

Follow-up of Data Protection Complaints

Follow-up of received complaints regarding protection of personal data

The Legal Affairs area, together with the Regulatory Compliance Officer, monitors the received complaints. Both areas investigate the reported events and propose different improvement options to avoid further contingencies.

During 2021, five (5) complaints were filed to Personal Data Protection Authority (ANPDP) for possible cases of violation of customer privacy. Of which three (3) have been archived; one (1) has been declared inadmissible; and one (1) is still under investigation. We provide more information below:

Files N°	Complaints received from outside parties / regulatory	Condition
061-2021	Outside parties	Under investigation
080-2021	Regulatory	Filed
105-2021	Outside parties	Declared Inadmissible
266-2021	Outside parties	Filed
282-2021	Outside parties	Filed

Likewise, we report that through Directorial Resolution No. 3225-2021-JUS/DGTAIPD-DPDP of File 173-2019/JUS/DGTAIPD-PAS issued in December 2021, ANPDP sanctioned Interbank for a complaint received in the 2019, due to events that occurred during that year.