

PRIVACY POLICY

IGOU TELECOM S.A.P.I. DE C.V.

IN COMPLIANCE WITH THE PROVISIONS OF THE FEDERAL LAW ON THE PROTECTION OF PERSONAL DATA IN POSSESSION OF INDIVIDUALS (THE "LAW"), WE ASK YOU TO READ THIS PRIVACY POLICY CAREFULLY. THE PURPOSE OF THIS POLICY IS TO PROTECT YOUR PERSONAL DATA, THROUGH THE LEGITIMATE, CONTROLLED AND INFORMED TREATMENT OF THEM, IN ORDER TO GUARANTEE YOUR PRIVACY. ALSO, WE INFORM YOU THAT IGOU TELECOM S.A.P.I. DE C.V. ("IGOU TELECOM"), ARE RESPONSIBLE FOR COLLECTING YOUR PERSONAL DATA THAT MAY BE ACQUIRED DURING THE CONTRACTUAL RELATIONSHIP, SUCH AS:

- PERSONAL DATA (NAME, SURNAME, AGE, SEX,), ADDRESS OF ADDRESS AND CONTACT DETAILS (TELEPHONE, EMAIL ADDRESS).
- TELEPHONE AND TELEMATIC TRAFFIC DATA.
- BANKING AND / OR PAYMENT INFORMATION.
- DATA RELATED TO THE POSITION OF YOUR DEVICE DETERMINED BY GPS COORDINATES OR INFORMATION RELATED TO THE CELL PHONE TO WHICH IT IS CONNECTED DURING THE USE OF TELECOMMUNICATIONS SERVICES.
- DATA PROVIDED BY THIRD PARTIES AS PART OF AN ASSOCIATION WITH OMV.
- DATA RELATING TO YOUR DEGREE OF SOLVENCY AND YOUR TIMELINESS IN PAYMENTS, ALSO ACQUIRED THROUGH THE INFORMATION.
- SYSTEMS OF AUTHORIZED COMPANIES THAT PROVIDE SERVICES FOR THE MANAGEMENT OF CREDIT RISKS AND FRAUD CONTROL.
- DATA RELATED TO YOUR CONSUMPTION HABITS AND / OR YOUR INTERESTS. TELEPHONE AND TELEMATIC TRAFFIC DATA.

BASED ON THE FOREGOING AND WITH YOUR EXPRESS CONSENT, WE POINT OUT THAT YOUR PERSONAL INFORMATION WILL BE TREATED IN A CONFIDENTIAL MANNER AND USED, IF APPLICABLE TO:

I) PROVIDE YOU THE SERVICES THAT YOU WILL CONTRACT WITH IGOU TELECOM ; II) INFORM YOU ABOUT THE CHANGES THAT ARE MADE IN ANY OF THE SERVICES YOU HAVE CONTRACTED; III) EVALUATE THE QUALITY OF THE SERVICE PROVIDED TO YOU; IV) INFORM YOU ABOUT ANY CHANGES TO BE MADE TO THIS PRIVACY NOTICE; AND V) TO SEND YOU INFORMATION RELATED TO THE PROVISION OF OUR SERVICES; VI) IGOU TELECOM MAY PROCESS YOUR DATA FOR SENDING COMMERCIAL COMMUNICATIONS, PROMOTIONS AND OFFERS RELATED TO THE SERVICES AND PRODUCTS OF IGOU TELECOM AND / OR ITS SUBSIDIARIES. THESE COMMUNICATIONS CAN BE SENT THROUGH AUTOMATED COMMUNICATION CHANNELS (SMS, EMAIL. NOTIFICATIONS IN THE APPLICATION) AND THROUGH TRADITIONAL CHANNELS (CALLS WITH THE OPERATOR, PAPER MAIL); VII) RECEIVE PRE-OFFERS, PROMISES AND PROMISES AGREEMENTS CONSUMER HABITS AND LOCATION DATA FOR A BETTER CUSTOMIZATION OF THE SERVICE. IN ADDITION, IGOU TELECOM AND / OR ITS AFFILIATES MAY PROCESS THE DATA PROVIDED BY YOU AND THE DATA ACQUIRED DURING THE USE OF THE SERVICES TO CARRY OUT MARKET SURVEYS AND ANALYSIS OF THE LEVEL OF CUSTOMER SATISFACTION. THE CONSENT GIVEN BY YOU MAY BE REVOKED AT ANY TIME BY CONTACTING IGOU TELECOM.

ADDITIONALLY, WE INDICATE YOU THAT YOU HAVE THE RIGHT TO ACCESS, RECTIFY (WHEN THE DATA PROVIDED IS INACCURATE OR INCOMPLETE), CANCEL YOUR PERSONAL DATA, EXCEPT IN THE CASES PROVIDED BY LAW, AS WELL AS TO OPPOSE THE TREATMENT OF THE SAME.

THE USE THAT IS GIVEN THEM AND THEIR PROTECTION, IGOU TELECOM ARE LEGALLY CONSTITUTED COMPANIES IN ACCORDANCE WITH THE LAWS OF THE UNITED MEXICAN STATES, AND THAT THEIR ADDRESS IS LOCATED IN CALLE ANDES 10, COLONIA LOS ALPES, ALVARO OBREGON ZIP 01010, MEXICO CITY, MEXICO.

WE INFORM YOU THAT ANY MATTER RELATED TO THE PROCESSING OF YOUR PERSONAL DATA MAY BE REQUESTED THROUGH THE FOLLOWING EMAIL ADDRESS: NOTIFICACIONES@SAYCOCORPORATIVO.COM FINALLY, WE INFORM YOU THAT FROM THE MOMENT YOU ENTER OUR INTERNET PAGE OR MOBLE APP AND PROVIDE US WITH YOUR PERSONAL DATA, YOU TACTITLY ACCEPT THE TERMS AND CONDITIONS OF THIS PRIVACY POLICY. SO, IF YOU DO NOT AUTHORIZE THE TRANSMISSION OF YOUR PERSONAL DATA, YOU MUST KNOW IGOU TELECOM SUCH NEGATIVE THROUGH THE EMAIL ADDRESS STATED IN THE PREVIOUS PARAGRAPH, STATING EXPRESSLY THAT THE AUTHORIZATION IS NOT TRANSFERRED OF YOUR PERSONAL DATA FOR THE PURPOSES STATED IN THIS PRIVACY POLICY. ALSO, WE KNOW THAT YOUR PERSONAL DATA WILL NOT BE TRANSFERRED TO THIRD PARTIES AND ITS TREATMENT WILL BE LIMITED TO THE INTERNAL USE OF THE COMPANY, UNLESS SUCH TRANSFER IS MADE TO CONTROLLING COMPANIES, SUBSIDIARIES OR AN AFFILIATED PARTNER OF IGOU TELECOM IN ACCORDANCE WITH THAT ESTABLISHED IN THE LAW.

IF YOU WISH TO STOP RECEIVING PROMOTIONAL MESSAGES OR ANY OTHER INFORMATION RELATED TO THE SERVICES REFERRED TO IN THIS NOTICE, YOU MAY REQUEST IT THROUGH THE EMAIL ABOVE CITED OR BY PHONE.

5588802200 WITH CUSTOMER SERVICE MONDAY TO FRIDAY FROM 8:00 AM TO 7:00 PM.

On the Exercise of the Rights of Access, Ratification, Cancellation and Opposition

PURSUANT TO THE ESTABLISHED LAW, THE OWNER OF PERSONAL DATA MAY REQUEST IGOU TELECOM ACCESS, RECTIFICATION, CANCELLATION OR OPPOSITION TO THE PROCESSING OF YOUR PERSONAL DATA AT ANY TIME. SO, IF THE HOLDER WANTS TO MODIFY THEIR PERSONAL DATA, THEY MUST SEND THE REQUEST TO BE PROCESSED THROUGH THE FOLLOWING EMAIL ADDRESS

NOTIFICACIONES@SAYCOCORPORATIVO.COM, NOTING AND SENDING:
1. THE NAME OF THE HOLDER, HIS ADDRESS AND / OR ANY OTHER MEANS TO COMMUNICATE THE RESPONSE TO YOUR REQUEST. 2. THE

DOCUMENTS THAT PROVIDE THE IDENTITY OF THE HOLDER. 3. THE CLEAR AND ACCURATE DESCRIPTION OF THE PERSONAL DATA REGARDING WHICH IT IS SEEKED TO EXERCISE SOME OF THE RIGHTS MENTIONED IN THE PREVIOUS PARAGRAPH AND THE DOCUMENTATION THAT SUPPORTS SUCH REQUEST. 4. ANY OTHER ELEMENT OR DOCUMENT THAT FACILITATES THE LOCATION OF PERSONAL DATA.

IN THE EVENT OF ANY OF THE ASSUMPTIONS INDICATED IN THE PREVIOUS PARAGRAPH, IGOU TELECOM WILL INFORM THE OWNER OF THE REASON FOR ITS DECISION, WITHIN THE DEADLINES ESTABLISHED FOR SUCH EFFECT, BY THE SAME MEANS BY WHICH IT WAS MADE APPLICATION. IGOU TELECOM RESERVES THE RIGHT TO MODIFY THE CONTENT OF THIS PRIVACY POLICY AT ANY TIME. ANY CHANGES TO THE PRIVACY POLICY WILL BE INFORMED THROUGH THE IGOU TELECOM WEBSITE. ONCE THE PRIVACY POLICY IS PUBLISHED ON SUCH PAGE, IT WILL AUTOMATICALLY ENTER INTO EFFECT. THE LAST UPDATED DATE OF THIS POLICY IS MARCH 11, 2021.