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Terms and Conditions of this site

Welcome to the website of PAR Servicios Integrales S.A. (hereinafter “PAR SERVICIOS”), whose corporate page is located at https://www.parservicios.com and owner of Mi Proveedor (https://www.Mi Proveedor.com) hereinafter and indistinctly “Mi Proveedor.com” or “the Site”.

The use of Mi Proveedor.com is subject to the following terms and conditions of use, hereinafter the “Terms and Conditions”, which must be complied with by the users of Mi Proveedor.com, hereinafter indistinctly “You”, “Customer” or the “User”. The terms “you”, “customer” or “user” as used herein, refer to all natural or legal persons or entities of any nature that access this Web Site for any reason.

Mi Proveedor.com periodically reviews the Terms and Conditions and may modify them, and the effects of these modifications are from the moment they are introduced to the text. We recommend you to periodically review the Terms and Conditions since, for all legal purposes, by the mere access to the contents of Mi Proveedor.com, you accept and acknowledge that you have reviewed and agree with all the Terms and Conditions.

Service Description

Par Servicios provides the service of Homologation or Registration of Suppliers to different companies, which we will call from now on, buyer clients. Through this service, Par Servicios, manages the database of potential suppliers of these companies to minimize the risk of contracting third parties. For such effect, Par Servicios, sells or commercializes the service with the companies that potentially are suppliers of our buyer clients. El servicio de Homologación o registro de Proveedores cuenta con 2 niveles de registro que son:

- **Comprehensive:** Registration process normally used for suppliers that have a high impact on the operations of buying customers. This level of registration requires the provision of basic information such as contacts, activities, commercial registration, tax information, banking information, among others, financial information and business experience information.

- **Basic:** Registration process normally used for suppliers with minimal impact on the operations of buying customers. This level of registration requires the provision of basic information agreed with our customer buyer.

To access our platform, companies must pay an annual subscription fee, which may be paid by the company or, in some cases, by the purchasing customers who are interested in learning about their products and services. The payment of the subscription entitles the user to have their information available on the Mi Proveedor platform for one year from the confirmation of the corresponding payment. The available rates we have are:

- **Premium Rate:** This rate covers the full registration and allows your information to be visible to all buyer customers of your interest who use Mi Proveedor

- **Plus Rate**: This rate covers full or basic registration and your information will be visible only to one buyer customer.

After the payment is covered, the company must register the user of the company that will collaborate in the process and submit the information required by the level of registration purchased. This information must meet the acceptance criteria defined by our purchasing customers or by Par Servicios, in the case of having acquired an Integral registration.

The above assumes that the user delivers completely and correctly all the information that is requested, otherwise, it will be necessary stages of correction and correction of the information and / or documentation which, inevitably, will mean a practical reduction of the time of availability of the user in Mi Proveedor.com.

User registration

If you are a new user on our platform, you must create your login credentials when you pass the payment stage of the service.

The User may change or replace his/her password at any time and undertakes to keep such password strictly confidential and not to disclose or share it.

The User is the only responsible for the use of the password in the (https://www.Mi Proveedor.com) and assumes the consequences derived from it. However, the User undertakes to notify Par Servicios immediately of any unauthorized use of his password and/or access to (https://www.Mi Proveedor.com) and/or his Account by third parties not authorized by him.

Uploading of Information and Documents

A standard set of information and documents has been established that will allow the user to make their information available to PAR Servicios Integrales SA's purchasing customers who use the Mi Proveedor platform.

Some PAR Servicios Integrales SA buyer clients have specific documentary requirements. This implies that, in addition to the standard set of documents, the user could be asked for documentation and even update information previously provided, which would allow the user to comply with the approval requirements of that purchasing customer. This additional application process may occur at the request of a buying customer at any time during the subscription term.

Each time you initiate a registration process with a different buyer customer, you will be assigned a code on our management platform that will allow you to inquire about the specific status of that registration request. As explained above, you may have several registration processes at the same time where you may be asked for similar documents. However, you only need to upload it once, in our platform for this to be reflected in all concurrent processes.

You must complete the information requested in the registration process and for this our team will be contacting you two moments after the payment:

- The first step is to help you upload all the requested documentation. The company, in the process of homologation, will receive phone calls and mails with the status of the application.

- Once the upload is complete, all information is checked to ensure that it is consistent and contains all the data required to complete the process. This process takes between 3 and 5 business days. If there are any updates, they will be communicated to your company's registered contact emails.

It is your duty to complete the required information and documentation in a timely manner because without this information we cannot complete the service you have contracted with us. You must also be attentive to the e-mails you receive in case you communicate any news with the contents of the documents, and you must correct them, if necessary, to continue the process.

The user must complete the registration process within the first 3 months from the confirmation of the subscription payment. Completing the registration process involves filling out the information and uploading all the documentation requested on the Mi Proveedor platform.

Once the initial 3rd month period is over and if the user has not provided all the required information and documentation, Par Servicios does not continue to follow up and the process does not end successfully, remaining in a Canceled status.

To reactivate a registration process, the user must provide the requested information and documentation and request PAR Servicios Integrales to reactivate the registration process through our support lines (601 9172103) or by sending an e-mail to soporteproveedor@parservicios.com.

The subscription will always be valid for 12 months from the date of confirmation of the initial payment, including cases in which the process was cancelled due to lack of response and the user has requested reactivation.

The process ends when you obtain an ACCEPTED status in the registry.

When the registration process is completed, the user acquires the right to update information or documentation, at no additional cost, at any time during the remainder of the subscription year.

All information and documentation will be provided by users through the platform Mi Proveedor.com, being this platform the only channel enabled for this purpose. PAR Servicios Integrales will not receive information or documentation through any other channel such as email or physical documentation.

Call recording

By using our platform, you expressly agree and authorize that calls made for the purpose of requesting information may be recorded. The recording of such calls is intended to ensure service quality, verify the information provided, comply with legal requirements, and improve our operations.

The recording will be treated in accordance with the provisions of Law 1581 of 2012 on the protection of personal data and will be used exclusively for the aforementioned purposes.

Register with other Buyer Clients

If you are registered with an Integral registry, you may be contacted by another buyer customer to carry out the registration for him. This means that your company must meet the documentary requirements for this buying company. When this happens, the new registration will have no additional cost but the subscription term on all completed registrations will always be 12 months from the confirmation of payment of the Integral registration.

If the user does not provide the specific requirements of any buyer customer who has expressed interest in his registration, his partial information would still be visible to the customer, i.e. when the buyer customer queries our database he can find the supplier in the list of results, but would not meet the specific requirements of approval to initiate any business process with him.

Some of PAR Servicios Integrales SA's Buyer Clients require that their supplier database is limited to only the suppliers they authorize. Therefore, access to these databases must come from an express request by the Customer Buyer to PAR Servicios Integrales SA.

Display Restriction

In case you do not wish to be displayed by a purchasing customer, you can block such display from the “Customer Selection” section directly in the Mi Proveedor platform.

Payment Returns

No refunds of fees will be made once the evaluation process has been initiated or more than 5 days have passed since confirmation of payment.

Customer Service

Our customer service team is available to answer any questions or resolve issues related to our platform. Our hours of operation are Monday through Friday from 8:00 a.m. to 5:00 p.m. (Colombia time). During these hours, you can contact us by email at soporteproveedor@parservicios.com or by calling the following numbers:

- Colombia: (+57 601) 9172103, Ext. 8011
- Perú: (+51 1) 7018713
- Brasil: (+55 11) 31957643
- Móvil: (+57) 3186415867

Authorization for Sending Commercial Communications

By accepting these terms and conditions, the user expressly and voluntarily authorizes PAR SERVICIOS INTEGRALES S.A. to send them commercial, promotional, and advertising communications through the contact channels provided, including, but not limited to, email, text messages (SMS), and any other instant messaging platform.

These communications will be related to products, services, offers, promotions, events, and news from PAR SERVICIOS INTEGRALES S.A. The user may revoke this authorization at any time by accessing the platform and selecting the contacts authorized to receive information.

Information in Mi Proveedor.com

In addition to the information provided by you, Mi Proveedor.com will collect information about you or your company only when it believes it is reasonably necessary or useful for the processing or administration of products and services you have requested, or to maintain current information about the products or services you want to offer through Mi Proveedor.

We collect nonpublic information from the following sources:

- Information received in applications, surveys, online registrations, or other forms.

- Information we receive from our customers - Reporting and debit bureaus, demographic and marketing information providers, and other institutions, including information related to your credit history.

Our customers and users do not retain, disseminate, store or use information for any purpose other than those stated. The information received by PAR SERVICIOS is never sold, transferred or rented to other companies, except in the logical case for the provision of the Mi Proveedor service.

The customer and / or interested parties unequivocally accept and consent to transfer any file under their responsibility, to a data center provided by PAR SERVICIOS, in its own or other facilities, national or international physical location in which PAR SERVICIOS confirms that it complies with the confidentiality policies and appropriate security measures to avoid in general failures relating to stored data, loss, misuse, alteration, unauthorized access, theft, protection against fire, flood or any other natural disaster.

All data provided by customers, users and visitors of this website will be treated with absolute confidentiality. Both the entities responsible for the files and those involved in any phase of the processing and the entities to whom they have been communicated, under the authorization given by the user and the confidentiality clause, are subject to these terms, expressly undertake to adopt the levels of protection and the necessary technical and organizational measures to ensure the security of personal and commercial data, avoid its alteration, misuse, loss, theft, unauthorized processing or access, both externally and within their own structure and staff, taking into account the state of technology, the nature of the data stored and the risks to which they are exposed.

Information maintained by PAR SERVICES about suppliers is available to all Companies that contract with Mi Proveedor, unless you instruct us otherwise in writing. We also disclose information about our suppliers to our strategic allies unless you tell us that you do not want such information disclosed. Each user will be asked if they wish to have their information made available whenever we add new client companies.

You may at any time restrict access to your information to only certain companies of your choice.

PAR SERVICIOS endeavors to ensure that the information contained in Mi Proveedor.com is complete, accurate and up to date. However, PAR SERVICIOS, is not in a position to verify the accuracy, completeness or validity of all information provided, so in any case does not guarantee the accuracy, completeness or validity of the information contained in Mi Proveedor.com. Nor does it guarantee that the functional aspects of Mi Proveedor.com are free of error, or that Mi Proveedor.com or the server that makes it available to the User are free of viruses or any other harmful component, nor does it guarantee that the files that are available for downloading are free of infection, viruses or other manifestations of contaminated code or destructive properties. PAR SERVICIOS is not responsible for direct, indirect, foreseen or unforeseen damage, or any other, that causes the User's information processing system, the User or third parties, the use of Mi Proveedor.com, the material or services offered on this Site.

We try to ensure that all information contained in Mi Proveedor.com, is verified, but in the case of information provided directly by users do not guarantee the accuracy, completeness, reliability or validity of the material, connections, or the result obtained from the use of Mi Proveedor.com and its services. PAR SERVICIOS shall not be responsible for the decisions or actions you take based on the information.

Confidentiality Clause

PAR SERVICIOS has high security standards for the protection of personal and business data of users, which ensures the confidentiality of these and under no circumstances transfer or assign or otherwise provide such data to any person, except as ordered by judicial authority administrative authority, in accordance with current legislation or that the user himself authorized.

To maintain your confidence in the protection of the privacy of your information we have the ISO 27001 certification, this allows us to ensure that our processes and products have the highest security standards. For us it is important to maintain the availability, confidentiality and integrity of the information.

PAR SERVICIOS employees are qualified professionals who have been vetted to bring their moral and professional competence to your service. We are aware that our success is related to the degree of satisfaction of our customers so the confidentiality, integrity and privacy of the information you provide us is our greatest commercial asset.

All our employees have signed confidentiality clauses in their employment contracts, being informed that any violation of the confidentiality of their functions in PAR SERVICIOS constitutes a crime that can be legally sanctioned, an attribution that we will not hesitate to exercise.

Notwithstanding the foregoing, the User should be aware that any system is not exempt from attacks and violation of their information.

Most of the violations to the information systems occur due to the mismanagement that the user gives to his accounts, for which we inform you that you are responsible for maintaining the confidentiality of your password. You will be responsible for all uses of your Web Site registration, whether or not authorized by you. You agree to immediately notify PAR SERVICES of any unauthorized use of your registration and password.

Confidentiality to third parties depends largely on how you handle your password; this is the only way to prevent the information from being known by malicious persons. PAR SERVICIOS is actively involved with current business initiatives aimed at preserving the personal right to privacy on the Internet; we have adopted and will continue to adopt the necessary technical and organizational measures to ensure the security and integrity of data, as well as to prevent its alteration, loss, treatment or unauthorized access.

Reservation of Rights

PAR SERVICIOS expressly reserves the following rights:

- To modify or delete, unilaterally, partially or completely, both the arrangement of the elements that make up this Site, as well as its general or configuration, services or content or its conditions of access and use.

- To deny or withdraw access to this Site, its services and contents, at any time and without prior notice, to those Users who do not comply with these Terms and Conditions.

- To unilaterally terminate, suspend or interrupt, at any time and without prior notice, the provision of the Site and/or any of its services or contents.

- To modify the terms of these Terms and Conditions at any time.

Indemnification

The User agrees to indemnify and hold harmless PAR SERVICIOS, its officers, directors or employees from any direct, indirect, foreseen and unforeseen damage, or any other, from any claim, action or demand, including disbursements that PAR SERVICIOS has had to incur for legal and accounting advice, arising directly or indirectly from the use that the User has given to the contents of the Site, the services offered, the material or the breach of the provisions contained in this instrument.

Jurisdiction and Applicable Law

The Terms and Conditions shall be construed and enforced in accordance with the laws of the Republic of Colombia. The User or visitor of Mi Proveedor.com unconditionally submits to the jurisdiction of the courts and Arbitration of the Republic of Colombia for the resolution of any doubt, difficulty or controversy related to all or part of the Terms and Conditions. For all legal effects derived from this instrument, the parties establish their domicile in the city of Bogotá.

Processing of your corporate and personal data.

PAR SERVICIOS informs the holder that the processing of their corporate and personal data is as follows:

- The supplier requests the information required by the purchasing customers.

- The supplier delivers the information through Mi Proveedor, verifying its content against the criteria and parameters established for linking to the platform.

- The Mi Proveedor tool, which is in a secure server, managed by Amazon Web Services, is used by the supplier to provide the information.

- Buyer client users can access online to the information of Mi Proveedor - Suppliers, to exercise market inquiries and to make invitations to quote or propose.

You can consult the Data Processing Policy published in Mi Proveedor for more information

Habeas Data

PAR SERVICIOS is committed to respecting and guaranteeing the rights of its customers and employees in compliance with the regulations in force in each territory in which it provides its services. It has created policies of information that are complemented with the terms and conditions of our services, granting absolute respect for your information that is of our greatest interest. For such an effect you can consult our policies of treatment of information in the link of our WEB site 'Policy of treatment of the information', which are understood accepted with the approval that you make of the terms and conditions of our services.

Safety and Technical Considerations

In Mi Proveedor.com will be offered connections (Links) to other sites that we consider as of interest to your business, which are operated by people other than Mi Proveedor.com, so Mi Proveedor.com is not responsible in any respect for the information contained in them, nor for the consequences of the use of these. The connection to other sites is the sole responsibility of the User.

The Mi Proveedor platform can be used on computers with the following operating system and browser configurations:

Operative System	• MacOS 10.10 (Yosemire) o superior o Window 7 o superior. o Linux
Browsers	• Mozilla Firefox 40.x o superior • Internet Explorer 10 y 11 • Google Chrome 43 o superior. • Windows Edge 38.14393 o superior • Safari para macOS versión 9 o superior.

For its proper functioning we suggest a broadband connection of at least 10MB. As a complement to the use of the platform, it is required that the equipment must have a PDF reader that allows the visualization of this type of files. By accepting these Terms and Conditions, the user is responsible for taking the necessary measures to protect their technological environment such as:

- Use supported PDF readers such as Adobe Acrobat Reader.
- Disable Acrobat JavaScript and automatic execution of URLs in the PDF reader's administration options if allowed by the reader.

- Keep PDF reader programs and web browsers updated to the latest version. - To maintain the antivirus of the equipment.
- To make a suitable configuration of the Firewall to block the execution of suspicious external links from the organization's computers.
- Maintain the operating system of your computer equipment updated with the latest security packages.
- Perform an adequate Firewall configuration to block the execution of suspicious external links from the organization's computers.
- Keep your computer operating system updated with the latest security packages.