

PRIVACY POLICY FOR CALIFORNIA RESIDENTS

This Privacy Policy for California residents, applies solely to our customers, passengers and other individuals who reside in the State of California, United States of America (hereinafter referred to as “Client” or “you”), from whom we collect personal information on our website, www.volaris.com, the Volaris mobile applications for iOS and Android and at the Call Center and through social media (collectively, the “Services”), all belonging to Concesionaria Vuela Compañía de Aviación, S.A.P.I. de C.V. (“Volaris”). We adopt this Policy to comply with the California Consumer Privacy Act of 2018 (Cal. Civ. Code § 1798.100 et seq), including any implementing regulations (“CCPA”). Any terms not otherwise defined herein, shall have the meaning given to them in the CCPA.

This Privacy Policy is a statement that we make available to Clients which describes Volaris’ practices regarding the collection, use and disclosure of personal information through the Services. This Privacy Policy also describes the rights of Clients regarding their personal information.

WHAT WE COLLECT, WHERE WE OBTAIN IT AND WHAT WE USE IT FOR.

PERSONAL INFORMATION WE COLLECT:

Volaris may collect from time to time, and may have collected in the preceding 12 months, the following categories of personal information:

- 1. Identifiers**
- 2. Commercial information** such as products or services purchased.
- 3. Internet or other electronic network activity information** (such as browsing history, search history, and information regarding your interaction with a Website, application or advertisement).*
- 4. Geolocation data.** *
- 5. Professional or employment information**
- 6. Inferences about behaviors and preferences drawn from any of the above information to create a profile about you reflecting your preferences, characteristics, psychological trends, preferences, predispositions, behavior, attitude, intelligence, abilities and aptitudes.***

*On the Services, Volaris uses cookies to track a session information, including services that are added to the original booking, or specific information on the pages visited by users, but such information is used anonymously and added so that the user is unable to be identified with it. When browsing out site, our server will record the IP address plus the date, time, and length of your visit

SOURCES OF PERSONAL INFORMATION:

All of the categories of personal information we collect comes from the following sources –

CATEGORIES OF PERSONAL INFORMATION	SOURCE OF COLLECTION
Identifiers	Client
Commercial Information	Client
Internet or other electronic network activity information**	Cookies, web beacons or similar tracking technologies
Geolocation Data**	Cookies, web beacons or similar tracking technologies
Professional or employment-related information	Client
Inferences drawn from any of the information identified in this subdivision to create a profile about you reflecting your preferences, characteristics, psychological trends, preferences, predispositions, behavior, attitude, intelligence, abilities and aptitudes.**	Cookies, web beacons or similar tracking technologies and Client

** Please see disclaimer above marked with *.

USE OF PERSONAL INFORMATION:

In general, the information we collect will be used to provide air transportation services or additional products and services that you may request on the Services, whether they are provided by Volaris or by our

commercial partners or airlines with whom we have entered into code-share agreements and/or similar alliances, as well as with respect to related activities. Your information may also be used for the following purposes:

CATEGORIES OF PERSONAL INFORMATION	PURPOSE OF COLLECTION
Identifiers	Performing customer service, processing or fulfilling orders and transactions, verifying Clients information, processing payments, engaging advertising or marketing services, carry out surveys of contracted services
Commercial Information	Performing customer service, processing or fulfilling orders and transactions, verifying consumer information, processing payments, engaging advertising or marketing services, carry out surveys of contracted services
Internet or other electronic network activity information	Engaging advertising or marketing services
Geolocation Data	Engaging advertising or marketing services
Professional or employment-related information	Performing customer service, engaging advertising or marketing services
Inferences drawn from any of the information identified in this subdivision to create a profile about you reflecting your preferences, characteristics, psychological trends, preferences, predispositions, behavior, attitude, intelligence, abilities and aptitudes.	Engaging advertising or marketing services

SHARING OF PERSONAL INFORMATION:

Your personal information may be transferred and managed both in and outside of Mexico, with the following people, companies, organizations, and authorities, all of which are independent from us:

THIRD PARTIES

Third parties providing hosting services for the website and third parties related to the supplier

Third parties providing additional contracted services through the Services.

Volaris Affiliates and Subsidiaries

People providing Call Center services

Advertising Agencies

Other airlines with whom Volaris operates flights on codeshare or similar alliances

Banking and Financial Institutions to, for example, process payments made through the Services..

YOUR RIGHTS

Right to access. You have the right to request us to disclose what categories or specific items of your personal information Volaris collects, uses and discloses to third parties within the last 12 months. Furthermore, you have a right to request Volaris to disclose the categories of sources from which your personal information has been collected, the business or commercial purposes for which your personal information has been collected and the categories of third parties to which your personal information has been disclosed in the last 12 months.

Right to delete. You have the right to ask us to delete any personal information we have collected about you. Subject to applicable law, the information we collect from you will be stored for a period of five (5) years and it will be treated strictly in accordance with applicable privacy laws. When you request us to delete your personal information, we will delete all information that we are not required by applicable law to store. For information which we need to store, we will cancel the use of such information by blocking any unauthorized access to it and once the period of five years has elapsed it will be permanently unidentifiable in our system.

HOW TO EXERCISE YOUR RIGHTS.

If you wish to make a request you can submit it via our interactive webform which can be found at tuexperiencia.volaris.com , by sending an e-mail to privacy@volaris.com, or by calling our call toll-free number at 1855 551 8789.

In order to verify your request, Volaris will take reasonable measures for the purpose of ensuring that the person making the request is the person who the information is collected about. You may be requested to



submit your name, e-mail and/or telephone number. We may also request a scan of any personal identification issued by the State of California, Unites States of America.

For security reasons, record-keeping and audit purposes, any information provided to us for the purpose of verification of requests shall be stored by Volaris in strict confidence and pursuant to applicable privacy laws.

NO DISCRIMINATION.

You have the right not to be discriminated against for exercising any of the rights described in this policy.

AUTHORIZED AGENT.

You have right to designate an authorized agent to make requests on your behalf. We may require you to provide the authorized agent with written permission to make the request on your behalf and to verify their identity directly with us.

CONTACT FOR MORE INFORMATION.

If you wish to know more about our privacy policy or have any question on how to exercise your rights, please contact us via our interactive web-form at tuexperiencia.volaris.com, via e-mail at privacy@volaris.com or via our toll-free number at 1 855 551 8789,

CHANGES TO OUR PRIVACY POLICY

Concesionaria Vuela Compañía de Aviación, S.A.P.I. de C.V. (d/b/a Volaris) reserves the right to change this Privacy Policy at any moment. When such changes are made, we shall publish the updated Policy on all our Services and the new date of effectiveness.

UPDATED JANUARY 1, 2020.