

# ARTIFICIAL INTELLIGENCE GUIDELINES

## **Intercorp Retail**

InRetail Perú adopted the Artificial Intelligence Guidelines of InterCorp Retail.

Approved by the Board of Directors on August 27, 2026.

## ARTIFICIAL INTELLIGENCE GUIDELINES

### 1. PURPOSE

These guidelines provide general recommendations for the use and development of artificial intelligence (AI) technologies within the organization. They seek to encourage responsible practices in areas such as data protection, cybersecurity, algorithmic fairness and transparency of generated content, thereby contributing to building trust among internal users and other stakeholders.

### 2. SCOPE

- These guidelines are addressed to the Business Units (BUs) that make up Intercorp Retail and InRetail Perú Corp, as well as to suppliers and third parties that develop, implement or use Artificial Intelligence solutions on behalf of the organization.

### 3. IMPLEMENTATION AND COORDINATION

- The promotion of these guidelines may be supported through the collaboration of various areas of the organization, including digital business, technology, cybersecurity and data analytics teams, according to the nature of each AI initiative. Likewise, the Business Units may complement these guidelines with specific practices, processes or controls in accordance with their needs and operational context.
- Decisions supported by AI systems are encouraged to maintain adequate human oversight and accountability, particularly where they may generate significant impacts on individuals, operations or stakeholders.

### 4. DEFINITIONS

- 4.1. **Artificial Intelligence (AI):** A set of techniques and algorithms that enable machines to perform tasks that normally require human intelligence, such as learning, reasoning and decision-making. For these purposes, the term is broken down into traditional AI and generative AI.
- 4.2. **Personal Data:** Any information relating to an identified or identifiable person, including information such as names, addresses, telephone numbers and location data.
- 4.3. **Anonymization:** The process of modifying personal data in such a way that the individuals to whom the data belong cannot be identified, thereby safeguarding their privacy.

- 4.4. **Algorithmic Bias:** A situation in which an algorithm produces structurally unfair results due to prejudices in the training data or in the design of the model.
- 4.5. **Cybersecurity:** Practices and technologies designed to protect systems, networks and programs from digital attacks, ensuring the confidentiality, integrity and availability of information.
- 4.6. **AI Transparency:** Capabilities that allow users to understand how AI systems operate, including how results are generated and what data is used.

## 5. GENERAL GUIDELINES

### Respect for Data Privacy

- 5.1. Consideration of the applicable regulations and good practices regarding the protection of personal data in the use and development of AI solutions is encouraged.
- 5.2. The adoption of appropriate measures to protect information and manage access to sensitive data is recommended.
- 5.3. Transparency regarding the use of data in AI applications is encouraged and, where applicable, the obtaining of consent from data subjects.

### Cybersecurity Protection

- 5.4. The incorporation of cybersecurity practices throughout the life cycle of AI applications is encouraged.
- 5.5. The implementation of access control and monitoring mechanisms commensurate with the risks associated with the use of AI is recommended.
- 5.6. The performance of security assessments that contribute to identifying and managing potential vulnerabilities is encouraged.

### Bias Prevention

- 5.7. The identification and mitigation of potential biases in AI algorithms is encouraged.
- 5.8. The periodic review of AI models is promoted in order to favor equitable and representative results.

## **Security in the Use of AI**

5.9. The prior review of AI systems that use information resources of Intercorp Retail is encouraged, with the aim of identifying and managing cybersecurity risks associated with the tool and with the information involved.

5.10. Responsible use of AI

- The use of AI systems is encouraged with due consideration of their capabilities, limitations and potential risks, seeking to ensure that they are used appropriately for the purposes for which they were designed.
- AI systems are encouraged to be used responsibly, avoiding practices that may affect individuals, information or the systems of the organization.
- The timely identification and management of situations that may represent an inappropriate use of AI is recommended, through the channels and mechanisms established by the organization.

5.11. Oversight and accuracy of information

- Human participation and oversight are encouraged in those processes where the use of AI may influence decisions that are significant for individuals, the business or stakeholders, seeking to preserve the possibility of review and intervention where appropriate.
- Results generated by AI may contain errors, biases or inaccurate information. For this reason, the review and validation of the quality, accuracy and relevance of the content prior to its use or dissemination is recommended.

5.12. Life cycle management of AI models

- Comprehensive management of AI solutions throughout their life cycle is encouraged, taking into account data quality and associated risks.
- The periodic review of AI models is encouraged in order to favor their effectiveness, updating and responsible use.

5.13. AI transparency and attribution

- Transparency in the use of AI for the generation of public-facing content is encouraged, seeking to ensure that, where appropriate, mechanisms exist that allow its involvement in the creation of the content to be identified.

## **6. Related Regulations / Documents**

No applicable

**7. Annexes**

Not applicable