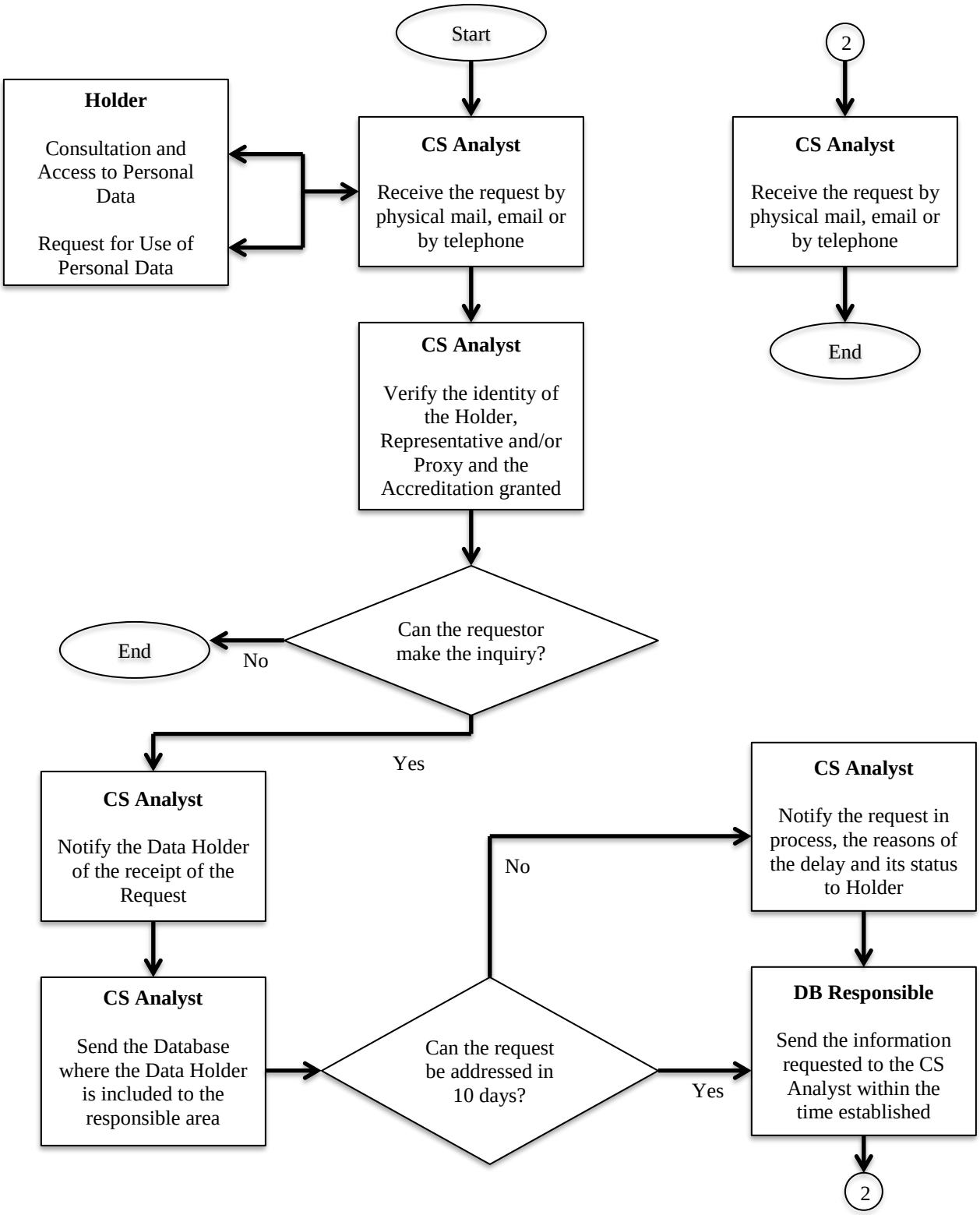
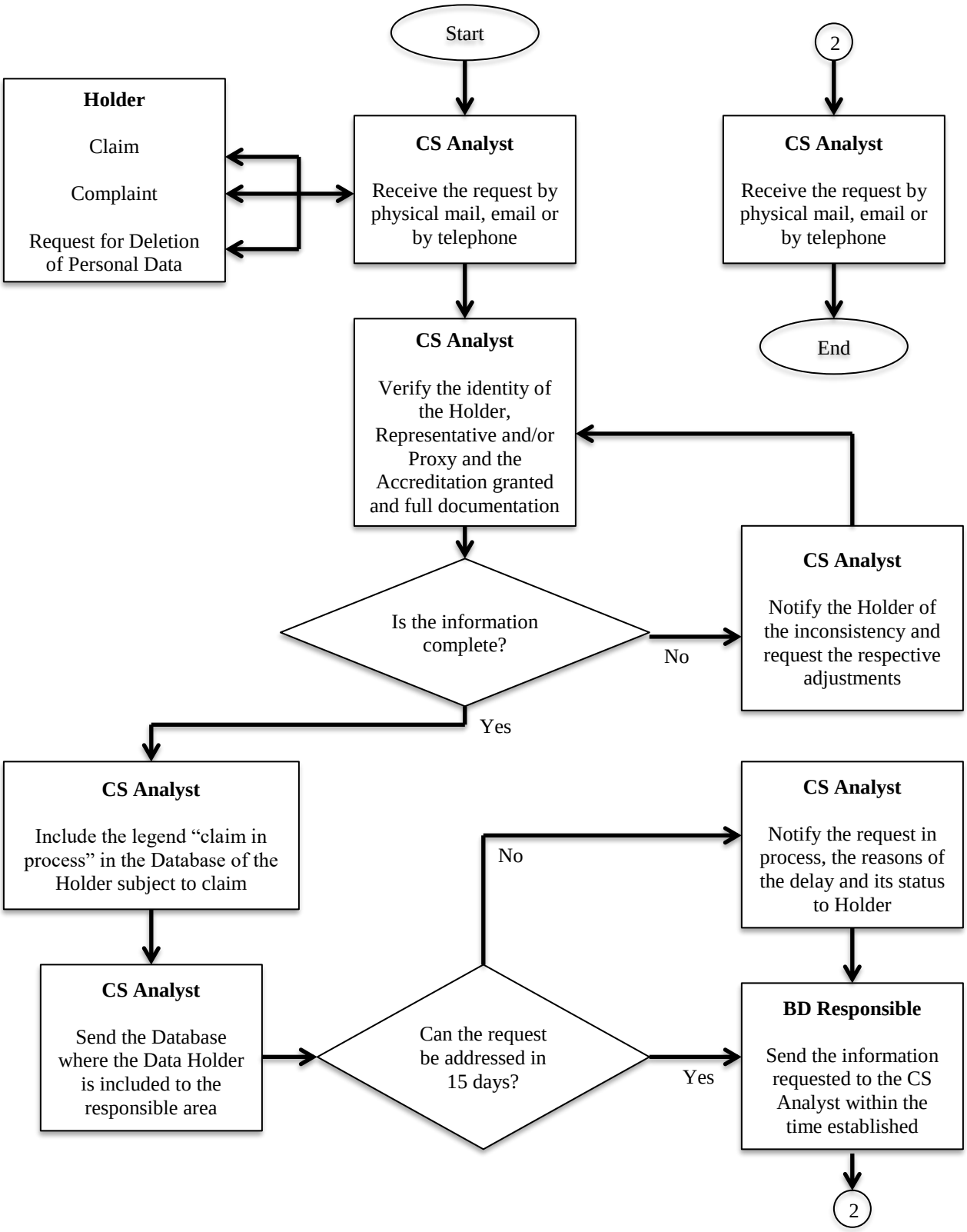
BRIGARD & URRUTIA	Annex: Information Processing Flowchart
Title: Right of Data Holders– Request and/or inquiry for information	Version 0.0, 07-23-2013




Start
2
Holder
Claim
Complaint
Request for Deletion of Personal Data
CS Analyst
Receive the request by physical mail, email or by telephone
CS Analyst
Receive the request by physical mail, email or by telephone
End
CS Analyst
Verify the identity of the Holder, Representative and/or Proxy and the Accreditation granted and full documentation
Is the information complete?
No
CS Analyst
Notify the Holder of the inconsistency and request the respective adjustments
Yes
CS Analyst
Include the legend "claim in process" in the Database of the Holder subject to claim
CS Analyst
Send the Database where the Data Holder is included to the responsible area
Can the request be addressed in 15 days?
No
CS Analyst
Notify the request in process, the reasons of the delay and its status to Holder
Yes
BD Responsible
Send the information requested to the CS Analyst within the time established
2