



PRIVACY POLICY

Privacy Policy

Capitel and subsidiaries, whose address is Montes Urales 424, Lomas de Chapultepec Section V, Mexico City, Zip Code 11000, Mexico, and whose website is <http://www.capitel.com>, as the Responsible Entity for handling your personal information, in compliance with the provisions of the Federal Law for the Protection of Personal Data held by Individuals, hereby issues this Privacy Notice.

I. What personal information do we use?

- Identification and/or contact information, such as: Name, address, email, date and place of birth, phone number, passport, professional references, RFC (taxpayer's ID), CURP (population registration number), marital status, proof of address, and photographs, among others.
- Financial information, such as: Information on bank accounts, credit cards, properties, assets, and account/financial statements, among others.

II. For what purposes will we use your personal information?

The personal information we collect from you shall be used for the following purposes, which are necessary to establish a legal relation:

- Carry out our "Know Your Customer" process;
- Contact you and allow you to contact the Responsible Entity;
- Evaluate and identify you as a client or supplier within our system;
- Obtain or provide quotes for goods and/or services as required for their rendering or supply;
- Draft contracts, agreements, or any document linked to your legal relation with us;
- Fulfill our legal obligations to you and to third parties, such as authorities;
- Issue invoices;

In addition, we will use your personal information for the following secondary purposes, which are not necessary for the service or product requested, but that enable us to provide you with a better service;

- Provide commercial references;
- Fill in surveys;
- Storage for statistical or commercial prospecting purposes;
- Customizing and improving the tools and operation of the website;

If you do not wish your personal information to be handled for any of these secondary purposes, please contact us through the channel described in item VI.

III. With whom do we share your personal information?

The Responsible Entity may share your personal information with third parties, without requiring your prior consent, in the following cases:

- With controlled companies, subsidiaries, or affiliates, both national or foreign, that operate under the same policies as the Responsible Entity.
- When, in the interest of the owner, it is necessary to share the information for the signing of a contract;
- When, in the public interest, it is necessary to disclose this information to justice or the justice department, or in the interest of the owner, for the acknowledgement, exercise, or defense of a right; and
- To maintain or comply with the legal relation binding us.

Likewise, we inform you that the Responsible Entity may disclose your personal information to third-party service providers, who are under obligation to handle it under the same privacy principles.

Should the Responsible Entity disclose your personal information to third parties other than those stated in this section, you will be notified particularly in order to obtain your consent.

IV. How can users exercise their ARCO rights?

If you wish to access your personal information, rectify, cancel, or oppose its handling by the Entity Responsible for it, please contact us via email at contacto@capitel.com or via phone at (55) 7100-2148.

To carry out this procedure, the following will be necessary:

- You must prove your identity, presenting a copy of your identification document. If you are exercising your rights through your legal representative, you must prove the identity of the owner, of the representative, and present the power of attorney.

You can prove your identity and, if necessary, that of your representative, through electronic media. However, should the Responsible Entity deem it necessary, you must present the original document at our business address.

- The Responsible Entity will acknowledge receipt of your request immediately and will have a maximum of 20 calendar days to provide a definitive answer. Said term may be extended only once for an equal period, as long as the circumstances of the case justify it.
- The Responsible Entity will answer your request, referring exclusively to the representations therein, via email. If your request is approved, it will become effective within the next 15 business days following the date when the answer is sent to the email that you provided for said purposes.

For further information on the procedure, you may contact us at contact@capitel.com.

V. How can your consent to the handling of your personal information be revoked?

You may revoke the consent that, such being the case, you have given us to handle your personal information at any given time.

However, it is important that you keep in mind that we may not be able to process your request or end the use immediately, as it is possible that, due to some legal requirement, we must continue to handle your personal information. Likewise, you must keep in mind that, for certain purposes, the revoking of your consent may imply that we cannot continue our legal relation or fulfill certain obligations.

You may revoke your consent by emailing us at contacto@capitel.com or calling (55) 7100-2148.

To carry out this procedure, the following will be necessary:

- You must prove your identity, presenting a copy of your identification document. If you are exercising your rights through your legal representative, you must prove the identity of the owner, of the representative, and present the power of attorney.
- You can prove your identity and, if necessary, that of your representative, through electronic media.
- However, should the Responsible Entity deem it necessary, you must present the original documents at our business address.
- The Responsible Entity will acknowledge receipt of your request immediately and will have a maximum of 20 calendar days to provide a definitive answer. Said term may be extended only once for an equal period, as long as the circumstances of the case justify it.
- The Responsible Entity will answer your request, referring exclusively to the representations therein, via email. If your request is approved, it will become effective within the next 15 business days following the date when the answer is sent to the email that you provided for said purposes.

VI. How can you limit the use or disclosure of your personal information?

If you are in disagreement with the use of your personal information for the secondary purposes stated in section II, you may contact us to limit the use or disclosure of your personal information by emailing contacto@capitel.com. If appropriate, you will be added to a User Exclusion List to prevent us from continuing to contact you for said purposes. Likewise, if it is not appropriate to limit the use of your personal information, we will let you know via email.

VII. Use of Cookies?

We inform you that our website uses Cookies, web beacons, or other technologies that enable us to monitor your internet usage, as well as to provide you with a better service and experience when browsing through our website. This is done by storing preferences and other user data in Cookies. Most browsers are configured to accept Cookies; if they are disabled, Users are warned that certain services may be limited.

We shall use the personal information we collect through these technologies for the following purposes:

1. Own Cookies:
 - Remember user's time zone
 - Remember user access
2. Third-party Cookies:

- Chartbeat (to measure website traffic levels and statistics in real time)
- Google Analytics (to understand how users browse our site; it does not save data from other sites)

You may disable these technologies:

Chrome

1. Click on “Settings” (the three stacked dots on the upper righthand corner of the browser) and select “Settings”.
2. On the search bar, type “Cookies” and among the results presented, select the option “Clear browsing data”.
3. Select the option “Cookies and other site data”, the time interval, and click on “Clear data”.

VIII. How can you see the changes made to this privacy notice?

This privacy notice may be modified, changed, or updated as a result of new legal requirements, or changes in the Responsible Entity’s model for handling personal information. Any changes to this Privacy Notice will be communicated to you personally or through a release on our website.

IX. Responsible Entity’s Data Protection Department?

If you have any questions regarding the handling of your personal information, you may contact our Personal Data Protection Department.

X. Consent

I hereby acknowledge that I have received this Privacy Notice and I grant my express consent for the handling of my personal information regarding contact, assets, financial, and sensitive data under the terms described herein.