

## PRIVACY NOTICE FOR INTEGRAL COMMERCIAL AND SUPPLIERS AREA

The legitimate treatment, controlled and informed of their personal data is vital to achieve the corporate objectives of Aeroenlaces Nacionales, S.A. de C.V., through all areas of the business reiterating our commitment to your privacy and the right to informational self-determination, so that, pursuant to the provisions of the Mexico's Federal Law on Protection of Personal Data Held by Private Parties, we offer our PRIVACY NOTICE.

The Privacy Notice applies to all products, services, programs, and / or websites that have Aeroenlaces Nacionales, S.A. de C.V., according to the nature of the personal data obtained and in accordance with applicable law and on privacy and personal data protection. Aeroenlaces Nacionales, S.A. de C.V. can post new specific Privacy Notices or updates and for which it may or may not require, the consent of the holder of the Personal Data (the Contractor) but through the website [www.vivaerobus.com](http://www.vivaerobus.com), will become public knowledge and our customers' privacy policies applicable to the Personal Data that we have been awarded.

### A) NAME AND ADDRESS OF RESPONSIBLE

For purposes of disclosure and processing of personal data that the Contractor has disclosed or may disclose to reach Aeroenlaces Nacionales, S.A. de C.V., through various media and forms including declarative way, but without limitation telephony, technological tools, our representatives or directly derived from employment or prospective employment relationship exists or get to exist between Aeroenlaces Nacionales S.A. de C.V. and (Holder) and the use of our products and / or services, or any related activity shall be deemed responsible is Aeroenlaces Nacionales, S.A. de C.V., who is a corporation incorporated under the Mexico's laws, with registered head office located in the Monterrey International Airport, Terminal C, Aleman road Km. 24 SN, C.P. 66600, Apodaca, Nuevo Leon.

For further information about this Privacy Notice, or to exercise any of its rights under your Personal Information, this Privacy Notice or applicable law, including without limitation, rights of access, rectification, cancellation and opposition (Rights ARCO), please contact our Privacy Department via email to [solicitud.arco@vivaerobus.com](mailto:solicitud.arco@vivaerobus.com) (0155) 5955-5526, Monday through Friday from 9:00 to 18:00 hours.

### B) PROFILE WHICH THEY ARE SOUGHT

To carry out the purposes described in this Privacy Notice Aeroenlaces Nacionales, SA de CV, based on legal or non-legal relationship exists with the Contractor may request and, if appropriate, treat the Personal Data including those considered sensitive, including without limitation so most are not limited to:

- Full name.
- Age.
- Date of birth.
- Address.
- Email.
- Social Network Accounts.
- Number (s), contact phone, mobile, work, home, IFE or INE.
- Federal Taxpayers Registry (RFC). Employment data.
- Bank details.
- User data of "Vivaamigo" benefit. User data of insurance benefit.
- IP address.
- Information URL. Cookies.
- Web Beacons.
- Video recordings.

### C) GOALS FOR USE OF PERSONAL DATA

The personal data we collect from the Owner, are necessary for the fulfillment of obligations, relationship and / or the provision of services that exist or may come to exist between the Contractor and Aeroenlaces Nacionales, S.A. de C.V., the latter being who uses, stores, transmits, or transfers to the extent that the law permits, to comply with legal obligations or legal relationship is not there or get to be with the Contractor.

Also, please note that on-site planes, ticket offices, branches and corporate offices Aeroenlaces Nacionales, S.A. de C.V., we have a video surveillance system, thus, may be obtained from our security cameras, images and audio Holder's Personal Data for purposes of identification, control and safety of users, suppliers and staff Aeroenlaces Nacionales, S.A. de C.V.

Below we list the declarative way, but without limitation the purposes for which we will treat your personal data:

- Identification.
- Contact.
- Location.
- History of the service user.
- Compliance with contractual obligations. In Control.
- Security.
- Improvements in service. Collection.
- Rectify trade link.
- To improve our marketing and promotional initiatives (marketing).
- Send information or messages about new products and / or services.
- Address your request for information, products or request for use thereof, including sole and express services Aeroenlaces Nacionales S.A. de C.V.
- Create databases for statistical purposes, for research and development of new products or services.
- Transfer to other participants attended events for conducting business, professional and business issues as well as to service providers whose products and services may be applicable in the sector
- Send notices of changes to this Privacy Notice

### D) PUBLIC RECORDS

The Public Register of Consumers, Users and other related and identified in the provisions relating to the Protection of Personal Data, continue in force and shall be governed in accordance with the laws established by the appointment and other applicable provisions derived therefrom, together with rights in them consigned.

### E) TRANSFER AND REFERRAL OF PERSONAL DATA

As part of its own business operations and in order to fulfill the purposes described Aeroenlaces Nacionales, S.A. de C.V., you can share with foreigners, some or all of your Personal Data or national third.

Aeroenlaces Nacionales, S.A. de C.V. will ensure through the signing of agreements and adopting other binding documents, such third parties maintain adequate to protect your personal data security, administrative, technical and physical, and that such third parties only use your Personal Data for the purposes for which was collected and in accordance with this Privacy Notice.

Aeroenlaces Nacionales, S.A. de C.V., you can share all or part of your Personal Data authorized under Mexican Law for monitoring the implementation of activities and relating to our products, who may or may not treat your Personal Data on behalf of Aeroenlaces Nacionales operations entities,

S.A. de C.V., pursuant to the Purposes and covered by this Privacy Notice Applications. Also, Aeroenlaces Nacionales S.A. de C.V. reserves the right to share your Personal Data with administrative, judicial or governmental authorities of any kind in the United States of Mexico.

Aeroenlaces Nacionales, S.A. de C.V., you may transfer your Personal Information to consultants and service providers of data collection, an y purchaser of the business, parents, affiliates or subsidiaries Aeroenlaces Nacionales, S.A. de C.V., external professional advisers; and other providers that offer services, technical support, information technology, and in general, an y third party acting as manager for and on behalf of Aeroenlaces Nacionales, S.A. de C.V.

Aeroenlaces Nacionales, S.A. de C.V., you can make the transfer of personal data to companies responsible for receiving, protect and treat personal data of the Contract or in terms of this Privacy Notice.

The main companies are listed which Aeroenlaces Nacionales, S.A. de C.V., you may transfer your Personal Data or Redirect

- Impulsora de Servicios Terrestres, S.A. de C.V.
- Servicios Profesionales Compartidos, S.A. de C.V.
- Asesoría Profesional al Auto Transporte, S.A. de C.V.
- Autotransportes de Servicios Terrestres, S.A. de C.V.
- Financiera Insurgentes, SAPI de C.V., SOFOM, ENR.
- Telinet S.A. de C.V.
- ITSA, S.A. de C.V.
- Impulsora de Servicios Terrestres, CITEC, S.A. de C.V.
- Servicios Profesionales Compartidos, S.A. de C.V.
- EGVIT, S.A. de C.V.
- EZY WEBWERKSTADEN DLLS
- Aeroenlaces Servicios S. A de C.V.
- Fusion Company
- Jumbo Tours México, S.A. de C.V.
- Scotiabank Inverlat, S.A. Institución de Banca Múltiple
- Viajes México con Amistad S.A. de C.V.
- HOTELBEDS S.R.U.
- CLUB TURAVIA S.A. de C.V.
- HOTELBEDS USA Inc.
- Tourico Holidays, Inc.
- Bidflyer Ltd.

Except for the above-listed companies, Aeroenlaces Nacionales, S.A. de C.V. will not share or transfer your Personal Data to third parties except in cases provided for by the Federal Law on Protection of Personal Data Held by Private Parties or any other applicable law or regulation.

### F) SECURITY MECHANISMS

Aeroenlaces Nacionales, S.A. de C.V., implement security measures, technical, administrative and physical necessary to ensure the integrity of their personal data and a void its damage, loss, alteration, destruction or use, unauthorized access or treatment.

Only authorized personnel Aeroenlaces Nacionales, S.A. de C.V., which has met and observed the requirements of counsel may participate in the processing of their personal data. Authorized personnel are prohibited from allowing unauthorized access and use your Personal Information for purposes other than those set out in this Privacy Notice. The obligation of confidentiality of the people involved in the processing of their personal data remains even after the relationship ends with Aeroenlaces Nacionales, S.A. de C.V.

### G) ALMACENAMIENTO DE SUS DATOS PERSONALES

Aeroenlaces Nacionales, S.A. de C.V., you can keep your personal data in its databases located in Mexican Republic or abroad, without limitation, on the understanding that they have implemented policies and reasonable commercial standards of technology and security to protect the information we has been provided.

### H) MODIFICACIONES AL AVISO DE PRIVACIDAD

Aeroenlaces Nacionales, S.A. de C.V., reserves the right to change the terms and conditions of this Privacy Notice, in which case the amendment shall be notified through the media that Aeroenlaces Nacionales, S.A. de C.V., consider most suitable for this purpose may be via email, media ads, direct, and / or a notice on our website or in our stores.

Aeroenlaces Nacionales, S.A. de C.V., and the Contractor acknowledge that this Privacy Notice is unlimited duration. However, Aeroenlaces Nacionales, S.A. de C.V., keep updated this Privacy Policy.

Aeroenlaces Nacionales, S.A. de C.V., recommended the Contractor to re-read this paper regularly, so that it is always kept informed of any changes.

Changes or modifications to this Privacy Notice will become effective immediately upon posting on the Website of Aeroenlaces Nacionales, S.A. de C.V., [www.vivaerobus.com](http://www.vivaerobus.com), notwithstanding the use of other means to Aeroenlaces Nacionales, S.A. de C.V., of the aforementioned publications.

After making the changes, the Contractor shall be presumed to continue using the Website of [www.vivaerobus.com](http://www.vivaerobus.com), requested his services, or the acts which gave rise to his relationship with Aeroenlaces Nacionales, S.A. de C.V., have full knowledge and consent will read the Privacy Notice refurbished.

### I) CONSENT

The Contractor represents and agrees this Privacy Notice, in accordance with the Law on Protection of Personal Data Held by Private Parties do not oppose the Privacy Policy. None of the personal data will be treated until two (2) days after they have been provided by the Contractor and shall have made this refusal.

### J) ARCO RIGHTS

Similarly, the Contractor may request access to your Personal Data, correct, cancel or oppose, limit use or disclosure or revoke their consent in accordance with the Federal Law on Protection of Personal Data Held by Private Parties and other applicable (Application). To exercise these rights, the Contractor shall contact the Privacy Department, email and / or telephone number (s) appearing earlier in our contact details.

In terms of law, any request for exercise of the rights referred ARCO must state the following prerequisites to respond to your request:

1. Name and address.
2. The documents that prove their identity or, if applicable, the legal representative of the person making the application on your behalf.
3. A clear and accurate description of the personal data you want access to or wish to modify, cancel or oppose any other element that facilitates the location of your data.
4. Any other requirements established by the Federal Law on Protection of Personal Data Held by Private Parties and / or other applicable laws.

At any time, the Contractor may request to suspend or cancel the sending of messages or commercial and new product information notices, via our Privacy Department.

If you request the correction of personal data should further indicate changes to be made and provide documentation to support your request.

The answer to your request will be communicated within 10 (ten) working days from the date the application was received, 5 (five) days in cases where the law so provides; to the effect that if found appropriate, the necessary steps to comply with your request measures, which are being conducted within 15 (fifteen) working days from the date on which it is communicated to the Contractor shall carry out the response to your request.

The holder of personal data shall cover justified shipping or the cost of reproduction in copies or other formats.

In the case of sending information required physical, Aeroenlaces Service, S.A. de C.V., will require an address for this sender.

In the event that information sent either electronically, Aeroenlaces Nacionales, S.A. de C.V., will require an email.

When personal data are no longer required to fulfill the purposes set out in this Privacy Notice and with applicable laws, shall be canceled, blocked and deleted by operation of law.

The request is not valid with the omission of what is stated above.

If the Contractor has requested the right to oppose the processing of your Personal Data Aeroenlaces Nacionales, S.A. de C.V., consider the following:

1. That there is legitimate cause and the specific situation requires, which shall justify the treatment while being lawful, it must cease to prevent its persistence causes injury to the Contractor.
2. That requires express their opposition to the processing of your Personal Data to perform the treatment data for specific purposes.
3. The treatment is not required for compliance with a legal obligation to Aeroenlaces Nacionales S.A. de C.V.

If exercising the right of opposition to the processing of personal data, Aeroenlaces Nacionales, S.A. de C.V., will send an Exclusion List Personal Data in accordance with the Act (the Schedule). If exercising the right of opposition to the processing of personal data, Aeroenlaces Nacionales, S.A. de C.V., will send an Exclusion List Personal Data in accordance with the Act (the Schedule).

### K) LOCK AND PROCEDURES FOR THE REMOVAL OF PERSONAL DATA

Once the Personal Data have been canceled, Aeroenlaces Nacionales, S.A. de C.V., retains a month Holder's Personal Data for purposes of clarification and preparation for suppression. Once this period has expired, Aeroenlaces Nacionales, S.A. de C.V., it will block permanently Personal Data Holder, not having opportunity again location or contact with the Owner.

If the Contractor cometh to perform another act Aeroenlaces Nacionales, S.A. de C.V., you must start the relationship as if it never existed.

The above stated in regard to the Privacy Policy for the purposes of preserving information by operation of law or authority.

The Personal Data that have fulfilled their purpose, but they cannot be canceled and / or terminated by operation of law or by contractual relationship, shall be frozen for the purposes for which they were subjected, until they can be deleted. During this period, the personal data shall not be further conservation and protection treatment.

### L) REVOCATION OF CONSENT

The consent may be revoked at any time without retroactive effect attributed. To revoke the consent holder must submit a written request to the email [solicitud.arco@vivaerobus.com](mailto:solicitud.arco@vivaerobus.com), the following requirements:

- Name of the Contractor.
- Address to which the response will be sent upon request.
- Documents proving the identity of the Contractor, IFE and / or Passport, or if applicable, the legal representative of the Contractor.
- A clear and accurate description of the bond you have with Aeroenlaces Services, S.A. de C.V. Provide documentation to support your request.
- The application should be addressed to Aeroenlaces Nacionales, S.A. de C.V.
- Documents proving that the legal relationship with Aeroenlaces Nacionales, S.A. de C.V. is finished.

Aeroenlaces Nacionales, S.A. de C.V., it will issue a response in which he confirmed the revocation of consent of the Holder, or, if applicable, shall indicate the reasoning depending on the particular case, with fifteen (15) days to issue this response. The deadlines will be counted from the time the request sent via email from our server, issuing Aeroenlaces Nacionales, S.A. de C.V., the respective Acknowledgement or Receipt of Application.

Any subsequent application as mentioned in the preceding paragraph shall have the same effect as a start the Contractor and Aeroenlaces Nacionales S.A. de C.V., forced to the same deadlines indicated above.

The application will not be valid in the above.

### M) JURISDICTION

This Privacy Notice, treatment of your personal data and / or related documents by the Mexico's Federal Law on Protection of Personal Data Held by Private Parties and other laws and regulations governing the Mexican Republic.

The acceptance of this Privacy Notice or the simple service request once published and made available to this Privacy Notice means an express acceptance by the Contractor of the terms hereof and express submission to the competent courts of the City of Monterrey, Nuevo Leon, for any dispute or claim arising out of this Privacy Notice.

I acknowledge that I have read and understand this Privacy Notice and give my consent, in cases where it is necessary for the processing of my personal data in terms of this. I confirm that I have informed people of which I have provided Personal Data on the treatment to be made of your Personal Data.