

## **PRIVACY AND PERSONAL DATA PROTECTION POLICY**

At PAYSEND US LLC ("**PAYSEND**"), domiciled in the United States and whose contact information is 801 Brickell Avenue, Miami, FL 33131, e-mail address: help@paysend.com, we are aware that our customers provide us with their data in a reliable manner, which is why we adhere to Colombian laws on personal data protection, contained in Law 1581 of 2012 and Decree 1074 of 2015 and complementary rules; for this reason we implemented the Data Protection Policy through which we guarantee the protection and storage of databases containing personal information and that does not violate the rights of our customers.

### **1. DEFINITIONS**

**"Privacy Notice"** is a physical, electronic document or in any other format, generated by the Data Controller in order to, in the event that it is not possible to make available to the Data Subject the information processing policies, communicate to the Data Subjects the existence of the information processing policies applied by the Data Controller, the way to access them and the processing characteristics intended to be assigned to the personal data. The Privacy Notice will be disclosed in a timely manner and in any case at the time of collecting personal data.

**"Personal Data"** means personal data that can be associated with one or more specific or determinable natural person(s).

**"Sensitive Data"** means sensitive data that affect the privacy of the Data Subject or the improper use of which may generate discrimination, such as those that reveal racial or ethnic origin, political orientation, religious or philosophical convictions, membership in trade unions, social organizations, 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, sex life, and biometric data.

**"Permit"** is the Data Subject's prior, express and informed consent to carry out the Personal Data Processing.

**"Responsible"** is PAYSEND with respect to the personal data being processed.

**"Data Subject"** is a natural person whose personal data is subject to Processing.

**"Processing of Personal Data"** is any operation or set of Personal Data operations, such as collection, storage, use, circulation or deletion.

### **2. PURPOSE OF THE DATA REQUEST AND PROCESSING**

We may do the following with the data you provide to us: complete, update, modify or cancel the services you have contracted through PAYSEND by electronic or telephonic means. We use your data to provide you with our services, send notifications via email informing you of changes or events related to your contracted service, confirmation of contracted services, modifications, cancellations and invitations to evaluate or give feedback on the contracted services and the PAYSEND-received service, verify operations or requests made via the Internet or request the customer's IDs. There may be telephone calls to verify operations or requests made via the Internet, as well as to send technical, operational or commercial information from PAYSEND or our suppliers, advertising or promotional one about products and/or services, or promotions in order to promote, invite you to, direct, execute, inform and generally carry out commercial or advertising campaigns or promotions. Likewise, the above may include maintaining and constantly updating the databases that generate statistics that allow us to improve the services that our customers receive; sharing, including the transfer and transmission of personal data to third parties for purposes related to the operation and rendering PAYSEND services; the performance of any complementary or auxiliary activity necessary for rendering the Services; conducting internal studies on the fulfillment of commercial relations and market research at all levels; responding to legal

requirements of administrative and judicial entities. The information we request will be the strictly necessary to complete your requests and its collection implies receiving the Data Subject's prior permit. Limit of use and disclosure; only Paysend will have access to the information collected when you subscribe to our Mobile Application and complete your requests. Promotional messages or notifications are sent only to those who have agreed to subscribe, and you can unsubscribe from our mailing list at any time by clicking on the unsubscribe link in every message forwarded by us. Our e-mails may also include offers from our third party business partners.

### **3. QUALITY AND TRANSPARENCY RELATED TO PERSONAL DATA PROCESSING**

At PAYSEND, we are committed to provide a truthful, complete and verifiable processing to all the information you provide us, being forbidden the processing of partial, incomplete, fractioned or misleading data. PAYSEND has implemented a sophisticated security system to protect our customers' information from unauthorized access. Our systems are configured with data encryption and encoding technologies developed as per the best industry standards. All PAYSEND data transmissions are encrypted before being sent.

### **4. PERMITS**

PAYSEND requires the free, prior, express and informed consent of the Data Subject. Therefore, in its capacity as the party responsible for the processing of personal data, it has put in place the necessary mechanisms to obtain the permit of the Data Subjects, guaranteeing in any case that it is possible to verify the granting of such permit. PAYSEND will obtain the permit through different means, including electronic documents, text messages, Internet, Websites, or in any other format that in any case allows obtaining consent through unmistakable acts through which it is concluded that if the consent had not been given by the Data Subject or the person authorized to do so, the data would not have been stored or captured in the database. The permit will be requested prior to the personal data processing.

### **5. DATA TRANSMISSION**

Some of your personal information you provide is shared with our suppliers or affiliated companies to process your requests and complete the services you have contracted with PAYSEND. We never transfer or transmit personal data to persons or companies outside PAYSEND without your consent under the Colombian law terms. The data shared with our suppliers or affiliated companies are as follows: first and last name, telephone number, your e-mail address, your date of birth and residence address.

PAYSEND reserves the right to disclose personal information provided via telephone or internet in the following cases: At the request of national authorities when they exercise their functions where necessary or appropriate to investigate illegal or fraudulent acts. To establish or defend PAYSEND's rights against fraud, legal claims or in compliance with the law. If PAYSEND presumes it necessary to investigate or act on reports of fraud or wrongdoing on this site.

### **6. PROCEDURE FOR EXERCISING THE RIGHTS TO REVIEW, UPDATE, CORRECT AND DELETE INFORMATION, AS WELL AS TO WITHDRAW PERMITS**

The Law establishes the actions that the Data Subject has the right to exercise at any time over his/her personal data, which include: access to his/her personal data to know the details of its processing, update it, rectify it in case it is inaccurate, incorrect or outdated, and cancel, delete or revoke the authorization, provided that there is no legal or contractual obligation to remain it in the database (i.e., the contractual or service relationship has ended). You also have the right to file complaints with Colombian data protection authority, the Superintendence of Industry and Commerce. If you need access to the personal data you've provided or wish to exercise any of the rights granted by law to the Data Subjects or their representatives, please send a request to [gdpr@paysend.com](mailto:gdpr@paysend.com), or to the physical address 801 Brickell Avenue, 8th Floor-Office #810, Miami, FL 3313, with the following information:

- Full name, telephone number or address.
- Copy of an official ID with photo or that accredits you as the owner of the data you wish to access or as the data subject's legal representative.
- Please specify what you want to be done with your personal data.
- Other documentation you intend to assert.

If for the analysis of the request PAYSEND requires more information from the Data Subject, he/she will proceed to communicate this kind of information. After two (2) months from the date of the request, if the applicant does not submit the required information, it will be understood that the claim has been abandoned.

The request for deletion of the information and the revocation of the permit will not proceed when the Data Subject has a legal, contractual or commercial duty to remain in the database. The maximum term to address the claim shall be fifteen (15) business days from the day following the date of its receipt. If it is not possible to review within this period, the person concerned will be informed before the expiration of the above period of time of the reasons for the delay and the date of review, which in no case may exceed eight (8) working days after the expiration of the first period.

## **7. OTHER IMPORTANT PRIVACY ISSUES**

The specific terms of use of PAYSEND products or services can be found at <https://paysend.com/>. Although the content of PAYSEND products or services is suitable for the general public, you must be at least 18 years old to use any PAYSEND product or service.

In the event that PAYSEND has to transfer Personal Data to third parties located abroad in order to provide services and/or products, PAYSEND guarantees the confidentiality and safe processing of Personal Data during international transfers that may occur during such transfer.

## **8. CHANGES AND UPDATES TO THIS POLICY**

PAYSEND reserves the right to modify or change this policy if necessary or due to regulatory changes. The changes enter into effect at the time they are published. By using [www.paysend.com](http://www.paysend.com) or the Paysend Mobile Application and processing applications with PAYSEND (by any means) you agree to this privacy policy. If you have any doubts about this policy, please contact us describing your case in detail and we will try to solve it. PAYSEND will not make changes to its privacy policy that diminish the rights of customers who have provided personal information without their explicit consent.