

Request, Management, and Monitoring of LPDP

Data use authorization request

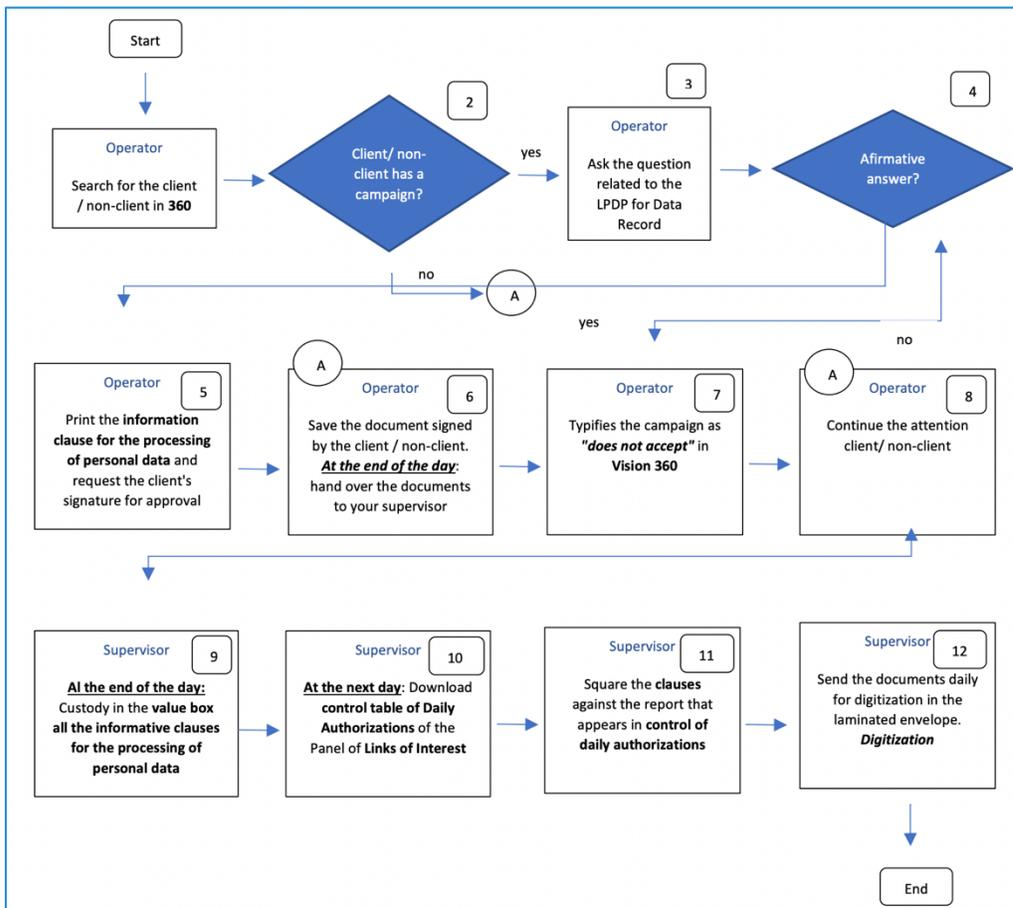
Authorization requests may be made through different channels, such as call centers, other mechanisms linked to promotions and contests.

These can be done through the following service channels:

Interbank Branch Office Network

- We consider stores in Lima, stores in other cities within the country and Money stores.
- The approval procedure must be ruled by the "Authorization for the Management of Personal Data" process.

Authorization Management of Personal Data



Detailed flow of the request

N°	Position	Activity
1	Operator	Search for the client / non-client in Vision 360 with their identity document (DNI / CE).
2	Operator	Customer / not yet customer in Campaign? Yes, proceed with activity 3 No, proceed with activity 7
3	Operator	When the "Personal Data" box appears in red in "Vision 360" and indicates the "Personal Data Protection Law" campaign, ask the following question to the client / non-client for membership: "Mr. (personalize) Would you allow us to use your data to provide you with free information, advertising and promotions about other products and services of Interbank and its strategic partners?"
4	Operator	Affirmative answer? Yes, proceed with activity 5 No, proceed with activity 7
5	Operator	To join LPDP: <ul style="list-style-type: none"> • Click the "Update" button in the red box of "Personal Data" in Vision 360 • Activate the check box: "The client accepts and signs the conditions of the data protection law". • Print the informative clause of personal data treatment that Vision 360 issues, manages the signature of the client / non-client in the document; validate it against the identity document.
6	Operator	Custody of the document signed by the client or non-client. At the end of the day: deliver to your Supervisor all the personal data processing information clauses you have generated for their respective square.

		Continue with activity 8.
7	Operator	Type the campaign as "Not Accepted" from the Campaign Management tab in Vision 360.
8	Operator	Continues with customer / non-customer care.
9	Supervisor	<i>At the end of the day custody:</i> in the value box all the informative clauses of personal data processing that have been generated in the store.
10	Supervisor	The next useful day: the supervisor enters the Store Panel (http://pcgbds/paneltiendas) - "Links of interest" and downloads the box "Control of Daily Authorizations"
11	Supervisor	It aligns the physical documents of personal data informative clauses data generated in the store the day before versus the report of Control of daily authorizations.
12	Supervisor	Daily, send the informative clauses for the treatment of personal data to "Digitization" in the fuchsia laminated envelope. Terminate the process.

Additional information

- The classification of "Accept Campaign" is automatic at the end of the entire flow that requests the campaign in Vision 360 (The "Personal Data" box turns green)
- A proof of affiliation of the Personal Data Protection Act is automatically sent to the customer's email registered with the bank.
- If the client / not yet client requests a copy, a copy of the document is issued and delivered.
- Documents that were never digitized will be marked as "No Document", and these will not be counted as valid affiliations for the store.

Telephone Banking / Telephone sales

The consent request process must be governed by the procedure "Obtaining Consent to Share Personal Data with Intercorp".

- In the case of Telephone Banking, the process of obtaining consents requests will be carried out within the telephone service, by banking executives.
- In the case of Telephone Sales, the process of obtaining a consent will be carried out before the execution of a sale.

1. Procedure

After completing the Client Identification process, request the client's consent to share personal data according to the Personal Data Protection Law (LPDP)

Solicitude Speech

"In compliance with Law 29733 on Personal Data Protection, we inform you that the data provided to Interbank has been incorporated into our databases (detail if the database correspond to clients or non-clients) and will be used to manage a product or service (detail the name of the product or service you are offering).

Would you accept Interbank to use your data and share it with other Intercorp Group companies to provide you with information and promotions on different products and services? "

2. Management

¿Client accepts?

Yes, go to activity 3

No, go to activity 4.

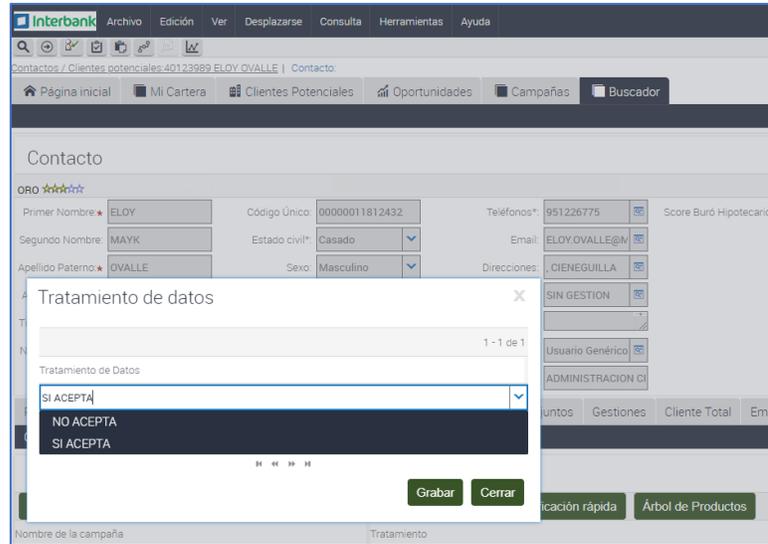
3. Information

It indicates to the customer that they can revoke this consent at any time and in any store nationwide.

We inform you that this authorization can be cancelled/annulled at any of our Interbank Stores nationwide. Continue with activity 4.

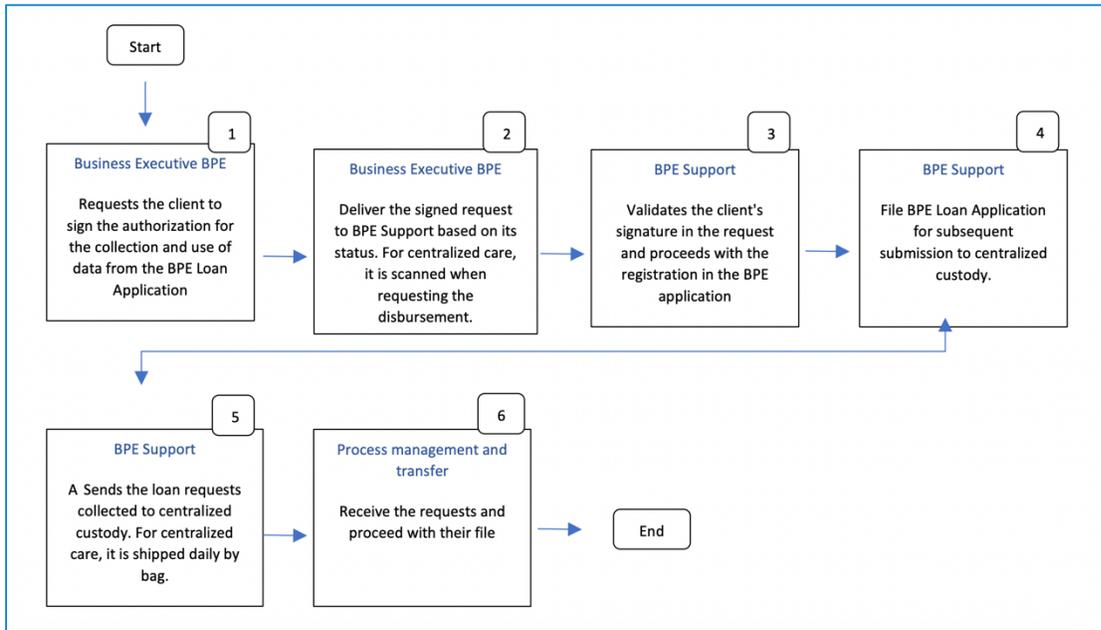
4. Register

Register on Siebel (CRM) software in response to the client



Small Business Banking (BPE) Centers

- The office branches of Lima and inner cities are considered.
- The consent request process must be ruled by procedure.



N°	Position	Activity
1	Small business executive	Ask the client to sign the Authorization for Collection and Use of Data of the Small Business Banking (BPE) Loan Application.

		<p>Note:</p> <p>The Small Business Banking (BPE) Loan Application must not contain erasures or amendments.</p>
2	Small business executive	<p>Once signed, submit the request to Small Business Bank Support when the loan is in "Documentary Review" or "Approved" status.</p> <p>Note:</p> <p>Suppose the client's signature or the request are not approved. In that case, it will be the Business Executive's responsibility to carry out the regularization</p>
3	Support	<p><u>You receive the signed Small Business Banking Loan Application, validate the client's signature against RENIEC and proceed if it is in accordance with the consent registration in the application. If the client does not sign the consent for the use of data, it will not be blocking to continue the process, and the same will apply to the spouse's signature.</u></p> <p>If the client has an immigration card, the signature must be validated with the same identity document.</p> <p>Note:</p> <p>Suppose the client's signature does not comply. In that case, the document must be returned to the Executive for its respective regularization, and the data will not be entered in the BPE.</p>
4	Support	<p><u>File the Small Business Banking Loan Application and then send it to centralized custody.</u></p>
5	Support	<p>Daily, the requests collected are sent to the centralized custody.</p> <p>Credit applications must be sent to custody, the day after sending the operation to the status "For Disbursement".</p> <p>Note:</p> <p>For centralized care, requests for credits sent for disbursement must be sent daily by the bag to GP BPE.</p>
6	Management and Transformation of BPE	<p>Receive the requests and proceed with their filing.</p> <p>End of procedure.</p>

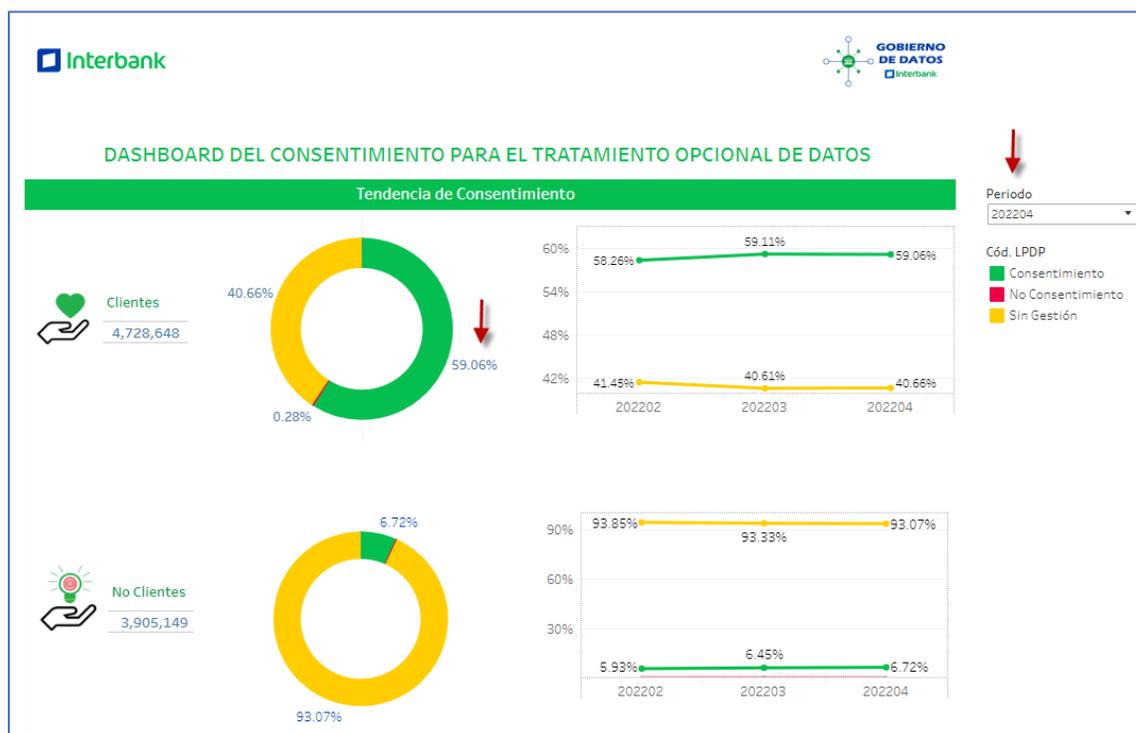
- Record all the consents given by clients and non-clients of Interbank, centralizing and storing in the Database (Evidence O2). This information is updated daily.

Evidence Image O2

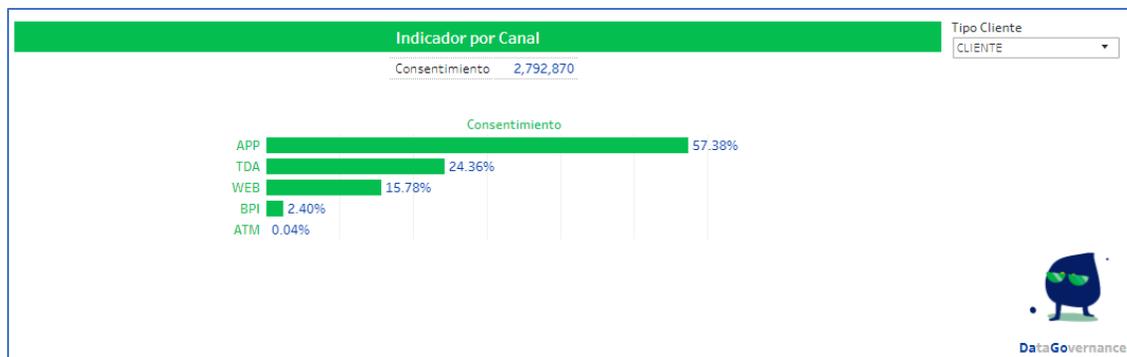
CODMES	TIPDOC	CODDOC	CODUNICOCLI	COD LPDP	DES_LPDP	CANAL_LPDP	APLICACION_LPDP	FECHA_LPDP	HORA_LPDP	REG_USUARIO
202204	1	4	001	8	SI TOTAL	APP	ABM	21/02/2018	22:07:47.000000	B38594
202204	1	0	001	2	SI TOTAL	ASI	SRM	14/04/2020	11:27:08.000000	B36777
202204	1	1	001	7	SI TOTAL	APP	ABM	19/02/2019	16:22:42.000000	B38594
202204	1	4	001	0	SI TOTAL	TDA	SBL	10/08/2017	15:24:29.000000	B28017
202204	1	8	001	1	SI TOTAL	SBL	ADQ	6/06/2019	15:28:23.000000	B35722
202204	1	4	001	9	SI TOTAL	WBP	AHP	28/03/2022	11:40:57.000000	USRAHP
202204	1	8	001	2	SI TOTAL	TDA	UXRFASSI	17/08/2020	11:21:48.000000	B35937

- Monitoring and follow-up of consents, through the implementation of a Dashboard detailing:
 - % Clients and Non-clients who gave their consents.
 - % Clients and Non-clients who did NOT provide their consent.
 - % Clients and Non-clients whose consent has not yet been requested.
 - Historical tracking of previous months.

As of April 2022, Interbank registers 59.06% of Clients with consent for optional treatment, taking into account a total of 4.7MM Interbank clients.



These consents have been recorded by different Interbank interaction channels, which are monitored by the Data Governance team. Thus, to date the following percentages are recorded for each one of the channels.



Dashboard's access is available to Interbank collaborators who are related to the processing of personal data.