

COMPREHENSIVE PRIVACY NOTICE

SERVICIOS TRONCALIZADOS, S.A. DE C.V. | SERVITRON

Address: Av. Insurgentes Sur 1079, Of. 2101, Noche Buena, Benito Juárez, 03720 Mexico City, CDMX.

In compliance with the Federal Law on Protection of Personal Data Held by Private Parties, its Regulations, the Privacy Notice Guidelines and related regulations, SERVICIOS TRONCALIZADOS S.A. DE C.V. ("Servitron") issues this Privacy Notice, which applies to CLIENTS, SUPPLIERS, EMPLOYEES, JOB CANDIDATES, SOCIAL MEDIA USERS AND THIRD PARTIES whose personal data is processed by the company.

I. PURPOSES OF PERSONAL DATA PROCESSING

The personal data collected will be processed for the following purposes:

1. Clients and Suppliers

- To provide the requested services and products.
- To inform about changes or updates to products or services.
- To fulfill contractual and tax obligations.
- To evaluate the quality of products or services.
- To process payments.

2. Job Candidates and Employees

- To manage the recruitment, selection and onboarding process.
- To comply with labor, social security and applicable regulatory obligations.
- To carry out performance evaluations and training.

3. Social Media and Marketing

- Management of social profiles and communication with users.
- Processing of data for advertising, marketing or commercial prospecting purposes.

4. Security and Justice

- To comply with requirements from competent authorities on security and justice matters, including geolocation, interception of communications and data retention.
- To implement security policies to protect both physical and digital data, including video surveillance in our facilities.

Data Retention Period

Personal data will be retained only for as long as necessary to fulfill the purposes for which it was collected and in accordance with applicable legal provisions, according to the following indicative periods:

- Clients and Suppliers: up to 5 years after termination of the contractual relationship, or the period established by applicable tax regulations.
- Employees: during the employment relationship and up to 5 years after its termination.
- Job candidates: up to 2 years from receipt of their application.
- Social media users: while the user interacts with Servitron's profiles.

Upon expiration of these periods, data will be blocked and subsequently deleted in accordance with the procedure provided for in the LFPDPPP. (Art. 16 LFPDPPP compliance.)

II. PROCESSING OF THIRD-PARTY PERSONAL DATA AND SENSITIVE DATA

1. Third-Party Personal Data

If the personal data provided includes information about third parties, such as personal, professional or contact references, the Data Subject guarantees that they have obtained the consent of such third parties to provide their data and that they have informed them of the terms of this Privacy Notice.

2. Datos Personales Sensibles

Servitron does not collect sensitive personal data except where strictly necessary and with the Data Subject's express consent. If sensitive data (such as health status or biometric information) must be processed, it will be handled under additional security measures and only for necessary purposes, always with the Data Subject's consent

II. TRANSFERS OF PERSONAL DATA

Servitron will not transfer personal data to third parties without the Data Subject's prior consent, except as permitted by law. If it is necessary to share personal data with third parties such as tax, judicial or security authorities, Servitron undertakes to notify the Data Subject in advance and comply with the corresponding legal measures.

If Servitron uses cloud computing services with providers located outside national territory, such international transfers will be carried out in accordance with Articles 36 and 37 of the LFPDPPP, ensuring at all times a level of protection equivalent to that provided by Mexican law. The updated list of data processors will be available upon the Data Subject's request. (LFPDPPP arts. 36 and 37 compliance, cloud best practices.)

IV. ARCO RIGHTS (ACCESS, RECTIFICATION, CANCELLATION AND OPPOSITION)

Where legally applicable, the Data Subject may at any time exercise their rights of Access, Rectification, Cancellation and Opposition (ARCO) through the following procedure:

1. Request

The request to exercise ARCO rights must be sent to Servitron's Personal Data Protection Department at the following email address: privacidad@servitron.net, or to the address: Av. Insurgentes Sur 1079, Of. 2101, Noche Buena, Benito Juárez, 03720 Mexico City, CDMX.

2. Request Requirements

The request must include the following information:

- I. Name and address or other means of receiving the response.
- II. Documents evidencing identity or legal representation, as applicable
- III. Clear and precise description of the personal data regarding which ARCO rights are to be exercised.
- IV. Any other element that facilitates the location of the data.

3. Response Timelines

The Data Controller will communicate the decision within a maximum of 20 business days from receipt of the request. If the request is granted, it will take effect within 15 business days following notification. If the information provided is incomplete or deficient, the

applicant will be required to remedy such deficiencies within 10 business days, and the request will be deemed not submitted if the requirement is not met.

4. Delivery Methods

The Data Subject may obtain the requested information through simple copies, electronic documents (PDF, Word) or any other legitimate means that ensures the exercise of the requested right. The use of electronic means for the request and response authorizes the Data Controller to respond through the same means, unless the Data Subject indicates otherwise.

5. Data Subject's Responsibility

The Data Subject is responsible for keeping their personal data held by Servitron up to date, ensuring its accuracy and authenticity, and promptly notifying any changes.

V. COOPERATION IN SECURITY AND JUSTICE MATTERS

In compliance with Articles 189 and 190 of the Federal Telecommunications and Broadcasting Law, the Guidelines on Security and Justice Cooperation issued by the Federal Telecommunications Institute (IFT), and pursuant to the IFT Plenary Agreement of May 22, 2019, Servitron will make available to authorized authorities the required information and data, including retained data, real-time geolocation of mobile devices or terminal equipment, and court orders for the interception of communications, in full compliance with the highest personal data protection standards.

In the context of the entry into force of the Law on Telematic Media and Broadcasting (LMTR) and the creation of the Digital Transformation and Telecommunications Agency (ATDT) as successor to the IFT, Servitron fulfills its security and justice cooperation obligations in accordance with the guidelines issued by the ATDT within the scope of its authority.

VI. SECURITY MEASURES

Servitron ha implementado medidas de seguridad físicas, técnicas y administrativas para proteger los datos personales contra accesos no autorizados, pérdida, alteración o destrucción. Utilizamos sistemas de cifrado, servidores seguros y monitoreo continuo para asegurar la integridad de la información.



ServitronMX



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ISO 9001

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Certification



VII. CHANGES TO THE PRIVACY NOTICE

Any material modification to this Privacy Notice will be communicated to the Data Subject through the website www.servitron.net and/or through the registered contact method, at least 15 (fifteen) calendar days before taking effect. Continued use of Servitron's services following such notification shall constitute acceptance of the changes. To consult the current version of the Privacy Notice at any time, please visit: www.servitron.net. (LFPDPPP and Art. 191 sec. VIII LFTR compliance.)



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