

Proveedor de Certificados PROCERT ITFB, C. A. ("we", "us", "our") operates the website <http://www.procert.net.ve> (hereinafter referred to as the "Service"). This page informs you of our policies regarding the collection, use, and disclosure of personal data when you use our Service and the choices available to you regarding that data. We use your data to provide you with the Service and improve it. By using the Service, you consent to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, the terms used in this Privacy Policy have the same meanings as our Terms and Conditions, available at the <http://www.procert.net.ve>

Service Definitions: Service is the <http://www.procert.net.ve> website operated by Proveedor de Certificados PROCERT ITFB, C. A..

Personal data: Personal Data means data about a living natural person who can be identified from that data (or from that data and other information that we have or are likely to have).

Data Usage: Usage Data is the data collected automatically, generated by the use of the Service or by the Service's own infrastructure (e.g., the duration of a page visit).

Cookies: Cookies are small files stored on your device (computer or mobile device).

Data controller: Data controller means the natural or legal person (individually or jointly with other persons) who determines the purposes of the processing and the manner in which any personal information is or will be processed.

For the purposes of this Privacy Policy, we are the Data Controller of your Personal Data.

Data processors (or Service Providers): Data Processor (or Service Provider) means any natural or legal person who processes data on behalf of the Data Controller.

We may use the services of various Service Providers in order to process your data more effectively.

Data Subject (or User): The Data Subject is any living natural person who uses our Service and is the subject of the Personal Data.

Information Collection and Use. We collect distinct types of information for various purposes to provide and improve the Service to you.

Types of data collected Personal data: When you use our Service, we may ask you to provide us with certain personally identifiable information that may be used to contact or identify you ("Personal Data"). Personally identifiable information may include, but is not limited to, the following:

- Email address.
- Name and surname.
- Phone Number
- Address, town, province, zip code, city.
- Cookies and usage data

We may use your Personal Data to contact you to provide you with fact sheets, marketing or promotional materials, and other information that may be of interest to you. You may opt out of receiving some or all of these communications by contacting us.

Usage Data: We also collect information about how the Service is accessed and used ("Usage Data"). This Usage Data may include information such as your computer's Internet Protocol address (e.g., IP address), browser type, browser version, the pages you visit from our Service, the time and date of your visit, the time spent on those pages, unique device identifiers, and other diagnostic data.

#### Cookie and Tracking Data

We use cookies and similar tracking technologies to track activity on our Service and maintain certain information. Cookies are files with a small amount of data that may include an anonymous unique identifier. The Cookies are sent to your browser from a website and are stored on your device. Other tracking technologies also used are beacons, tags, and scripts to collect and track information, as well as to improve and analyze our Service. You can instruct your browser to refuse all cookies or to alert you when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some parts of our Service.

Examples of Cookies we use:

- Session cookies. We use session Cookies to operate our Service.
- Preference cookies. We use Preference Cookies to remember your preferences and various settings.
- Security cookies. We use Security Cookies for security purposes.

Data usage: Proveedor de Certificados PROCERT ITFB, C. A. uses the data collected for various purposes:

- Providing and maintaining our Service
- Notify you of changes to our Service.
- Allow you to participate in interactive features of our Service when you choose to do so.
- Provide customer support.
- Collect analytics or valuable information that allows us to improve our Service.
- Controlling the use of our Service
- Detect, avoid, and address technical issues.
- To provide you with news, exclusive offers and general information about other goods,

services, and events we may offer that are similar to those you have already purchased or enquired about, unless you have opted out of receiving this information.

Legal basis for processing personal data in accordance with the General Data Protection Regulation (GDPR): If you are located in the European Economic Area (EEA), Proveedor de Certificados PROCERT ITFB, C. A. legal basis for collecting and using the personal information described in this Privacy Policy depends on the Personal Data we collect and the specific context in which we collect it. Proveedor de Certificados PROCERT ITFB, C. A. may process your Personal Data for the following:

- Perform a contract with you.
- You have given us permission to do so.
- The processing is in our legitimate interests and is not contrary to your rights.
- To comply with the law

Data retention: Proveedor de Certificados PROCERT ITFB, C. A. will retain your Personal Data only for as long as necessary for the purposes set out in this Privacy Policy. We will retain and use your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable law), resolve disputes, and enforce our legal policies and agreements. Proveedor de Certificados PROCERT ITFB, C. A. will also retain Usage Data for internal analysis purposes. Usage Data is retained for a shorter period of time, except where this data is used to enhance the security or to improve the functionality of our Service, or where we are legally required to retain this data for longer periods of time.

Data Transfer: Your information, including Personal Data, may be transferred to, and maintained on, computers located outside of your state, province, country, or other governmental authority where data protection laws may differ from those in your authority. Your acceptance of this Privacy Policy followed by your submission of this information represents your agreement to such transfer. Proveedor de Certificados PROCERT ITFB, C. A. will take all reasonable steps necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organization or country unless there are adequate controls in place including the security of your data and other personal information.

Data Disclosure Business Operations: If Proveedor de Certificados PROCERT ITFB, C. A. is involved in a merger, acquisition, or sale of assets, your Personal Data may be transferred. We will notify you before we transfer your Personal Data, and it is subject to a different Privacy Policy.

Disclosure by legal obligation: In certain circumstances, Proveedor de Certificados PROCERT ITFB, C. A. may be required to disclose your Personal Data when required to do so by law or in response to valid requests from authorities (e.g., a court or public body).

Legal requirements: Proveedor de Certificados PROCERT ITFB, C. A. may disclose your Personal Data in good faith when it believes that doing so is necessary to:

- Comply with a legal obligation.
- Protect and defend the rights or property of Proveedor de Certificados PROCERT ITFB, C. A.
- Prevent or investigate potential breaches in connection with the Service.
- Protect the personal safety of users of the Service or the public.
- Protect yourself from legal consequences.

Data security: The security of your data is important to us, but please remember that no method of transmission over the Internet or method of electronic storage is 100% secure. Although we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

"Do Not Track" Signals: We do not support "Do Not Track" ("DNT") signals. DNT is a preference you can set in your web browser to inform websites that you do not want to be tracked. You can enable or disable DNT by visiting the Preferences or Settings page of your web browser.

Your data protection rights under the General Data Protection Regulation (GDPR): If you are a resident of the European Economic Area (EEA), you have certain data protection rights. Proveedor de Certificados PROCERT ITFB, C. A. intends to take reasonable steps to enable you to correct, amend, delete, or limit the use of your Personal Data. If you would like to be informed of the Personal Data, we hold about you and if you would like to be deleted from our systems, please contact us. In certain circumstances, you have the following data protection rights:

The right to access, update, or delete the information we hold about you. Whenever possible, you may access, update, or request deletion of your Personal Data directly within the settings section of your account. If you are unable to perform these actions yourself, please contact us for assistance.

The right to rectification. You have the right to have your information rectified if that information is inaccurate or incomplete.

The right to object. You have the right to object to our processing of your Personal Data.

The right to limitation. You have the right to request that we restrict the processing of your personal data.

The right to data portability. You have the right to be provided with a copy of the data we hold about you in a structured, commonly used, and machine-readable format.

The right to withdraw your consent. You have the right to withdraw your consent at any time where Proveedor de Certificados PROCERT ITFB, C. A. has relied on your consent to process your personal data. Please note that we may ask you to verify your identity before responding to these requests. You have the right to lodge a complaint with a supervisory authority regarding our collection and use of your Personal Data. For more information, please contact your local supervisory authority in the European Economic Area (EEA).

Service Providers: We may engage third parties to facilitate our Service ("Service Providers"), to provide the Service on our behalf, to provide services related to the Service, or to help us analyze how our Service is used. These third parties have access to your Personal Data solely to perform these tasks on our behalf and are required not to disclose or use it for any other purpose.

Links to Other Sites: Our Service may contain links to other sites not operated by us. If you click on a third-party link, you will be directed to that third-party site. We strongly encourage you to review the Privacy Policy of all sites you visit. We have no control over, and assume no responsibility for, the content, policies, or privacy practices of third-party sites or services.

Children's Privacy: Our service is not directed to anyone under the age of 18 ("Minor"). We do not knowingly collect personally identifiable information from children under the age of eighteen. If you are a parent or guardian and you become aware that your child has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to delete that information from our servers.

Changes to this Privacy Policy: We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

We will inform you via email and/or a prominent notice about our Service before the change becomes effective and update the "effective date" at the top of this Privacy Policy. We encourage you to review this Privacy Policy periodically to see if any changes have been made. Changes to this Privacy Policy are effective when they are posted on this page.

Contact Us: If you have any questions about this Privacy Policy, please contact us by email [soporte@procert.net.ve](mailto:soporte@procert.net.ve)