

THIS POLICY APPLIES SOLELY TO PURCHASES MADE IN COLOMBIA

PRIVACY NOTICE

COMPANY'S NAME AND DOMICILE OF THE PARTY RESPONSIBLE FOR THE TREATMENT.

In VRG Lineas Aéreas S.A. Sucursal Colombia (hereinafter referred to as "GOL"), with offices at la Carrera 7, n° 71-21, Torre A, Piso 6, Of. 602 – 603, Bogotá, Colombia, the personal data of visitors of our website are treated as strictly private and confidential, under the terms of the applicable rules; accordingly, the collection, storage, use, circulation, deletion, transmission or transfer of said personal data is made pursuant to proper, lawful and licit use, permanently ensuring the compliance with principles of legality, freedom, purpose, truthfulness or quality, transparency, access and restricted circulation, security and confidentiality, in conformity with the provisions in applicable rules, as subsequently amended or supplemented.

OBTAINING PERSONAL DATA AND PURPOSES OF THEIR TREATMENT

In **GOL**, we are committed to protect privacy of your personal data. Save where as provided for on the contrary in the respective boxes, answers to questions on Personal Data are voluntary, without there being any impact whatsoever on the quality or amount of corresponding services, unless as otherwise indicated.

Personal data provided by you to **GOL** shall be incorporated into **GOL**'s database, in compliance with the applicable rules and with **GOL**'s Information Treatment Policies, and shall be treated solely for the below described purposes:

- Collection and review of information about visitors on **GOL**'s website.
- Assistance to questions, suggestions and recommendations with respect to the products marketed and/or services rendered by **GOL** and its partners.

Your personal data shall **not** be used for marketing, publicity or business exploitation purposes.

In order to prevent unauthorized access to your personal data and with a view to ensure that the information will be used for the purposes provided for in this privacy notice, **GOL** shall adopt such technological actions as may be necessary for ensuring security and integrity of the collected data.

OWNERS' RIGHTS AND FORMS AND PROCEDURES FOR REVOCATION OF CONSENT TO TREATMENT OF PERSONAL DATA AND/OR EXERCISE OF THEIR RIGHTS

As owner of the information, you may exercise the rights set forth in the applicable rules, especially those provided for in Law 1581, of 2012, including, without limitation, the rights described in Article 8 (access, confirmation, updating and deletion), as well as all the rules governing, adding provisions to or supplementing said Law.

The Owner and his/her successors who consider that his/her personal data included in an information system, in a **GOL**'s data base, should be corrected, updated or deleted, or where they

find out noncompliance with any of the duties provided for in the applicable rules, they will be entitled to file a complaint or request with **GOL**, sending it at first instance to the **Customer Assistance Channel** (hereinafter referred to as “**Channel**”), which is available from **GOL**’s offices or from **GOL**’s website, and either to send the scanned copy thereof to the Authorized E-Mail or to deliver a printed copy thereof at **GOL**’s offices at the following address: Carrera 7, n° 71-21, Torre A, Piso 6, Of. 602 – 603, Bogotá, Colombia, c/o the Administrative Coordinator.

GOL shall meet and answer to the complaints or requests within the terms and deadlines provided for such purpose in the applicable law.

Without prejudice to the foregoing, and in the event the complaint or request is not met by **GOL**, the owner of the information may, in any case, further appeal at a second instance, filing the complaint or request with the Industry and Commerce Superintendence (www.sic.gov.co). In said event, for filing the complaint with the Industry and Commerce Superintendence, the nature of the information shall be taken into consideration, which will be deemed to have grounds where said information: (i) is not in the nature of a public information or deals with public data, and (ii) **GOL** is in violation of the applicable principles for public information or public data.

USE OF COOKIES, WEB BEACONS AND OTHER TECHNOLOGIES

GOL informs that, in order to obtain the personal data detailed herein, it will not use any remote media devices or electronic, optical or other technological communication places, which allow your personal data to be automatically and simultaneously collected at the time the visitor of the website is in contact with them.

MODIFICATIONS AND CHANGES TO THE PRIVACY NOTICE

This privacy notice may be changed or updated from time to time by **GOL**. Said changes will be informed in a notice posted to our **GOL** internet portal, within five (5) business days following the change or updating that was made.

Latest updating: **Ocotber 25, 2016.**

INFORMATION TREATMENT POLICIES

I. Regulatory Framework.

The legal and constitutional framework (hereinafter referred to as “**Regulatory Framework**”) that governs GOL’s information treatment policies (hereinafter referred to as “**Policies**”), is as follows:

- Colombia’s Political Constitution, Article 15.
- Law 1266, of 2008.
- Law 1581, of 2012.
- Regulatory Decrees 1727 of 2009, 2952 of 2010 and 1377 of 2013.
- Constitutional Court Judgments: C-1011 of 2008 and C-748 of 2011.
- All the rules amending or adding provisions to the laws and decrees listed herein.

II. Definitions.

For the effects hereof, the definitions of the terms used herein shall be those definitions included in the Regulatory Framework, especially in Laws 1266, of 2008 and 1581, of 2012 and Decree 1377, of 2013, which include those expressly used in these Policies, as follows:

(i) Law 1266 of 2008 – Definitions:

- a. Personal Data:** Any piece of information attached to one or several specified or not yet specified persons or which may be related to a natural person or legal entity. Non-personal data are not subject to the data protection system provided for in Law 1266, of 2008. Where reference is made in Law 1266 of 2008 to a certain data, it is presumed that the reference is to personal use. Personal data may be public, semiprivate or private. For effects hereof, Personal Data defined in Law 1266, of 2008 shall be called as “***Credit Personal Data***”), it being understood that they include financial, credit, commercial and service information as well as any information coming from third countries, within the scope granted by the Constitutional Court in Judgment C-748, of 2011. Consequently, any Credit Personal Data shall be solely a financial or commercial information intended for calculating the credit risk level of the Owner of the information.
- b. Semiprivate Data:** Any data having no intimate, reserved or public nature and whose knowledge or disclosure may be of interest not only to the owner thereof but also to a certain industry or group of persons or to the society in general, as the financial and credit data for commercial or service activity referred to in Title IV of Law 1266, of 2008.
- c. Private Data:** Any data which, due to its intimate or reserved nature, is relevant only for the Owner thereof.
- d. Financial, credit, commercial and service information as well as information coming from third countries:** For all effects of Law 1266, of 2008, and of the Policies, financial, credit, commercial and service information as well as information coming from third countries will be understood as that referring to the origin, performance and termination of money obligations, regardless of the nature of the contract having given rise thereto.

(ii) Law 1581 of 2012 – Definitions:

- a. **Personal Data:** Any information related or which may be related to one or several specified or non-specified individuals. For effects of these Policies, where reference is made to “**Personal Data**”, this will be understood solely as reference to the personal data defined in Law 1581, of 2012, with the scope granted thereby.
- b. **Party in Charge of the Treatment:** Individual or legal entity, either public or private, which by itself or jointly with other parties, carries out the Treatment of the Personal Data on account of the Party In Charge of the Treatment.
- c. **Party Responsible for the Treatment:** Individual or legal entity, either public or private, which by itself or jointly with other parties, decides about the Database and/or the Treatment to be awarded to the data.
- d. **Treatment:** Any operation or series of operations about the Personal Data (Law 1581, of 2012), such as the collection, storage, use, circulation or deletion. For effects of these Policies, it will be understood that the Treatment also includes collection, capture, storage, use, circulation, transmission, transfer or deletion of “**Confidential Information**”, as defined in the end of Section III hereof.

(iii) **Decree 1377 of 2013 – Definitions:**

- a. **Sensitive Data:** Sensitive data means those data affecting the Owner’s intimacy or the undue use of which may generate discrimination, such as those revealing the race or ethnic origin, political orientation, religious or philosophical convictions, affiliation to workers’ unions, social organizations, human rights organizations or which sponsor the interests of any political party or ensure the rights and warranties of opposition political parties, as well as data related to health, sexual life and biometric data.
- b. **Transfer:** The transfer of data occurs when the Party Responsible for the Treatment and/or the Party In Charge of the Treatment of Personal Data, located in República de Colombia, sends the information or the Personal Data to a receiving party, which, on its turn, is Responsible for the Treatment and is located outside República de Colombia.
- c. **Transmission:** Treatment of Personal Data that implies communication thereof inside or outside the territory of República de Colombia, having as purpose the performance of a Treatment by a Party In Charge of the Treatment on account of the Party Responsible for the Treatment.

The foregoing definitions provided by laws 1266, of 2008 and 1581, of 2012 and Decree 1377, of 2013, shall be applicable and will have such scope as granted in each rule; consequently, for effects of their interpretation and application within the Policies, it is necessary to take into consideration the specific sense and scope of each concept within the corresponding rules. The Regulatory Framework is an integral part of the Policies, and in special, laws 1266 of 2008 and 1581 of 2012, together with Decree 1377 of 2013.

The other terms defined herein shall have the meaning ascribed to them herein.

III. Guiding Principles of these Policies.

VRG Lineas Aéreas S.A. Sucursal Colombia (hereinafter referred to as “**GOL**”) and **GOL**’s controlled companies in Colombia or abroad (hereinafter referred to as “**Controlled Companies**”)

in the Treatment of the information collected from their clients, users, employees, service providers and subcontractors, and from any other third party (hereinafter referred to as “**Owners**”), either referring to Personal Data and/or to Credit Personal Data (hereinafter referred to as “**Confidential Information**”), abides by the rights each of the above mentioned parties is entitled to, applying and ensuring the following guiding principles of the Policies:

a) Principle of Legality: In the Confidential Information Treatment, the effective and applicable provisions governing the Treatment thereof as well as other related essential rights, including contractual provisions agreed to by **GOL** with the Owners, as the case may be, will be enforced.

b) Principle of Freedom: The Treatment of Personal Data and Credit Personal Data shall not be carried out unless upon prior, express and informed consent by the Owner. Personal Data and Credit Personal Data not in the nature of Public Data may not be obtained or disclosed without prior authorization, or in the absence of a legal, statutory or court order releasing the consent.

c) Principle of Purpose: The Treatment of Confidential Information to which **GOL** has access or which **GOL** stores and collects and is not in the nature of Public data, shall be subordinated to and shall meet a lawful purpose, which shall be informed to the respective Owner of the Confidential Information.

d) Principle of Truthfulness or Quality: The Confidential Information subject matter of Treatment must be true, complete, accurate, updated, verifiable and understandable. Treatment of partial, incomplete or fractionary data as well as any Treatment inducing to error shall be prohibited. **GOL** shall not be held liable before the Owner when the subject matter of Treatment is partial, incomplete or fractionary information or any information inducing to error, delivered by the Owner without there being any form of checking the truthfulness or quality thereof on the part of **GOL** or if the same has been delivered or disclosed by the Owner attesting to or warranting, in any manner, the truthfulness or quality thereof.

e) Principle of Transparency: In the Treatment of Confidential Information, the Owner’s right to obtain from **GOL**, at any time and without restriction, information about the existence of any type of Confidential Information that may be of its interest (legal, judicial or contractually justified) or title shall be assured.

f) Principle of Restricted Circulation and Access: Confidential Information shall not be available on the Internet or other means of disclosure or mass communication, save if access is technically controllable such as to provide restricted knowledge only to **GOL**, the Controlled Companies, the Owners or duly authorized third parties. For these purposes, **GOL**’s obligation shall be that of a means, according to what is provided for in the applicable rule.

g) Principle of Security: The Confidential Information under the Policies subject to Treatment by **GOL** shall be protected to the extent the minimum technical and standard resources shall so require, through the adoption of technological protection actions, protocols and administrative actions as may be necessary to assure security to the electronic records and files avoiding adulteration, modification, loss and inquiry thereof, and in general against any unauthorized use or access.

h) Principle of Confidentiality: Any and all persons in **GOL** who manage, handle, update or have access to non-public Confidential Information stored in duly authorized third parties’ Information Systems or bases or databases, are undertaken to keep and maintain as strictly confidential and not to disclose to third parties any and all personal, commercial, accounting, technical, business or any other information provided in the execution and exercise of their duties.

GOL and its Controlled Companies, for purposes of Treatment of Confidential Information, may use the following information systems and databases owned by **GOL** and/or by its Controlled Companies (hereinafter referred to as “**Information Systems**”).

i) Principle of Information Temporality: In case of the Credit Personal Data, the same shall not be provided to users or third parties when they no longer serve the purpose of the corresponding database.

IV. Scope of the Policies.

These Policies shall have, in Colombia, the same scope of application provided for in the legal rules that are part of the Regulatory Framework, and shall be applied so as to regulate and provide for the general and integral policies of the Confidential Information Treatment on the part of **GOL**.

Consequently, they shall be applicable to all the operations performed by **GOL** in Colombia, except for the possible use or treatment of the Confidential Information by the Controlled Companies, in compliance with the legal requirements.

In the event any of the Controlled Companies shall have access to or shall carry out the lawful and authorized Treatment of the Owners’ Confidential Information, without prejudice to the provisions in Section X, the provisions in Section III and V shall be complied with, as applicable. As regards the Owners, **GOL** shall be the sole party responsible for ensuring the compliance with these Policies by its Controlled Companies.

V. Owners’ Rights for purchases in Colombia.

The Owners shall have the rights provided for in the Regulatory Framework and in the agreements entered into with **GOL**, as applicable thereto, taking into consideration the Confidential Information subject matter of Treatment by **GOL** and/or by its Controlled Companies.

The Owners, whose Personal Data Treatment shall have been carried out, shall specifically have the rights provided for in Law 1581, of 2012, including, without limitation, those described in Article 8, and all those rules regulating, adding to or supplementing them.

The Owners, whose Credit Personal Data Treatment shall have been carried out, shall specifically have the rights provided for in Law 1266, of 2008, including, without limitation, those described in Article 6, and all those rules regulating, adding to or supplementing them.

For effects of interpretation of the laws and decrees issued with respect to the matter, the legal and constitutional interpretation parameter will be the judgments rendered by the Constitutional Court of Colombia. The Owners’ rights shall be construed in accordance and in full balance with the right to information provided for in Article 20 of the Political Constitution of Colombia and with the other applicable constitutional rights.

For any Confidential Information that is collected by **GOL** and/or by the Controlled Companies, and which is not in the nature of: (i) private or semiprivate Personal Data; and (ii) private or semiprivate Credit Personal Rights, the Owners’ rights shall be solely the rights provided for and agree to by contract with **GOL**. At all times with respect to such information, **GOL** shall ensure the

security and confidentiality thereof whenever it is subject thereto and to the guiding principles of the Policies applicable thereto.

In case of information or data of a public nature, **GOL** will assure the truthfulness and quality of the information bearing such quality and which relies on the Information Systems.

VI. GOL's General Duty in Information Treatment.

GOL, in general, and in conformity with the Regulatory Framework, the legal rules regulating its legal relations with the Owners and, in special, the specific obligations undertaken before the Owners, has as a general duty in the Treatment of the Confidential Information to comply with and assure at all times the Owners' own rights, ensuring, whenever applicable and according to the nature of the information used, the confidentiality, reserve, security and integrity thereof.

VII. GOL's Special Duties in its capacity as Party Responsible for the Treatment of Personal Data and of Credit Personal Data.

GOL's special duties, whenever acting as Party Responsible for the Treatment of Personal Data and Credit Personal Data, shall include, without limitation, to:

- i. Ensure to the Owner, at any time, the full and effective exercise of the right to *hábeas data*.
- ii. Request and keep a copy of the respective authorization granted by the Owner, in case of private or semiprivate Personal Data and Credit Personal Data .
- iii. Duly inform the Owners about the purpose of the collection and of the rights they are entitled to by reason of the authorization granted.
- iv. Keep the information in accordance with the security conditions necessary for preventing its unauthorized or fraudulent adulteration, loss, inquiry, use or access.
- v. Ensure that the information provided to the Party In Charge for the Treatment is true, complete, accurate, updated, verifiable and understandable, as it was provided by the Owner.
- vi. Update the information, timely notifying the Party In Charge for the Treatment about all the news with respect to the data previously provided thereto and to adopt all the other actions necessary for the information provided thereto to be kept updated.
- vii. Rectify the information whenever it is incorrect and notify the Party In Charge for the Treatment about it.
- viii. Deliver to the Party In Charge for the Treatment, as the case may be, only data whose Treatment is previously authorized.
- ix. Demand from the Party In Charge for the Treatment, at all times, compliance with the conditions of security and privacy of the Owner's information.
- x. Process the inquiries and complaints received.

- xi. Inform the Party In Charge for the Treatment when a certain information has been in discussion with the Owner, once the complaint has been filed and the respective processing has not been completed.
- xii. Inform, at the Owner's request, the use made of his/her data.
- xiii. Inform the data protection authority upon becoming aware of violations to the security codes and in case of possible risks arising out of the handling of the Owner's information.

VIII. Authorizations, Consent and Means.

The Treatment of private or semiprivate Personal Data and Credit Personal Data, either by **GOL** and/or by its Controlled Companies, requires free, prior, express and substantiated consent by the Owner. **GOL**, at all times, shall inform about the delivery of the authorization by the Owner, by proper means that assure the same has been delivered on an express, free, prior and informed basis.

The goals and purposes of the private or semiprivate Treatment of the Personal Data and the Credit Personal Data will always be clearly and expressly provided for in those proper means, through which **GOL** will require the authorization from the Owners. **GOL** shall not use the private or semiprivate Personal Data and Credit Personal Data for purposes other than those expressly authorized by the Owners.

These Policies may be changed and supplemented from time to time, in compliance with the requirements provided for in the corresponding legal rules. The duly updated Policies, indicating the updating date, shall be timely published on **GOL**'s webpage.

GOL, pursuant to the Regulatory Framework, shall not be required to delete from its Information Systems such Confidential Information in relation of which the Owner may have a legal or contractual duty to **GOL** and/or to the Controlled Companies to remain in the Information Systems.

IX. Information Security.

In compliance with the Security Principle provided for in the applicable rule and in conformity with the legal obligations **GOL** has, the company will adopt the technological, operating and administrative actions that may be necessary for ensuring security to the Owner's records and Confidential Information, avoiding the unauthorized or fraudulent adulteration, loss, inquiry, use or access thereto.

X. Sensitive Data and Information.

In the event **GOL**, in the exercise of its proper activities, is required to carry out the Treatment of Sensitive Data, it will comply with such rules as may be established with respect thereto in the Regulatory Framework.

XI. Use and International Transfer of Confidential Information by GOL.

In the event **GOL**, in the exercise of its proper activities, shall use or internationally transfer Confidential Information, it shall ensure the compliance with the applicable principles established in Section III of these Policies.

In case of transfer of Personal Data, **GOL** shall comply with the provisions in Law 1581, of 2012, especially in Article 26, and in other rules amending, adding to or supplementing them.

GOL, in the regular course of its business with providers and clients, and in its relations with its direct employees in Colombia, will be entitled to incorporate the Confidential Information into the Information Systems. **GOL**, as Party Responsible for the Treatment, ensures that the Information Systems fully comply with the Policies and the Regulatory Framework, and, consequently, assures that any Owner will be entitled to: (i) have access at any time to the information filed in the Information Systems; (ii) request the updating or rectification of the data incorporated therein; and (iii) request, save in those cases provided for in Section VIII of the Policies, the deletion of his/her data, by notifying **GOL**, in which case the provisions set forth in Section XII hereof will be complied with.

XII. Assistance to Complaints and Inquiries.

The Owner or his/her successors who consider that the Confidential Information contained in an Information System, or in a database, must be corrected, updated or deleted, or in case they notify the noncompliance with any of the duties set forth in the Regulatory Framework, may file a complaint or request with **GOL**, sending it at a first instance to the **Customer Assistance Channel** (hereinafter referred to as "**Channel**"), which is available from **GOL**'s offices or from **GOL**'s website, and send a scanned copy thereof to the Authorized E-Mail or deliver a printed copy thereof at **GOL**'s offices, at the following address: Carrera 7, n° 71-21, Torre A, Piso 6, Of. 602 – 603, Bogotá, Colombia.

GOL will meet and answer to the complaints or requests of the Owners within the deadlines and terms provided for this effect in the Regulatory Framework.

The Owner, without prejudice to the foregoing, and in the event his/her request or complaint has not been met by **GOL**, will be entitled, in any case, to file a request or complaint in second instance, with the Industry and Commerce Superintendence (www.sic.gov.co). In said case, for the filing of the complaint with the Industry and Commerce Superintendence, the nature of the Confidential Information will be taken into consideration, which will be accepted if said information: (i) is not in the nature of a public information, that is, a Public Data, and (ii) **GOL** is in violation of the principles applicable to public information or to Public Data.

XIII. Information of the Party Responsible for the Treatment of the Confidential Information.

For all the legal effects of the Party Responsible for the Treatment of the Confidential Information, it shall be to:

VRG Lineas Aéreas S.A. Sucursal Colombia

NIT. 900123125-5

Telephone: 01800111788

Address: Carrera 7, n° 71-21, Torre A, Piso 6, Of. 602 – 603, Bogotá, Colombia.

Responsible Area: Central de Atención GOL