**MANUAL - PROCEDURE FOR PROCESSING REQUESTS FOR**

**THE EXERCISE OF THE ARCO RIGHTS - MAXIM**

**PURPOSE OF THE MANUAL**

The purpose of this Manual is to inform the employees, parents, students, professors, suppliers, web users and the general public about the procedure to be complied with after the request (Form No. 1) has been filed by any natural person demanding the exercise of the rights of access, rectification, cancellation or opposition (ARCO), regarding the information of which he/she is the owner and which is contained in the personal data banks owned by **AIST PERU S.A.C**. (hereinafter referred to as “**Maxim”**).

**LEGITIMACY TO EXERCISE THE ARCO RIGHTS**

The exercise of the rights can be carried out:

1) By the holder of personal data, providing proof of his/her identity and presenting a copy of the National Identity Document (DNI) or equivalent document.

2) By a legal representative accredited as such. For example, by the head of the family.

3) By a representative expressly empowered to exercise the right, attaching a copy of his/her national ID (DNI) or equivalent document, and the title accrediting the representation.

The fields in the ARCO Rights Request Form shall be duly completed and the Form shall be sent electronically. The scanned national ID (DNI) shall be annexed as an attachment. The same applies in the case of the title accrediting the representation of a person other than the holder of personal data.

**RECEIPT, RECTIFICATION OF THE REQUEST AND REQUIREMENT TO PROVIDE ADDITIONAL INFORMATION**

All submitted requests shall be received by the Security Officer of Maxim and their receipt shall be recorded by payment (the person in charge) or by means of electronic communication. If the request does not comply with the aforementioned requirements, Maxim shall, within 5 working days from the day following the receipt of the request, provide comments concerning non-compliance that may not be eliminated on their(its) own initiative. The person making the request will have a maximum period of 5 working days to rectify the mistakes. If the aforementioned period elapses and the request is not rectified, it shall be deemed not to have been submitted.

In case the information provided in the request is insufficient or erroneous in a way that does not allow its processing, Maxim may require, within 7 working days after receiving the request, additional documentation from the holder of personal data in order to process it.

Within 10 working days of receipt of the request, counted from the day following the receipt thereof, the holder of personal data shall attach any additional documentation that he/she deems relevant to support his/her request. Otherwise, the request shall be deemed not to have been submitted.

**REQUEST PROCESSING FEE**

The exercise of the ARCO rights is free of charge for the holder of personal data. The request and the processing are free of charge.

**FORM OF RESPONSE**

Maxim shall respond through the security representative in the manner and within the period described in the present Manual, respecting the provisions of the Regulations of the Personal Data Protection Law. All requests shall be responded, regardless of whether personal data is contained in the personal data banks of Maxim or not.

Maxim, in its response, will refer only to that data that has been specifically indicated in your request. The request of the holder of personal data, as well as the response of Maxim shall be both presented in a clear, legible, comprehensible and easily accessible form.

Maxim has a security officer whose duty is to provide a response to your request.

 **RIGHTS TO BE EXERCISED BY THE HOLDER OF PERSONAL DATA**

**Right of Access**

The holder of personal data has the right to obtain information about himself/herself that is subject to processing in the personal data bank of Maxim, the way in which his/her data was collected, the reasons that motivated its collection and at whose request the data was collected, as well as such data transfers made or planned to be made. This right, as it is understood, shall be exercised in case the holder is unaware of the reason why his/her data is held in the personal data bank of Maxim without his/her consent. If the person has given his/her consent, it is presumed that he/she has accepted and knows the reasons why his/her data is in the personal data bank of Maxim.

**Right of Rectification**

It is the right of the holder of personal data to modify data that is found to be inaccurate, incomplete, erroneous or false. The request for rectification shall specify to which personal data it refers, as well as the correction to be made to the data, accompanied by the documentation that supports the grounds for the requested rectification. It will also be possible to request, via rectification, the update and/or entry of new data into the personal data bank of Maxim, by means of attaching the documentation that supports the grounds and well-founded interest for the same.

**Right of Cancellation**

 The holder of personal data may request the erasure or cancellation of his/her personal data from the personal data bank of Maxim in case the data is no longer necessary or relevant for the purpose for which it has been collected; in case the period established for its processing has expired; in case the consent for the processing has been revoked and in other cases when the data is not processed in accordance with the law and regulations and the purposes for which he/she(the holder) gave his/her consent. The request for erasure or cancellation may relate to all or only part of the personal data of the holder contained in the personal data bank. The erasure or cancellation shall not apply when the personal data shall be stored for statistical reasons, by virtue of any law or in accordance with the contractual relationship between the controller and the holder, which justifies the processing of the same personal data.

**Right of Opposition**

The holder of personal data has the right not to have the processing of his/her personal data carried out or to have it stopped when he/she has not given his/her consent to its collection because it is taken from a publicly accessible source.

Even if the holder of personal data has given his/her consent, he/she has the right to oppose to the processing of his/her personal data, if he/she proves the existence of well-founded and legitimate reasons referring to a specific personal situation that justify the exercise of this right. In case the opposition is justified, Maxim shall stop the processing which gave rise to the opposition.

**REQUESTS AND PERIOD FOR RESPONSE**

**Request for Access**

The maximum period during which Maxim shall respond to the exercise of the right of access shall be 20 working days from the day following the submission of the request by the holder of personal data.

If the request is accepted, Maxim shall issue the requested information to the requester.

**Request for Rectification, Cancellation or Opposition**

Regarding the exercise of these rights, the maximum response period for Maxim shall be 10 working days from the day following the submission of the corresponding request.

 The period for responding to such requests may be extended only once, and for an equal period, at the most, provided that circumstances justify it. This justification for the extension of the period shall be communicated to the holder of personal data within the period to be extended.

The totally or partially negative response on the part of Maxim to the request for any right of the holder of personal data shall be duly justified.

**Extension of the Period**

The period that corresponds to the response or consideration of the ARCO rights may be extended only once, and for an equal period, at the most, provided that the circumstances justify it.

The justification for the extension of the period shall be communicated to the holder of personal data within the period to be extended.

**ADMINISTRATIVE AUTHORITY – GENERAL DIRECTORATE**

 **FOR THE PROTECTION OF PERSONAL DATA**

If the response on the part of Maxim is totally or partially negative and is not duly justified, the holder of personal data has the right to apply to the General Directorate for the Protection of Personal Data (DGPDP), filing a complaint under the terms established by Law, to exercise his/her ARCO rights.

In order to be attended by the DGPDP and for the DGPDP to initiate the protection procedure, the holder of personal data first shall mandatorily apply to Maxim and obtain a totally or partially negative response on the part of Maxim within the period provided and specified in this Manual, given that it is an essential requirement that, in order to apply to the DGPDP for protection, the request shall first be submitted to the owner of the personal data bank.

**Legal Basis:**

Personal Data Protection Law – Law No. 29733

Regulation of the Personal Data Protection Law - Supreme Decree No. 003-2013-JUS (Chapter I of Title IV of the Regulation, Articles from 47° to 59°).

**Note: Implement a URL on the web page:**

Refer to the following examples:

<https://www.amrop.pe/es/titular-derechos-arco>

<https://arco.inkafarma.com.pe/>

**FORM OF REQUEST FOR THE ARCO RIGHTS**

**Rights of Access, Rectification, Cancellation and Opposition**

In accordance with the provisions of Law No. 29733, Personal Data Protection Law and its Regulations, approved by Supreme Decree No. 003-2013-JUS, **AIST PERU S.A.C.** (hereinafter referred to as “**Maxim**”), with RUC No. 20606461730, with the address at Office D, Avenida Luis Gonzales 291, District and Province of Chiclayo, Department of Lambayeque, Republic of Peru, places at your disposal the procedure to exercise the rights of Access, Rectification, Cancellation and Opposition with respect to your personal data contained in the data banks of our ownership.

In order to properly process your request, we kindly ask you to download the Manual with the procedure for processing requests for the exercise of the ARCO rights, read it, and then provide us with the following information:

**DETAILS OF THE HOLDER OF PERSONAL DATA**

|  |  |  |
| --- | --- | --- |
| **Names** |  | **Surnames** |
|  |  |  |

|  |  |  |
| --- | --- | --- |
| **Type of Document** | **Document No.** | **Attach Document** |
|  |  |  |

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| --- | --- | --- |
| **E-Mail** |  | **Address** |
|  |  |  |

**Are you a legal representative?**

**DETAILS OF THE REPRESENTATIVE OF THE HOLDER OF PERSONAL DATA (if applicable)**

**This form shall be completed only by the legal representative of the holder.**

|  |  |  |
| --- | --- | --- |
| **Names** |  | **Surnames** |
|  |  |  |

|  |  |  |
| --- | --- | --- |
|  **Type of Document** | **Document No.** | **Attach Document** |
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|  |  |  |
| --- | --- | --- |
| **E-Mail** |  | **Address** |
|  |  |  |

**Select the type of request you would like to submit:**

|  |  |  |
| --- | --- | --- |
| **ACCESS**  | Action aimed at obtaining the information from the Company about oneself stored in the data bank, as well as the data referring to the conditions and generalities of the processing of the said information. |  |
| **RECTIFICATION** | Action aimed at: (i) updating your data; (ii) correcting any information that proves to be inaccurate, erroneous or false; and/or (iii) including information in the data bank. In all cases, you shall provide the information that supports the grounds for the rectification. |  |
| **CANCELLATION** | Action aimed at deleting personal data stored in the data bank when the data is no longer necessary or relevant for the purpose for which it has been collected, when the period established for its processing has expired or when the consent for the processing has been revoked. |  |
| **OPPOSITION** | Action aimed at preventing the processing of personal data or ceasing the processing of personal data, when the holder of personal data has not given his/her consent or when he/she proves that there are well-founded and legitimate reasons relating to a specific personal situation that justify it. |  |

 **Please state clearly and precisely in the blank space the scope of your request, specifying the information you wish to access, rectify, cancel or oppose:**

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**If you have additional information and/or documents that would facilitate finding the personal data related to this request, please attach the corresponding copies.**

|  |
| --- |
| **Attach File** |
|  |

 **Maxim** shall send the response to your request to the e-mail address specified in this form. The holder of personal data authorizes and accepts the sending of notifications related to this procedure to the aforementioned address. The requests shall be responded within the period established in Chapter I of Title IV of the Regulations of the Personal Data Protection Law, approved by Supreme Decree No. 003-2013-JUS. If you do not receive a response within the above-mentioned period, you may consider your request to have been rejected, without prejudice to your right to initiate a protection procedure before the General Directorate for the Protection of Personal Data (Ministry of Justice). Additionally, if you wish to be notified at your address, you shall send a signed request by letter specifying your full name, type of request, address, date and copy of identity document, addressed to **AIST PERU S.A.C**., with RUC No 20606461730, with the address at Office D, Avenida Luis Gonzales 291, District and Province of Chiclayo, Department of Lambayeque, Republic of Peru.