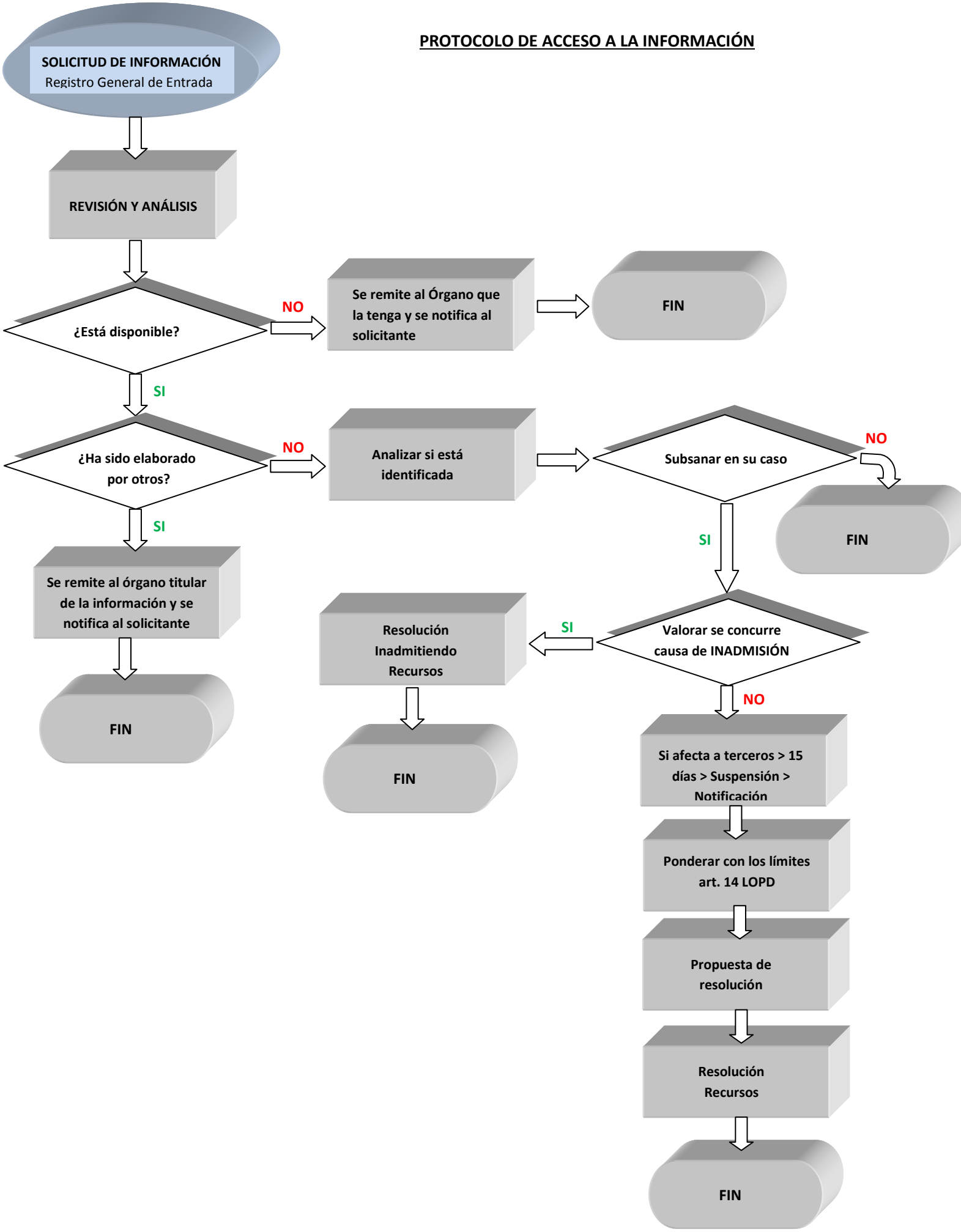PROTOCOLO DE ACCESO A LA INFORMACIÓN