



## **AVISO DE PRIVACIDAD:**

In accordance with the Statutory Law 1581 of 2012 and Decree 1377 of 2013, MEDELLINTRAVELSUPPORT informs you that any personal data you entrust to our company shall be kept under our data protection policy, to which you will have agreed once you fill out our digital forms and indicate that you have read and agree to our policies by clicking "Accept". For this purpose, we will explain the way we will manage your information:

### **1. How Will Your Personal Data Be Used?**

The personal data that we collect in MEDELLINTRAVELSUPPORT includes only information required for the successful achievement of the services we provide, such as location data, contact details and flight itinerary, based on the nature of the service contracted.

In order to provide the latest news in relation to our services, MEDELLINTRAVELSUPPORT will use the contact data that we've shared, in order to communicate our offers, sales and packages.

To be able to provide offers customized to your needs, we will have a record of your visits and comments on our Website, as well as the advertising material published in it; which will be used for statistical purposes related to our services.

We will eventually use your email address to respond to your claims, requirements and suggestions.

In this regard, we inform you that our databases will not store data different from the aimed to meet the needs described above, so any other data made provided to



us will not be stored in any form in our company, for which we must highlight that we will segregate your sensitive data, in order to ensure that it will not be included in our databases.

## **2. For How Long Will Your Personal Data Be Stored?**

MEDELLINTRAVELSUPPORT will store your personal data during the execution of the services contracted with us, so that once the provision of services is completed, the only data remaining in our databases will be personal data used with the purpose of contact and marketing of the company, as well as the data necessary to respond to your complaints and claims; That is to say that all personal data collected by our communication mechanisms unrelated the foregoing will not have a nature of permanence in our databases.

## **3. Who Has Access to Your Information?**

MEDELLINTRAVELSUPPORT understands that your privacy is important, so it has been ensured that only authorized and specific personnel has access to your personal data, which will not be used for any purposes other than the framework described in this privacy notice.

## **4. How Do We Protect the Information You Entrust to Us?**

To protect your personal data, we implement security codes that change periodically and we store our data bases in physical data bases guarded by our staff.

The website and its corresponding databases are held in a GoDaddy data center, a world leader in hosting solutions that provides 24/7 security monitoring.



## 5. Data Transfer Policy:

MEDELLINTRAVELSUPPORT will make private and exclusive use of your personal data, so that the data that we collect will not have no possibility of being transferred to third parties to the commercial relationship, ensuring that only our suppliers will have some data necessary for the natural implementation of the contracted services.

## 6. What Rights Do You have on the Personal Data Shared?

You may request from us to inform you of the data concerning you that has been stored in our databases, for which we must present a written request through the communication mechanisms of offered in our website. [www.medellintravelsupport.com](http://www.medellintravelsupport.com).

You may also request for us to correct or delete your data, after which one of our representatives will inform you of the satisfactory implementation of your request.

## 7. How Do I Review, Update and Delete My Information?

Our staff will be responsible for responding to any of your information requests, updates and deletions at any moment you may expressly request it. Our email will be the communication channel allocated for this purpose.

## 8. How Do I Know the Full Range of MEDELLINTRAVELSUPPORT Policies?

We have published on our website our policies regarding the personal data management, to know more about them click on the following link: <http://www.medellintravelsupport.com/politica-tratamiento-datos-personales.pdf>