

# Notice of Privacy

In compliance with the provisions of the Federal Law on Protection of Personal Data Held by Private Parties (LFPDPPP) taxicancunairport.mx.com makes the following Privacy Notice available to you:

Responsible for the protection and treatment of your Personal Data

Calle Sendero del mirador Num. 36 Planta baja, Queretaro, QR C.P. 76060

**Means of Obtaining Personal Data** The personal data that taxicancunairport.mx collects from you will be used solely for the purposes described in this privacy notice and may be collected: • Directly, by entering your information or using the online services through the taxicancunairport.mx website • Directly, through our telephone reservation center • Directly, through our official social media accounts • In person, through our reservation representatives

**Collected Data** The data that taxicancunairport.mx collects from you will be the following: Full name with last name, telephone number, email address and financial data such as: Credit card number, name of the cardholder, expiration date, security code and any data necessary to complete and manage the reservations requested by you through the Stripe payment gateway. Likewise, taxicancunairport.mx will request to collect your physical image (photograph and/or video) in special cases, for which taxicancunairport.mx will enable the appropriate means to obtain the consent of the holders in accordance with the provisions of the LFPDPPP and its regulations.

**Purpose of Personal Data Collected** Your personal data will be collected for the following main purposes, which are necessary for the service you request: • Processing, tracking, updating, modifying, canceling, and confirming the services you booked with taxicancunairport.mx through its channels, for financial and credit purposes, to fulfill the obligations contracted with you and our suppliers. • In the case of reservations that include air transportation, so that the airline can proactively contact the passenger in the event of an interruption in operations or to provide the customer with updated information about their trip. This implies certain advantages for you, such as: 1. Real-time flight updates. 2. Proactive notifications in the event of service interruptions (cancellations, delays, etc.). 3. Baggage-related updates. 4. Automatic sending of reservation change information or boarding pass information for the next available flights. 5. Reducing wait time, anxiety, and inconvenience during service interruptions. 6. A better customer experience. • Likewise, the data collected will be used to contact you with more information to generate potential reservations. Additionally, we will use your personal information for the following purposes, which are not necessary for the requested service but which allow us to provide better service: • Evaluate the quality of service, conduct surveys on travel habits and preferences, participate in contests and sweepstakes, loyalty programs, implement and develop advertising campaigns, and send promotions, offers, services, and for advertising purposes (solely and exclusively for taxicancunairport.mx).

Holders may immediately and free of charge at any time request to cancel the sending of advertising emails by taxicancunairport.mx, by requesting it through any digital means (email or WhatsApp).

If you do not wish your personal data to be processed for these additional purposes, you may submit a written request via email to the address [notificaciones@taxicancunairport.mx](mailto:notificaciones@taxicancunairport.mx). National and international data transfer Pursuant to Articles 36 and 37 of the LFPDPPP, your personal data may be transferred and/or shared with: a. Controlling companies, subsidiaries or affiliates under the common control of taxicancunairport.mx, or a parent company or any company in the same group as taxicancunairport.mx that operates under the same internal processes and policies; b. When the transfer is necessary by virtue of a contract entered into or to be entered into in the interest of the owner, by the controller and a third party; c. When the transfer is necessary for the maintenance or fulfillment of a legal relationship between the controller and the owner, such as Suppliers, Tourism Service Providers, Banking and Credit Institutions, and others. It is important to note that third parties to whom your personal data is transferred will be bound by the same terms of this Privacy Notice and will comply with the corresponding security and confidentiality measures. In any case, we undertake not to transfer your personal information to third parties without your consent, except in the case provided for in Article 37 of the Federal Law on the Protection of Personal Data Held by Private Parties, as well as to carry out this transfer under the terms established by said Law. Exercise of ARCO Rights Article 28 of the LFPDPPP grants you four rights to exercise: • The data subject has the right to access their personal data held by the data controller and to know the Privacy Notice and its purposes. • The data subject has the right to rectify their data if it is inaccurate, incorrect, or outdated. • The data subject has the right to delete their personal data when they consider that it is not being used for the purposes established in this Privacy Notice. • The data subject has the right to object to the processing of their personal data for any of the purposes established in this Privacy Notice. Right to revoke your consent for data processing Article 8 of the LFPDPPP provides for the possibility of revoking the consent granted for the processing of your personal data. To revoke it, you may request it using the same mechanism and procedure for exercising ARCO Rights provided for in this notice. However, taxicancunairport.mx informs you that maintaining your personal information in its database will allow us to better understand your needs based on your history and thus offer you better service in your future reservations. Mechanisms for exercising ARCO rights and revoking consent for the processing of your data To exercise your rights of Access, Rectification, Cancellation and Opposition or your right to revoke consent for the processing of your personal data, you must complete and submit the ARCO RIGHTS EXERCISE FORM, which you must send to taxicancunairport.mx through the following email address: [notificaciones@taxicancunairport.mx](mailto:notificaciones@taxicancunairport.mx), addressed to the Personal Data Protection Department, or you may submit your request in writing and in Spanish, complying with the requirements set forth in Article 29 of the LFPDPPP regulations. For more information, you may contact the Data Protection Department directly at taxicancunairport.mx through the email address indicated above.

To exercise your ARCO rights, you must prove ownership of your ARCO rights or your legal representation of the owner by submitting a copy of your identification document

and showing the original for verification, or by using the documents established in Article 89 of the LFPDPPP regulations. "Article 29.- The request for access, rectification, cancellation, or opposition must contain and be accompanied by the following: I. The name of the owner and address or other means to communicate the response to your request; II. Documents proving the identity or, where applicable, the legal representation of the owner; III. A clear and precise description of the personal data for which you seek to exercise any of the aforementioned rights; and IV. Any other element or document that facilitates locating the personal data." taxicancunairport.mx will follow up on your request within 20 business days of receiving the FORM or request, with complete documentation, to inform you of its success. If appropriate, taxicancunairport.mx will have a maximum of 15 business days to enforce your ARCO rights. Measures to protect your information and limit the use or disclosure of your personal information. Your personal information will be kept strictly confidential, and to reasonably prevent its improper use or disclosure, we have implemented physical, technical, and administrative security measures in accordance with the Federal Law on the Protection of Personal Data Held by Private Parties and other applicable regulations. Specifically, we have a privacy policy, staff training courses, restricted access to personal information for authorized users only, privacy officers, an inventory of personal data (duly classified by data category), processing systems, risk analysis, and contractual clauses. To help you limit the use and disclosure of your personal information, we offer you the option of registering with the Public Registry to Avoid Advertising (REPEP), managed by the Federal Consumer Protection Agency (PROFECO). This is done so that your personal data is not used to receive advertising or promotions from companies offering goods or services. For more information about this registry, you can consult PROFECO's website or contact them directly. Cookies: taxicancunairport.mx uses its own and third-party cookies to analyze your browsing habits and offer you a more personalized service tailored to your interests. If you wish to learn about our Cookies Policy, click here (Request a link from the webmaster). Modifications to this Privacy Notice: taxicancunairport.mx may make modifications or updates to this Privacy Notice at any time. Any modifications or updates will become effective upon publication on the website taxicancunairport.mx, its affiliated sites, or any media used to publish them. Therefore, your continued review is recommended. Express Acceptance of the Privacy Notice: If you do not expressly object to this notice and its updates, it is understood that you have given your tacit consent in accordance with Article 8 of the LFPDPPP. taxicancunairport.mx suggests that you read this Privacy Notice, since providing your data by any means constitutes acceptance of this Privacy Notice.

Transactions will be made through the Stripe gateway.