE** and its stakeholders are committed to:

- (I) Refrain from offering, either explicitly or surreptitiously, plans for the sexual exploitation of children and adolescents in tourism promotion programs and plans.
- (II) Refrain from providing information to tourists, either directly or through an intermediary, about locations where commercial sexual exploitation of children and adolescents is coordinated or practiced.
- (III) Refrain from directing tourists, either directly or through third parties, to establishments or places where commercial sexual exploitation of children and adolescents is practiced , or from directing them to places where tourists are staying, even if these are places located on the high seas, for the purpose of commercial sexual exploitation of children and adolescents.
- (IV) Refrain from providing vehicles on tourist routes for the purpose of sexual exploitation or abuse of children and adolescents.
- (V) Prevent children and adolescents from entering hotels or places of lodging and accommodation, bars, similar businesses and others establishments in the that HE lend services tourist, for the purposes of sexual exploitation or abuse.
- (VI) Adopt measures to prevent company personnel from offering tourism services that allow sexual activity with children and adolescents.
- (VII) Protect to the children, girls and teenagers nationals either foreigners from all forms of sexual exploitation and violence caused by national or foreign tourists.
- (VIII) Report to the Ministry of Commerce, Industry and Tourism and other competent authorities, any facts that have come to your attention by any means, as well as any suspicion of these, related to the sexual exploitation of children and adolescents and ensure that to the inside of the company exist channels for report such events to the competent authorities.

It is reported that non-compliance with this code of conduct will be reported. and sanctioned criminally by the authorities competent.

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For complaints can call to the **Line Free 01 8000 112 440** or Visiting the website www.teprotejo.org

In he treatment of data personal HE will ensure he I respect to the prevailing rights of minors.

The processing of personal data of minors, except for data that is public in nature, must comply with the following parameters:

1. Reply and respect he interest superior of the minors.
2. Ensure he I respect of the rights fundamentals of the minors.
3. For the processing of personal data of a child or adolescent, prior authorization for such processing must be granted by the minor's legal representative.

It is the responsibility of the State and all types of educational institutions to provide information and train legal representatives and guardians about the potential risks children and adolescents face regarding the improper processing of their personal data, and to provide knowledge about the responsible and safe use of their personal data by children and adolescents, their right to privacy, and the protection of their personal information and that of others.

7. TERMS AND CONDITIONS OF USE. RENTIFYEXPERIENCE.COM

I NOCHEENLA13.COM are a domain Internet and trademark registered with the Superintendence of Industry and Commerce of the Republic of Colombia by **RENTIFY EXPERIENCE SAS** , a company legally incorporated under Colombian law. This document sets forth the general terms and conditions that the **USER** must be taken into account and that are applied by **RENTIFY EXPERIENCE** on the website **RENTIFY EXPERIENCE.COM** and/or **NOCHEENLA13.COM**.

The utilization by he **USER** of the services contents in the website of **RENTIFY EXPERIENCE.COM** I **NOCHEENLA13.COM** implies the EXPRESS ACCEPTANCE of each and every one of the following general conditions:

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He **USER** declares that he/she is of legal age (over 18 years old) and has the necessary legal capacity to contract the services offered on the website **RENTIFY EXPERIENCE.COM** and/or **NOCHEENLA13.COM** also declares that it accepts the binding nature of this agreement and understands and fully accepts the conditions stated herein for using this website and contracting the services offered.

He **USER** declares to accept the invoice issued for the transactions carried out on the page on the occasions in which the type of product and payment generates for **RENTIFY EXPERIENCE** the legal obligation to issue them. The invoice will be available to the **USER** in your email or at the offices of **RENTIFY EXPERIENCE** , Calle 108 No. 18B-48, Medellín, Colombia, starting on the business day following the completion of the contracted service.

By registering in **RENTIFY EXPERIENCE.COM** and/or **NOCHEENLA13.COM** , the person will have a username A freely chosen **username** and password will be sent to you later via the email address provided. **RENTIFY EXPERIENCE** is not responsible for any damage use of the passwords that he **USER** may carry to cape like **USER** registered to the reserve either hire products either services in the page web **RENTIFY EXPERIENCE.COM** I **NOCHEENLA13.COM** .

It is the responsibility of the **USER** properly safeguard keys and passwords that HE supply for he access as **USER** registered, preventing its misuse and access by third parties.

He **USER** , for can hire the different services contents in **RENTIFY EXPERIENCE.COM** I **NOCHEENLA13.COM** , such as tourist services, transportation, ticket sales for shows, among others, as well as to receive newsletters with information on offers, you must register as **USER** , for which purposes declares that all information provided at the time of registration is true, complete and accurate. Likewise, expressly authorizes **RENTIFY EXPERIENCE** , in accordance with the laws of the Republic of Colombia, to proceed to include in an automated file the data of personal data contained in the form fields as they are necessary for the proper provision of its services. It is indicated that the party responsible for the information provided is the company **RENTIFY EXPERIENCE SAS** (Calle 108 No. 18B-48 Medellín, Colombia / Telephone: +57 322 359 6553), for the purposes of exercising access rights, rectification, cancellation and opposition provided for in the Law. Similarly, the **USER** authorizes expressly the communication of sayings data to

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third parties when necessary for the proper provision of the contracted services, respecting current legislation at all times .

He **USER** You give your express consent to receive electronic communications with advertising and commercial news from **RENTIFY EXPERIENCE** and the products or services it markets or promotes. **RENTIFY EXPERIENCE** makes available to the **USER** the means of contact referred to in the previous paragraph so that they can revoke their consent.

Taxes, fees and contributions that affect air and hotel fares and other services offered by **RENTIFY EXPERIENCE** with NIT :901928615, they can suffer variation in any moment by provision of the National Government or foreign entity, as the case may be, which must be assumed by the passenger, at the time of issuance of the service, or of its provision.

RENTIFY EXPERIENCE has the necessary permits and licenses for the activities of a travel agency and tour operator. National Tourism Registry No. 247892. It is also regulated, where applicable, by relevant legislation, including Law 300 of 1996 and Decree 2438 of 2010, among others. **RENTIFY EXPERIENCE** accepts each and every one of the obligations or prohibitions that current legislation imposes at any given time, in relation to the exclusion or limitation of the professional's liability in the fulfillment of the contract.

All content, brands, logos, drawings, etc. that appear on the WEB of **RENTIFY EXPERIENCE** , are protected by intellectual property rights (Copyright and Industrial Property) that are expressly reserved by **RENTIFY EXPERIENCE** or, where applicable, by the persons or companies listed as authors or rights holders. Violation of the above rights will be prosecuted in accordance with current legislation. Therefore, reproduction, exploitation, alteration, distribution, or public communication by any third party is prohibited. any qualification either half of the whole of the contents of the web **RENTIFY EXPERIENCE.COM** I **NOCHEENLA13.COM** for uses different of the legitimate information either hiring by the **USERS** of

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the services offered. In all cases, prior written consent from **RENTIFY EXPERIENCE will be required** .

He **USER** accepts that the legislation applicable to the operation of this service is Colombian. The Judges and Courts of the domicile of the **USER** . **RENTIFY EXPERIENCE** reserves the right to make any changes it deems appropriate to the established terms and conditions. Changes will be prominently displayed on the website. **RENTIFY EXPERIENCE.COM** and/or **NOCHEENLA13.COM** .

The sending and forwarding of data carried out by the **USER** through the web **RENTIFY EXPERIENCE.COM** I **NOCHEENLA13.COM** either the information that **RENTIFY EXPERIENCE** is protected by the most modern electronic security techniques on the Internet. Furthermore, the data supplied and stored in our databases are also protected by security systems that prevent unauthorized third-party access. **RENTIFY EXPERIENCE** makes every effort to maintain the most up-to-date procedures for the effectiveness of its security systems.

The links or links to other WEB pages that appear on the pages of the website **RENTIFY EXPERIENCE.COM** and/or **NOCHEENLA13.COM** are offered to effects merely news to the **USER** , by which **RENTIFY EXPERIENCE** is not responsible for the products, services, or content offered or provided on landing pages located on another domain.

RENTIFY EXPERIENCE does all the efforts necessary inside of its means to offer the information contained on the website truthfully and without typographical errors. In the event that at any time any mistake of this guy, unaffiliated in all moment to the will of **RENTIFY EXPERIENCE** , it will be corrected immediately. If there is a typographical error in any of the prices shown and any **USER** would have made the purchase decision based on in saying mistake, **RENTIFY EXPERIENCE** HE it will communicate

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to the **USER** and the latter will have the right to cancel the purchase without any cost on his part.

Registration as a registered **USER** of **RENTIFY EXPERIENCE.COM** and/or **NOCHEENLA13.COM** implies the express knowledge and acceptance of these general conditions and the specific conditions determined for each service. The contracting of a specific tourist service offered by us or of the services or package trips listed in **RENTIFY EXPERIENCE.COM** and/or **NOCHEENLA13.COM** , imply the explicit acceptance of the general contracting conditions of **RENTIFY EXPERIENCE** and specified for each product or service. The document formalizing the contract will be filed in a database accessible only to **RENTIFY EXPERIENCE** , as the party responsible for it. **USER** You may identify and correct errors in data entry by reporting them to **RENTIFY EXPERIENCE** using the email: info@rentifyexperience.com.

RENTIFY EXPERIENCE.COM and/or **NOCHEENLA13.COM** uses advertising servers with the end of ease contents advertising that the **USER** view on our pages. These advertising servers use cookies that allow them to adapt advertising content to the demographic profiles of users. **USERS** . If you would like more information about the use of cookies and the information collection practices and the acceptance or rejection procedures by the **USER** You can contact us at info@rentifyexperience.com. Under no circumstances is personal data collected through these cookies.

The **USER** is responsible of ease their data correct, especially their names and identification numbers, as well as the names of the passengers, which must exactly match those appearing on your identification document or passport. **RENTIFY EXPERIENCE** is not responsible for any problems or expenses caused by errors of this nature.

If any clause included in these general conditions is declared, totally or partially, null or ineffective, such nullity or ineffectiveness will affect only said provision or the part of it that is null or ineffective, subsisting the conditions generals in all it others,

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Such provision, or the part thereof that is affected, shall be deemed not to have been included.

Having made the reservation on **USER** expressly accepts that he/she is aware of each and every one of the conditions indicated herein page and the corresponding page for each of the chosen pages (Packages, Getaways, Tours, Transfers, etc.)

In cases where it is legally applicable and the creation and nature of the information contained in the databases so requires, **RENTIFY EXPERIENCE.COM** and/or **NOCHEENLA13.COM** is subject to the rules and precepts contained in statutory law 1266 of 2008 and other regulations on the matter.

All prices and rates presented on the website of **RENTIFY EXPERIENCE** , are subject to availability, changes and validity without Prior notice. Restrictions and conditions apply to each published rate, depending on its validity and other specifics of the offer.

Pursuant to Article 17 of Law 679 of 2001 and Law 1336 of 2009, the agency warns tourists that the sexual exploitation and abuse of minors in the country are subject to criminal and administrative penalties, in accordance with Colombian law.

We recommend that you read our Code of Conduct ([LINK:Code](#) Conduct) to avoid engaging in acts that promote child sexual exploitation and abuse, as well as to learn about the measures and mechanisms available to report these acts.

8. POLICY OF SUSTAINABILITY.

The care and preservation of our natural and cultural resources is a commitment of all. Aware of the importance of maintaining sustainable tourism development, and embracing the principles specifically adopted in Sectoral Technical Standard NTS-TS 003, **RENTIFY EXPERIENCE** is committed to carrying out sustainable management of its activities, by adopting commitments aimed at preventing, eliminate either reduce he impact of ours facilities and

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activities in the destinations that we offer in our portfolio of services, as well as optimizing the sustainability of **RENTIFY EXPERIENCE** , improving its performance with the environment.

In that same sense, **RENTIFY EXPERIENCE** has adopted the following sustainable tourism policy, through which it undertakes to comply with the requirements established in the Sectoral Technical Standard NTS-TS 003, which includes, among others, the legal requirements that regulate the effects generated by tourism activity. Likewise, we are committed to motivating and training our staff with training and awareness-raising actions on the principles of sustainable tourism, to promote good environmental practices in the environment, participate in external activities, and report both internally and externally on the company's environmental progress and actions.

One of Our main objectives are to perfect the management sustainable, assuming the commitments of improvement continues in all the areas of Sustainability: sociocultural, economic, and environmental, as well as customer satisfaction. To this end, projects for future expansions of facilities or activities will be subject to criteria of sustainability and resource efficiency.

At the moment **RENTIFY EXPERIENCE** is implementing programs for the care and proper use of water and energy, proper management of waste or garbage, inclusion of local personnel in each destination Stimulating regional growth and providing our programs with a more experiential component. Additionally, we are promoting campaigns to protect natural and cultural heritage by our employees, contractors, suppliers, and clients, with periodic evaluations to verify their effectiveness.

Among the activities that **RENTIFY EXPERIENCE** will develop the following:

- Promote home garden planting programs in at-risk local communities for their livelihoods and under good environmental care practices.
- To raise awareness among at least 2,000 tourists each year about the importance of recycling and proper waste separation, teaching them other alternatives for he disposal of plastics and prevent that these

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go to landfills, in the same way in the care of water sources, fauna, flora and cultural heritage of our country.

- Discourage the use of plastic bottles for water, soda, etc., by providing our customers with glass bottles or travel kits containing canteens as replacements.
- Ensure that 100% of our vehicles have containers alternatives for the harvest of plastics, with the end to take them to the different collection centers for processing of these in plastic wood.
- Promote the use of larger, more-than-one-use amenities in hotels, replacing soaps and shampoos with dispensers for these items.
- Hire tourist guide services with the communities locals of the destinations visited, in order to enrich our customers' experience and contribute to the economic development of the destination.

This Sustainable Tourism Policy will be updated whenever circumstances warrant, with the adoption and publication of new sustainability goals in both cases. This Sustainability Policy was published on our website on April 1, 2025.

9. POLICY OF CHANGES AND CANCELLATIONS.

At **RENTIFY EXPERIENCE**, our priority is to offer exceptional experiences and ensure that each tour runs as scheduled. However, we understand that unforeseen events can sometimes arise. Therefore, we have established a clear and fair refund and cancellation policy.

9.1. CANCELLATION BY PART OF THE COMPANY.

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In the case it is likely that **RENTIFY EXPERIENCE** should Cancel a tour for reasons that are our responsibility (except for force majeure), 100% of the total value of your reservation will be refunded.
Cancellation by part of the customer.

- If you need to cancel your reservation, we will offer you a full refund. Always that we notify you with at least 24 hours in advance of the start time of the tour.
- The cancellations carried out with less than 24 hours of Advance payments will not be refundable and a 100% cancellation fee will apply.

9.2. PROSECUTION OF REFUNDS.

All refunds will be processed within an estimated 30 calendar days of confirmation of cancellation.

RENTIFY EXPERIENCE is not responsible for tour cancellations or modifications due to force majeure (acts of nature, extreme weather events, conflicts, riots, acts of war, or terrorism). In such cases, we will do our best to reschedule the tour or find a suitable solution, but we cannot guarantee refunds.

9.3. APPLICATION OF REFUNDS.

For request a refund, by favor:

- Send us a mail electronic to: info@rentifyexperience.com
- Use the platform of reservations with the that you did the buys.

It is important to make your request at least 48 hours before the start of the tour to be eligible for a refund.

Abuse of the policy

We reserve the right to deny refunds in cases where, in our sole discretion, we detect abuse or misuse of the cancellation policy.

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9.4. PROCEDURES FOR THAT THE HEADLINES EXERCISE YOUR RIGHTS.

In compliance with the law on the protection of personal data and in accordance with the purpose of this data processing policy, the rights of the owner are: knowledge, access, rectification, update, opposition and/or cancellation of your personal data; you may do so in whole or in part by sending a written notification to contacto@rentifyexperience.com.

10. ATTENTION OF CONSULTATIONS, CLAIMS AND PETITIONS.

In order to effectively address the requests of the owners regarding the processing of their data, the following communication channels are established and are available to clients and owners of the data: data for any doubt, complaint either application associated to their rights as provided for by Law 1581 of 2012.

- Mail electronic: info@rentifyexperience.com.

These channels may be used by Personal Data Subjects, or third parties authorized by law to act on their behalf, to exercise the following rights:

10.1. CONSULTATIONS.

Data Subjects may access their Personal Data free of charge. To this end, they may submit a request indicating the information they wish to know through any of the mechanisms indicated above.

The request will be attended by the Company in a term maximum of ten (10) business days from the date of receipt of this. When not outside possible attend the request inside of saying term, this made The applicant will be informed, stating the reasons for the delay and indicating the date on which his/her query will be addressed, which in no case may exceed five (5) business days following the expiration of the first term.

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10.2. CLAIMS.

In accordance with the provisions of Article 14 of Law 1581 of 2012, when the Owner or his successors in title consider that the information processed by the Company must be corrected, updated or deleted, or when it must be revoked due to the alleged breach of any of the duties contained therein.

In the Law, they may submit an application to the Company, which will be processed under the following rules:

The Holder or his successors in title must prove his identity, that of his representative, the representation or stipulation to please other or for other. When the request is submitted by a person other than the Owner and it is not proven that the person is acting on the Owner's behalf, it will be deemed not submitted.

The application of rectification, update, suppression either recall has to be submitted through the means enabled by the Company indicated in the present document and contain, as minimum, the following information:

- (i) He name and home of the Holder either any other half for receive the answer.
- (ii) Documents proving the identity of the applicant and, where applicable, that of his or her representative with the respective authorization.
- (iii) A clear and precise description of the Personal Data in respect of which the Data Subject seeks to exercise any of the rights and the specific request.

The maximum period for addressing this request will be fifteen (15) business days counted from the day following the date of receipt. When it is not possible to address it within this period, the interested party will be informed of the reasons for the delay and the date on which their claim will be addressed, which in no case may exceed eight (8) business days following the expiration of the first term.

If the claim is incomplete, the interested party will be required to do so within five days. (5) days following to the reception of this for that correct the failures. After two (2) months from the date of the request, without the applicant present the information required, HE will understand that ha

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withdrawn the claim. Once the complete claim is received, it will be included in the Base of Data a legend that say "claim in "procedure" and he reason of this, in a term No elderly to two (2) days skillful. Bliss legend must be maintained until the claim is decided.

10.3. RECTIFICATION AND UPDATE.

When the claims are for rectification or updating, the Owner must indicate the corrections to be made and adopt the documentation that supports their request.

10.4. SUPPRESSION.

The suppression of Data Personal HE performs through the elimination total or partial personal information as requested by the Owner, however, the Company may refuse to do so when the Owner has a legal or contractual obligation to remain in the Database.

10.5. REQUIREMENT OF ADJECTIVENESS.

The Holder, his successors in title, his representative and/or attorney, or whoever is determined by stipulation in favor of another; may only file a complaint before the Superintendency of Industry and Commerce for the exercise of their rights once they have exhausted the Consultation or Complaint process directly with the company.

11. CLAUSE OF RESPONSIBILITY.

RENTIFY EXPERIENCE is not responsible for any injuries, losses, damages, or inconveniences suffered by participants, clients, or users while using our services or during the transfers and activities included in the tour.

By booking, purchasing and/or participating in any tour offered **by RENTIFY EXPERIENCE SAS, ARE COAT AND TERRACES GREEN** . (in forward "the Companies"), I accept the following terms:

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1. **Release of Liability** : I release the Companies, their employees, guides and partners from any liability for personal injury, death, property damage or loss that may occur during my participation in the tour, including but not limited to negligence, acts of third parties, civil disturbances or acts of God .
2. **Assumption of Risk** : I acknowledge that I am participating voluntarily and that I am aware of the associated risks, such as accidents, extreme weather conditions, or health problems. I assume full responsibility for any damage or injury I may suffer.
3. **Legal Expenses** : In the event of breach of this agreement and filing legal action, I agree to cover the costs and legal fees arising from the Companies' defense.
4. **Personal Conduct** : I am responsible for any damage caused to persons or property during the tour. I agree to follow staff instructions. I understand that failure to comply may imply my expulsion without the right to a refund.
5. **Safety Equipment** : The Companies will provide the necessary safety equipment for the activity. I will not hold the Companies responsible for any damage sustained during the use of this equipment.
6. **Alcohol Consumption** : I acknowledge that I am responsible for my safety if I consume alcohol during the activity, and that I must refrain from participating if I feel incapacitated.
7. **Indemnification** : I agree to indemnify and hold harmless the Companies for any loss, damage or expense arising from my participation.
8. **Use of Images** : I authorize the use of my images and videos captured during the tour for promotional and commercial purposes without compensation.

By participating, I confirm that I have read and agree to these terms and the disclaimer, and that they will be binding on my heirs and legal representatives.

12. MODIFICATIONS.

The company reserves the right to modify or update this policy. in any moment and without previous warning. The Data Personal that are stored, used or transmitted will remain in our Database of Data, with base in he criterion of temporality and need,

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for as long as necessary for the purposes mentioned in this Policy, for which they were collected.

In the event that a data subject does not agree with the new General or Special Policy and has valid reasons that constitute just cause for not continuing with the authorization for the processing of personal data, the Data Subject may request the company to withdraw their information through the channels indicated in Chapter 11. However, Data Subjects may not request the withdrawal of their personal data when the company has a legal or contractual obligation to process the data.

The Company may also modify the terms and conditions of our Terms of Use and/or email delivery practices at any time. If we decide to make any material changes to our Terms of Use, we will notify you by posting an updated version of the Terms of Use on the website. The databases will have indefinite validity, in accordance with the purposes and uses of the information.

13. ACCEPTANCE EXPRESS.

By accepting this Privacy Policy, the owners of the collected data authorize the company to process them, partially or totally, including the collection, storage, recording, use, circulation, processing, deletion, transmission and/or transfer to third countries of the data provided, for the execution of activities related to the services and products acquired, such as, processing, confirming, fulfilling and providing the services and/or products acquired, directly and/or with the participation of third party providers of products or services (reservation systems, airlines, hotels, call centers, etc.), as well as to promote and advertise our activities, products and services, carry out transactions, make reports to the different national or international administrative control and surveillance authorities, police authorities or judicial authorities, banking entities and/or insurance companies, for internal administrative and/or commercial purposes such as market research, audits, accounting reports, statistical analysis, making reservations, modifications, cancellations and itinerary changes, refunds, attention to queries, complaints and claims, billing of airline tickets and other products and services, payment of compensation and indemnities, accounting records,

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correspondence, processing and verification of credit, debit and other payment cards, fraud identification and prevention of money laundering and other criminal activities and other purposes indicated in this document, among others.

Additionally, our travelers, clients, and users, as owners of the data collected, by accepting this privacy policy, authorize us to:

- Use the information received for marketing purposes of its products and services, and of the products and services of third parties with whom we have a business relationship.
- Sharing personal data with commercial representatives, tour operators, airline carriers, hotels, among others, according to sea requested for he management of the reservations of travel plans or services such as car rentals or hotel room reservations.
- Providing personal data to police or judicial control and surveillance authorities pursuant to a legal or regulatory requirement and/or using or disclosing this information and personal data in defense of its rights and/or assets, insofar as such defense is related to the products and/or services contracted by its clients and users.
- Allow access to information and personal data to auditors or third parties contracted to carry out internal or external audit processes specific to the commercial activity we carry out.
- Consult and update the data personal, in any time, in order to keep this information up to date.
- Contract with third parties to store and/or process information and personal data for the proper execution of contracts entered into with us, under the security and confidentiality standards to which we are bound.

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- Transfer and transmit personal data to countries other than those where the information is collected, for which we will ensure the protection of said data in accordance with the security and confidentiality standards established in this document.
- Receive electronic communications with advertising and commercial news from **RENTIFY EXPERIENCE** and the products or services it markets or promotes.

RENTIFY EXPERIENCE makes available to the **USER** the means of contact referred to in the previous paragraph so that they can revoke their consent.

By accepting this Privacy Policy, the holders of personal data authorize us to send them information by various means and methods (including email, SMS or text messages, etc.). of products and services, and of offers of products and services.

Except for the cases defined in Law 1581 of 2012 and in Decree 1277 of 2012, as well as in other regulations that regulate, add to, execute, complement, modify, suppress or repeal it, in cases where prior authorization from the owner is required, RENTIFY EXPERIENCE will request it at the time of collecting the information.

- Exception: HEALTH EMERGENCIAS "The authorization of the Holder will not be necessary when it concerns: (...) cases of medical or health emergencies"

Authorization must be express, whether oral, written, or through unequivocal conduct, and informed, in the sense of including the specific purposes of the processing for which consent is requested, and obtained by any means that can be subsequently consulted.

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14. PUBLICATION.

This code of conduct was modified and published in our place web on April 1, 2025.