

Information to clients on privacy protection matters

Detail of the Clients Privacy Policy of Interbank

Our Privacy Policy was designed according to the considerations included in the "Practical Guide for observations of the duty to inform" published by the National Authority for the Protection of Personal Data¹, specifying the following points:

- Identity and address of the person responsible for processing personal data.
- The regulatory framework for the processing of personal data.
- The essential purposes for which personal data is being used.
- The optional purposes in which, only in case the client gives us consent, personal data may be used.
- The personal data collected by Interbank.
- The necessary recipients who will carry out the treatment on behalf of Interbank.
- Interbank's clients database registration and the video surveillance registry.
- The period of personal data storage.
- How to exercise the rights of access, rectification, cancellation and opposition of personal data, as well as revoke consent for optional purposes.

Likewise, in addition, in Annex I of our Privacy Policy, the list of Intercorp Group companies and partners is published. So interbank can (as long as it has the client's prior authorisation) share their information. And Annex II, where the list of suppliers with whom personal data is managed so that our clients know about the companies we work with; and who have had contact with their information.

Finally, and given that Interbank has physical offices to execute its services, Annex III specifies the guidelines for the treatment carried out with the captured images by our video surveillance systems.

Ways of advertising our Privacy Policy

a) Digital media

¹ Peruvian entity in charge of regulating the correct processing of personal data.

Currently, our Privacy Policy can be found in the legal section of the Interbank website at <https://interbank.pe/avisos-legales>, and can also be viewed by our clients in the flow of digital contracting of an Interbank product or service.

b) Physical means

For our clients to be aware of our Privacy Policy, we have a Personal Data Clause (Annex 2) that is provided in our physical stores. This Clause compiles the basic information of our Privacy Policy and has been designed according to the guidelines of the "Practical Guide for observations of the duty to inform" published by the National Authority for the Protection of Personal Data.

Details of flows to communicate requests for access, rectification, cancellation or opposition (ARCO for its Spanish acronym) of information.

Our clients can submit their ARCO requests as follows:

- In the claims book section, option "I have another requirement, claim and others" <https://interbank.pe/solicitar/formulario/pedidos-reclamos/inicio?rfid=buscador:resultados:link1>
- Through our telephone banking line at 3119000 (Lima) or 080100802 (provinces) 24 hours a day, every day of the year.
- In our network of physical Interbank stores.

Privacy Policy for Interbank's employees data

In addition, we have a Privacy Policy for the personal data of our employees, which is aimed at: (i) establishing the basic guidelines to protect the data of our employees; (ii) report the use and purposes that Interbank gives to the data of our employees; and (iii) disclose the employees rights of access, information, cancellation or opposition.