



Simplified Joint Stock Company

THE
CLICK·XOAJO
HOTEL

Website: CLICKCLACKHOTEL.COM

TERMS AND CONDITIONS OF USE OF THE WEBSITE

Terms of Use and Privacy Policies

By accessing or using the website located at <http://www.clickclackhotel.com/> (the "Website"), the individual accessing it (the "User") agrees to and accepts the following Terms and Conditions of Use of the Website (the "Terms and Conditions").

The Terms and Conditions have been formulated to facilitate the User's comprehension of the appropriate use of the Website and the handling of personal data. If the User declines to accept any provision of these Terms and Conditions, the User must abstain from using the Website and refrain from providing any form of personal data.

Ownership and Use of Content. The website (the "Website") is the property of MONKEY BUSINESS GROUP SIMPLIFIED JOINT STOCK COMPANY (the "Company"). The use of the Portal and any personal data provided by the User is subject to the Company's Data Protection Policy, which is available on the following page. Reproduction, in whole or in part, of the content, comments, links, or images appearing on the Website is strictly prohibited. It is also forbidden to translate, transmit, transform, include, modify, sell, copy, publish, distribute, print for marketing, or use framing or deep linking, whether for a fee or free of charge, without prior express and written authorization from the Company. Any violation of this prohibition will result in legal action. The Company expressly repudiates any improper, illegal, or immoral use of the Website. Any information provided or entered for such purposes will be deleted and, to the extent possible within reasonable parameters, reported to the competent authorities.

Intellectual Property Rights. The term "Intellectual Property Rights" shall refer to any rights arising from patents for inventions, utility models, industrial designs, integrated circuit topographies, copyrights, know-how, and trademarks related to inventions, designs, distinctive signs, works of the intellect, including, but not limited to, drawings, photographs, texts, software, or any developments created by the Company. The Intellectual Property Rights associated with the Website, including its textual, audio, and graphic content, are the Company's exclusive property, which alone holds the right to exploit them through agreements with third parties who accept their use by the Company. Acceptance of these Terms and Conditions does not, under any circumstances, grant the User any Intellectual Property Rights or any other interests related to the Website or its content. The Company does not give the User any license or authorization to use its Intellectual Property Rights or any other property or right associated with the Website. Therefore, any reproduction, translation, inclusion, transmission, storage, or access to the content of the Website by any means or technology, whether analog, digital, or otherwise, for any purpose other than personal use without commercial intent, without prior written authorization from the Company, is prohibited. The only authorized uses are those expressly outlined in the Terms and Conditions and other contractual agreements the User has signed with the Company.

Unauthorized access to the contents, databases, or services provided by the Company through the Website, including any means of

accessing the data and information contained therein and circumventing technological protection measures, shall be deemed unlawful interference. The Company is entitled to take all legal actions permitted by the applicable laws of Colombia and the relevant international legislation.

Duties of the User. The Company takes all reasonable measures within its power to ensure that the Website is a secure site. However, the Company cannot guarantee the Website's security completely. As such, the User must contribute to the Website's security environment by undertaking the following commitments:

- a) Do not send or publish unauthorized commercial communications, such as spam, using information that can be obtained directly or indirectly from the Website.
- b) Do not collect information or content from other users or access the Website unauthorizedly using automatic means without the Company's prior express and written consent.
- c) Do not upload viruses or malicious code of any kind.
- d) Do not use the Website to annoy, intimidate, threaten, slander, insult, defame, provoke, offend, discriminate, or harass any User and/or third party.
- e) Do not use the Website for unlawful, deceptive, malicious, or discriminatory acts.
- f) Do not provide false personal information, and keep their contact information current and accurate.
- g) Do not use devices, software, or other instruments to interfere or attempt to interfere with the proper functioning of the Website, and must not take any action that imposes an irrational or disproportionately large burden on the Company's infrastructure.
- h) Do not use robots, "spider" search engi-

nes, or any other automatic or manual process to monitor, extract, or copy any aspect of the Website or the Company's information contained therein without prior express consent from an authorized Company representative. However, consent is granted for search engine technology commonly used by Internet search sites to direct users to our Website.

By using the Website to make reservations, the User agrees to make only legitimate reservations in good faith, solely for the use and enjoyment of guests and not for other purposes, including, but not limited to, resale, assignment without permission, or publication on third-party websites. The User further agrees not to engage in speculative, false, or fraudulent bookings or make bookings based on future demand.

The User shall indemnify and hold harmless the Company from any damages, losses, costs, expenses, or penalties incurred or suffered by the Company arising out of or in connection with any claims, lawsuits, or investigations, whether judicial or extrajudicial, initiated by any person or entity. Such claims, lawsuits, or investigations must result from the User's breach of their duties as outlined in these Terms and Conditions.

Protection of the rights of other people. The Company takes all the reasonably available measures to respect the rights of third parties in managing the Website. For this reason, the User undertakes not to use any element protected by the Company's Intellectual Property Rights without prior written permission. Such elements include text, audio and video content, trademarks, commercial slogans, logos, and any other element protected by intellectual property laws or any confusing brand.

The User agrees to defend and indemnify the Company against any damages, losses, costs, expenses, or penalties incurred by the Company as a result of any claims, lawsuits, or investigations brought by any person or entity due to the User's violation of the rights of third parties, including but not limited to intellectual

property rights, privacy rights, and other proprietary rights.

Limitation of Liability. The Website may feature commercial information, advertising, promotions, and links to third-party websites. The User acknowledges and accepts that the Company is not liable for any contractual relationships they choose to enter into with such third parties or for the quality of products or services offered. The Company is not responsible for the content of any pages on the Internet, except those that the Company owns and links to on the Website. Although the Company has taken reasonable security measures and tools, the User understands and accepts that the Company is not responsible for any improper, unlawful, or malicious actions of third parties.

The Company strives to maintain the Website error-free, secure, and operational, but the User acknowledges and agrees to use it at their own risk. The Website is provided “as is” without any express or implied warranties. The Company does not guarantee the security of the Website. The User acknowledges that the Company is not liable for the actions, content, information, or data of third parties and hereby waives any claims or damages, known or unknown, arising from any claim brought against such third parties by the User. The Company, its managers, employees, and agents are exempt from any such claims or damages.

For any communications the User has with the Company, including but not limited to opinions, questions, comments, and suggestions, the following terms apply: a. The User has no right to confidentiality over their communications, and the Company has no obligation to protect their communications from disclosure. b. The Company has the right to reproduce, use, disclose, and distribute the User’s communications to others without limitation. c. The Company has the right to use the ideas, concepts, knowledge, content, and techniques included in the User’s communications for any purpose, including but not limited to developing, producing, and marketing products and services that in-

corporate such information. The above may be limited only by the Company’s commitments and obligations related to the User’s data.

Amendments. Any changes made will be effective immediately unless otherwise stated. a) The Company reserves the right to modify these Terms and Conditions at any time, and the User is responsible for periodically reviewing them to verify any changes made. The Company may notify the User of changes by publishing them on the main page of the Website and offering the User the opportunity to provide feedback. b) For changes to the Website sections, if necessary, the Company will inform the User through a message on the Website. All comments should be sent through the Website via email. c) The Company may also modify these Terms and Conditions for legal or administrative reasons or to correct any inaccuracies without notification or the possibility of comment.

Termination. The Company may terminate the provision of all or part of the services on the Website and, if appropriate, take legal action if the User violates these Terms and Conditions or otherwise creates a risk or exposes the Company to any contingency. The Company will notify the User via email provided when creating their account on the Website.

Applicable law. The laws of the Republic of Colombia will govern these Terms and Conditions. **Conflicts.** Any difference that arises between the User and the Company or any other party that is related to these Terms and Conditions will be subject to the final and binding decision of an arbitration court before the Arbitration and Conciliation Center of the Bogotá Chamber of Commerce by the following rules: (i) The court shall be composed of three (3) arbitrators; (ii) The arbitrators must be appointed by common agreement by the Parties from the Center’s list of arbitrators; (ii) The arbitrators must be appointed by common agreement by the Parties to the list of arbitrators of the Center of Arbitration and Conciliation of the Bogotá Chamber of Commerce, within fifteen (15) days

from the date on which either Party requests the other in writing for the appointment of arbitrators. If the Parties, for whatever reason, do not reach an agreement on the appointment of arbitrators within the period provided above, they will be appointed by the Bogotá Chamber of Commerce by its regulations and from the lists of arbitrators registered therein; (iii) the internal organization, fees and fees of the court will be subject to the rules provided for this purpose by the Arbitration and Conciliation Center of the Chamber of Commerce of Bogotá; and (iv) in any case, the court will rule in law and shall operate in Bogotá, at the headquarters of the Arbitration and Conciliation Center of the Chamber of Commerce of this city.

Nature and Compliance. a) These Terms and Conditions constitute the entire agreement between the User and the Company in rela-

tion to the Website and supersede any previous agreement, except for any confidentiality agreements that the User may sign with the Company in connection with the use of the Website and the Company's Data Protection Policies, which shall be complementary to these Terms and Conditions. b) If any provision of these Terms and Conditions is held to be unenforceable, the remaining provisions shall remain in full force and effect. c) The failure of the Company to enforce any part of these Terms and Conditions shall not constitute a waiver of such right. d) The User may not assign any of their rights or obligations under these Terms and Conditions to any third party without the Company's prior written consent. e) The Company may freely assign its rights and obligations under these Terms and Conditions in connection with a merger, acquisition, sale of assets, or by operation of law or otherwise.

PERSONAL DATA PROCESSING POLICY

This Personal Data Processing Policy (the "Policy") regulates the collection, storage, use, circulation, and deletion of personal data by MONKEY BUSINESS GROUP S.A.S. ("MONKEY BUSINESS"), by the provisions contained in Statutory Law 1581 of 2012 and Decree 1074 of 2015, which enact general provisions for protecting personal data.

1. INFORMATION ABOUT THE PERSON RESPONSIBLE FOR THE PROCESSING OF PERSONAL INFORMATION

The Company responsible for the processing of personal data is:

- Company name: MONKEY BUSINESS GROUP S.A.S.
- Address: Bogota, D.C., Colombia.
- Address: Carrera 11 #93 - 77
- Email: info@clickclackhotel.com
- Telephone: +57 (601) 7430404

2. PROCESSING TO WHICH PERSONAL DATA WILL BE SUBMITTED AND ITS PURPOSE

Personal data will be collected, stored, organized, used, circulated, transmitted, transferred, updated, rectified, deleted, and managed according to the nature of the data and the purposes established in this Policy.

2.1 PURPOSES OF THE PROCESSING

Purposes for the processing of the personal data of candidates:

- Collect resumes from candidates interested in working with MONKEY BUSINESS.
- Analyze each candidate's information and contact to initiate a networking process.

- Consult and/or verify candidate data in public sources of information.
- Advance staff and employee selection processes by MONKEY BUSINESS.

Purposes for the processing of personal data of workers:

- Execute contracts signed with MONKEY BUSINESS and send information about the contractual relationship.
- Send information to service providers such as travel agencies, insurance brokers, and cooperatives.
- Fulfill the labor responsibilities of MONKEY BUSINESS as outlined in labor laws, the employment agreement, and the Internal Labor Regulations, the Company will undertake activities such as becoming a member of the Comprehensive Social Security System and paying contributions, becoming a member of the Compensation Fund and paying contributions, submitting withheld amounts to the DIAN, issuing certificates for income and withholding, issuing employment certificates, and providing necessary personal data to national authorities or entities as per current regulations.
- Send advertising and activities organized by MONKEY BUSINESS partners aimed at employees, such as the Employee Fund (include name if applicable).
- Notify in case of emergencies during your stay at the MONKEY BUSINESS facilities.
- Fully identify the Worker through archiving and managing their contact details and professional and academic information about the Worker.
- If applicable, purchase life insurance and medical expenses or grant any other benefit from the employment relationship with MONKEY BUSINESS.
- Communicate in general, register employees, provide training, obtain authorizations, and manage activities or actions related to employees and their families; MONKEY BUSINESS may collect and process personal data by applicable laws and regulations.
- Investigate, verify, and validate the information employees provide with any information that MONKEY BUSINESS legitimately has.
- Advance personnel selection processes led by MONKEY BUSINESS.
- If MONKEY BUSINESS cannot carry out the processing by its means, it may transfer the collected data to be processed by a third party within Colombia, which will act as the data processor and must guarantee ideal conditions of confidentiality and security of the information transferred for processing.
- Make the necessary payments to the bank account indicated by the Worker or entities expressly indicated by the Worker.
- Make out life insurance and/or medical expenses or for the provision of any other benefit that derives from the employment relationship with MONKEY BUSINESS, if applicable.
- In an emergency involving an employee during work hours, MONKEY BUSINESS will notify their family members.
- Maintain the safety and health of workers in the workplace by the regulations applicable to the Occupational Safety and Health Management System (hereinafter "SG-SST") and keep the documents indicated in article 2.2.4.6.13 of Decree 1072 of 2015. Give instructions on the occasion of the employment contract.
- Evaluate the Worker's work performance.
- Collect information and evidence to carry out labor disciplinary processes, if applicable.
- Store personal data in MONKEY BUSINESS's internal computer system.
- Circulate and consult the data among the persons specified in this Section exclusively for the purposes set out here.
- Use the information for procedures and documents related to the Worker's employment relationship with MONKEY BUSINESS.
- Send information about products and services offered by MONKEY BUSINESS to its employees.
- Allow the physical archive of the informa-

tion on the facilities of third parties that provide these services.

Purposes for the processing of personal data of suppliers:

- Organize the register of supplier information for the submission of purchase orders.
- Investigation, verification, and validation of the information provided by the suppliers, with any information that MONKEY BUSINESS legitimately has, and international lists on the commission of crimes and money laundering.
- Communication, consolidation, organization, updating, control, accreditation, assurance, statistics, reporting, maintenance, interaction, and management of actions, information, and activities in which suppliers and contractors are related or linked to MONKEY BUSINESS.
- Preparation of performance and compliance reports by suppliers.

Purposes for the processing of personal data of guests:

- Management of reservations and accommodation at the hotel.
- Billing and collection of the services provided.
- Communication with customers about the status of their reservations, requests, and complaints.
- Management of statistics and analysis of the services provided at the hotel.
- Register and control people who enter, purchase, and cancel accommodation and additional services within the hotel establishment.
- Contact customers to disseminate information and measure user satisfaction with the provision of hotel services.
- Fulfillment of commercial obligations within the framework of the reservation made.
- Process and ensure the compliance and delivery of the products and/or services purchased by guests and prepare the corresponding billing.

- Sending advertising about MONKEY BUSINESS products and services. Preparation of performance reports by the commercial and marketing areas.
- Offering products from the different MONKEY BUSINESS lines of business.
- Communication of discounts, promotions, and new product launches
- Carrying out analysis and profiling of customers to define the products that suit their tastes and shopping preferences.
- Communication on the implementation of activities and events organized by MONKEY BUSINESS.
- Development of market research and consumer habits, statistical analysis, and customer behavior reports.
- Design and offer loyalty and benefit programs for customers. Sending satisfaction surveys or any other mechanism to evaluate the quality of the products and services provided by MONKEY BUSINESS.

Purposes for processing data on the health status of visitors:

- Comply with the biosafety protocols implemented by the hotel in all common areas based on resolution 1285 of 2020
- Mitigate the spread of the virus by complying with the rights and obligations described in the hotel registry.
- Keep in contact with visitors to report if they are at risk from contact with another person who has symptoms of SARS-COVID-19.

2.2.3 PERSONAL DATA THAT IS COLLECTED

The hotel will collect the following personal data from its customers:

- First and last name.
- Identity document or passport.
- Email address and phone number.
- Home address.
- Credit or debit card information to make payment for the services provided.

2.2.4 SECURITY AND CONFIDENTIALITY MEASURES

The hotel is committed to protecting its customers' data through appropriate security measures to prevent their loss, misuse, alteration, or unauthorized access. In addition, the hotel guarantees the confidentiality of the personal data collected and undertakes not to disclose them to third parties without the Data Subject's express consent.

2.2.5 EXERCISE OF THE RIGHTS OF THE DATA SUBJECTS OF PERSONAL DATA

The Data Subject of the personal data collected by the hotel has the right to access them, request their correction, update, or deletion, and oppose their processing for any of the purposes specified above. To exercise these rights, the personal Data Subject must send a written request to the email info@clickclackhotel.com, indicating their full name, identification number, and the action they wish to take on their data.

2.2 PROCESSING OF SENSITIVE DATA:

MONKEY BUSINESS handles sensitive employee data, such as health and biometric information (fingerprint and photograph), for the following specific purposes, without any discriminatory treatment based on factors such as race, religion, sexual orientation, privileges, or any other nature or condition:

- Check if the Worker meets the physical requirements necessary to perform the position they were hired for.
- Have the information necessary to deal with any medical emergency during service provision at the MONKEY BUSINESS facilities.
- Comply with occupational safety and health regulations and implement the SG-SST and any other program, system, and/or plan that seeks to protect the health of workers and people in the workplace.

- Identify the staff who access the MONKEY BUSINESS facilities.
- Give access to the MONKEY BUSINESS facilities.
- Verify the Worker's permanence at the MONKEY BUSINESS facilities.
- Compliance with the legal obligations that derive from the employment relationship, such as carrying out all the necessary procedures for registering beneficiaries with the Social Security System or any other activity derived from applicable legislation.
- Communicate to the Worker the welfare activities that MONKEY BUSINESS has organized.
- Provide the respective security in the Employer's training and activities to its workers.

For all these purposes, MONKEY BUSINESS will apply the legal provisions on the processing of sensitive data, including the following:

- Obtain explicit authorization from the Data Subject for the Processing, informing the optional nature of the processing and the data that are considered sensitive. This authorization will be implemented in all collection of sensitive data, except in the following cases where authorization is not required by legal provision:
 - a. The processing is necessary to safeguard the data subject's vital interests, and the Data Subject is physically or legally incapable of giving consent. At these events, legal representatives must grant their authorization.
 - b. The processing is carried out in the course of legitimate activities and with due guarantees by a foundation, N.G.O., association, or any other non-profit organization, whose purpose is political, philosophical, religious, or trade union, provided that they refer exclusively to its members or to people who maintain regular contacts because of their purpose. In these events, the data cannot be provided to third parties without the autho-

rization of the Data Subject.

- c. Processing refers to data necessary for recognizing, exercising, or defense of a right in a judicial process.
- d. The processing has a historical, statistical, or scientific purpose. In this event, the measures leading to the suppression of the identity of the Data Subjects must be adopted.

2.3 VIDEO SURVEILLANCE

MONKEY BUSINESS uses a variety of video surveillance devices installed in different locations in its facilities or offices.

The information collected will be used to secure people, property, and facilities. This information can be used as evidence before any authority or organization.

MONKEY BUSINESS has implemented the necessary announcements to inform people about people's entry into areas with video surveillance.

2.4. PROCESSING OF DATA ON CHILDREN AND ADOLESCENTS:

MINORS WHO ARE BENEFICIARIES OF WORKERS:

MONKEY BUSINESS may process data on the children of workers under 18 years of age. This information is collected with the authorization of parents or persons legally authorized to do so under the requirements set out in the data protection regulation. For this reason, the purposes of collecting this data are:

- Registration as beneficiaries in the Social Security System in Health, Pensions, Family Compensation Funds, in the policies or life insurance that the Employer purchases in favor of the Worker, or any other activity derived from applicable legislation.
- If applicable, for the payment of benefits or extra-legal aid in favor of the Worker's

children by the Employer, scholarships, bonuses.

- The recognition of maternity, paternity, bereavement leave, or other leave to which the Employer is obliged under current legislation.
- Communication of the implementation and organization of welfare activities aimed at children under 18 years of age organized by the Employer directly or the person appointed by the Employer.
- Sending gifts to minors by the Employer.
- Notify other workers of the birth of a Worker's child.

The Worker recognizes that the purposes described above seek the child's best interests. Likewise, the Worker declares that they are aware of the optional nature of this authorization in all cases where there is no legal obligation. If the Worker does not want their children's sensitive data processed, they can communicate this to MONKEY BUSINESS anytime.

UNDERAGE GUESTS:

MONKEY BUSINESS adheres to the provisions of laws 679 of 2001, 1336, and Res. 3840 of 2009 of the Ministry of Commerce, Industry, and Tourism against the sexual use and exploitation of children and adolescents in tourism activities. For this reason, MONKEY BUSINESS collects personal information from these children to verify their identity and ensure their protection.

3. TRANSFERS AND TRANSMISSIONS OF PERSONAL DATA:

MONKEY BUSINESS may transfer or transmit data to individuals or entities located in the United States, Afghanistan, Albania, Andorra, Angola, Antigua and Barbuda, Algeria, Argentina, Armenia, Australia, Austria, Azerbaijan, Bahamas, Bangladesh, Barbados, Bahrain, Belgium, Belize, Benin, Belarus, Burma, Bolivia, Bosnia and Herzegovina, Botswana,

Brazil, Brunei, Bulgaria, Burkina Faso, Burkina Faso, Burundi, Bhutan, Cape Verde, Cambodia, Cameroon, Canada, Qatar, Chad, Chile, China, Cyprus, Vatican City, Colombia, Comoros, North Korea, South Korea, Ivory Coast, Costa Rica, Croatia, Cuba, Denmark, Dominica Ecuador, Egypt, El Salvador, United Arab Emirates, Eritrea, Eritrea, Slovakia Slovenia, Spain, United States, Estonia, Ethiopia, Finland Fiji, France, Gabon, Gambia, Georgia, Ghana, Grenada, Greece, Guatemala Guyana, Guinea, Guinea, Equatorial Guinea, Guinea-Bissau, Haiti, Honduras, Hungary, India, Indonesia, Iraq, Iran, Ireland, Iceland, Israel, Italy, Marshall Islands, Solomon Islands, Italy, Italy , Jamaica, Japan, Jordan. Kazakhstan, Kenya, Kyrgyzstan, Kiribati Kuwait, Laos, Lesotho, Latvia, Lebanon, Liberia, Libya, Liechtenstein, Lithuania Luxembourg, Madagascar, Malaysia, Malawi, Maldives, Mali, Maldives, Mali, Malta, Mauritius, Mauritania, Mexico, Morocco, Micronesia, Moldova, Monaco, Mongolia, Montenegro, Mozambique, Namibia, Nauru, Nepal, Nicaragua, Niger, Nigeria, New Zealand, Norway, Oman, Netherlands, Pakistan, Palau, Panama, Papua New Guinea, Paraguay, Peru, Poland, Portugal, United Kingdom, Rep. Central African Republic, Czech Republic, Republic of Macedonia, Republic of the Congo, Democratic Republic of the Congo, Dominican Republic, Dominican Republic, Rwanda, Romania, Russia Samoa, Saint Kitts and Nevis, San Marino, Saint Vincent and the Grenadines, Saint Vincent and the Grenadines, Saint Lucia, Sao Tome and Principe, Senegal, Serbia, Seychelles, Sierra Leone, Singapore, Syria, Somalia, Sri Lanka, Swaziland, Sudan, South Sudan, Sweden, Switzerland, Suriname, Thailand, Tanzania, Tajikistan, East Timor, Togo, Tonga, Trinidad and Tobago, Tunisia, Turkmenistan, Turkey, Tuvalu, Ukraine, Uganda, Uruguay, Uzbekistan, Vanuatu, Venezuela, Vietnam, Yemen, Djibouti, Zambia, Zimbabwe.

4. RIGHTS THAT YOU HAVE AS A DATA SUBJECT

By the provisions of Article 8 of Law 1581 of 2012 and Decree 1074 of 2015 (Chapter 25), the

Data Subject of personal data has the following rights:

- a. Know, update, and rectify your data before MONKEY BUSINESS, in its capacity as Data Controller. This right may be exercised against partial, inaccurate, incomplete, fractional, or misleading data or those whose processing is expressly prohibited or has not been authorized.
- b. Request proof of the authorization granted to MONKEY BUSINESS, in its capacity as Data Controller, except when it is expressly excluded as a requirement for the Processing by the provisions of article 10 of Law 1581 of 2012 (or in the regulations that regulate, add, supplement, modify or repeal it), or when the continuity of Processing has occurred as provided for in paragraph 4 of article 2.2.2.25.2.7 of Decree 1074 of 2015.
- c. Upon request, MONKEY BUSINESS informs you about the use you have given to your data.
- d. Submit complaints to the Superintendency of Industry and Commerce for violations of the provisions of Law 1581 of 2012 once the consultation or complaint procedure before MONKEY BUSINESS has been exhausted.
- e. Revoke the authorization and/or request the deletion of the data when the Processing does not respect constitutional and legal principles, rights, and guarantees. The revocation and/or deletion will proceed when the Superintendency of Industry and Commerce has determined that in the Processing, the Responsible or Manager has engaged in conduct contrary to the law and the Constitution.
- f. Access free of charge to your data that has been processed.

5. AREA RESPONSIBLE FOR RESPONDING TO REQUESTS, INQUIRIES, AND COMPLAINTS

The MONKEY BUSINESS GUEST SERVICE Area will be responsible for responding to requests,

queries, claims, and complaints or exercising the Data Subject's rights to personal information.

6. PROCEDURE FOR EXERCISING THE RIGHTS OF THE DATA SUBJECT

6.1. PROCEDURE FOR ACCESS AND CONSULTATION

The Data Subject, or its beneficiaries, may consult the information contained in the databases held by MONKEY BUSINESS, for which they must communicate the corresponding request to the email info@clickclackhotel.com or contact (57) 1 7430 404. It will also be possible to make these requests in writing, and file from Monday to Friday from 8:00 AM - 1:00 PM and 2:00 PM to 6:00 PM, in Carrera 11 #93 - 77, in the city of Bogotá.

To prevent unauthorized third parties from accessing the Data Subject's personal information, it will be necessary to establish the identification of the Data Subject beforehand. When the request is made by someone other than the Data Subject, and it is not proven that it acts on behalf of the owner, it will be considered not submitted.

The query will be answered within a maximum period of ten (10) business days from the date of receipt. When it is not possible to respond to the query within this period, the interested party will be informed, stating the reasons for the delay and indicating the date on which their query will be answered, which in no case may exceed five (5) business days following the expiration of the first term.

6.2. PROCEDURE FOR REQUESTING UPDATING, CORRECTION, DELETION, REVOCATION OF AUTHORIZATION, OR FOR FILING COMPLAINTS

The Data Subject, or its beneficiaries, who consider that the information contained in the MONKEY BUSINESS databases should be corrected, updated, or deleted, or when they notice the alleged breach of any of the duties contained in this law, may file a complaint with MONKEY BUSINESS, which will be processed under the following rules, by article 15 of Law 1581 of 2012:

- a. The complaint will be made using a request that can be sent to the email info@clickclackhotel.com or by submitting a written communication from Monday to Friday from 8:00 AM - 1:00 PM and 2:00 PM to 6:00 PM, in Carrera 11 #93 - 77, in the city of Bogotá.
- b. To prevent unauthorized third parties from accessing the Data Subject's personal information, it will be necessary to establish the identification of the Data Subject beforehand. When the request is made by someone other than the Data Subject, and it is not proven that it acts on behalf of the owner, it will be considered not submitted.
- c. The request must contain the following information:
 - I. Identification of the Data Subject.
 - II. Contact details (physical and/or electronic address and contact telephone numbers).
 - III. Documents that prove the Data Subject's identity or their representative's representation.
 - IV. Clear and precise description of personal data which the Data Subject seeks to exercise any rights.
 - V. Description of the facts that give rise to the claim.
 - VI. Documents that you want to assert.
 - VII. Signature, identification number, and fingerprint.
 - VIII. Original submission.
- d. If the claim is incomplete, MONKEY BUSINESS will require the interested party to remedy the faults within five (5) days of receiving the complaint. After two (2) months from the date of the request, without the applicant submitting the required in-

formation, it will be understood that he has withdrawn the claim.

- e. If the Area receiving the complaint is not competent to resolve it, it will transfer it to the appropriate person within a maximum period of two (2) business days and will inform the interested party of the situation.
- f. Once the full claim has been received, a legend that says “pending claim” and the reason for it will be included in the database within no more than two (2) business days. This legend must be maintained until the claim is decided.
- g. The maximum period for dealing with the claim will be fifteen (15) business days from the day following the date of its receipt. When it is not possible to deal with the claim within this period, the interested party will be informed of the reasons for the delay and the date on which their complaint will be addressed, which under no circumstances may exceed eight (8) business days following the expiration of the first term.

6.3 DELETION OF DATA

The Data Subject has the right to request MONKEY BUSINESS to delete (delete) their data and in particular when:

- a. Consider that they are not treated by the principles, duties, and obligations in Law 1581 of 2012.
- b. They are no longer necessary or pertinent for the purpose they were collected.
- c. They have exceeded the period necessary to fulfill the purposes for which they were collected.

This deletion involves the total or partial deletion of the personal information as requested by the Data Subject in the records, files, databases, or treatments carried out by MONKEY BUSINESS.

It is important to note that the right of can-

cellation is not absolute, and the person responsible may deny the exercise of the right of cancellation when:

- a. The request to delete the information will not proceed when the Data Subject has a legal or contractual duty to remain in the database.
- b. The deletion of data hinders judicial or administrative actions related to tax obligations, the investigation and prosecution of crimes, or the updating of administrative sanctions.
- c. The data is necessary to protect the Data Subject’s legally protected interests, carry out an action in the public interest, or comply with an obligation legally acquired by the Data Subject.

6.4 REVOCATION OF AUTHORIZATION.

The Data Subject can revoke their consent to processing their data at any time, as long as a legal provision does not prevent this.

7. INFORMATION SECURITY.

By the principle of security, MONKEY BUSINESS has adopted reasonable technical, administrative, and human measures to protect the information of the Data Subjects and prevent adulteration, loss, consultation, unauthorized or fraudulent use or access. Access to personal data is restricted to its Data Subjects, and MONKEY BUSINESS will not allow access to this information by third parties except for an express request from the Data Subject or persons entitled by national regulations.

8. VALIDITY OF THE POLICY.

This Policy became effective on May 19, 2017.

Any substantial changes to this policy will be

announced using an announcement on the website www.clickclackhotel.com.

The authorization to use personal data will be

valid for the duration of the business relationship or service connection and as long as necessary for the Company's corporate purpose unless otherwise stipulated by law.

STANDARD: NTS 002

ACCOMMODATION AND LODGING ESTABLISHMENTS (E.A.H.). SUSTAINABILITY REQUIREMENTS THE CLICK CLACK HOTEL

SUSTAINABILITY POLICY

Click Clack Hotel is committed to its stakeholders to offering a friendly, honest, sustainable, and quality service by continuously improving positive impacts and reducing or eliminating negative environmental, sociocultural, and economic impacts.

In the same way, within the sustainability framework, we are responsible for respecting the rights and ensuring the fulfillment of the duties of suppliers, collaborators, customers, and hotel guests.

CURRENT LEGISLATION

*The Click Clack Hotel adheres to the provisions of resolution 383 of 2010, which prohibits the trafficking of fauna and flora and establishes the environmental sanctioning process through Law 1333 of 2009.

*The Click Clack Hotel adheres to the provisions of laws 679 of 2001, 1336, and Res. 3840 of 2009 of the Ministry of Commerce, Industry, and Tourism against the sexual use and exploitation of children and adolescents in tourist activities.

*The Click Clack Hotel adheres to the provisions of Law 1185 of 2008, which amends and adds Law 397 of 1997 -General Culture Act- and enacts other provisions.

*The Click Clack Hotel adheres to the provisions of Law 1482 of 2011, which aims to guarantee the protection of the rights of a person, group of people, community, or town, who are violated through acts of racism or discrimination.