

Cookie Policy

1. Overview.

This Cookie Policy (hereinafter "Policy") is applicable to personal data obtained through tracking technologies, such as cookies, web beacons and other similar technologies (hereinafter the "technologies"), for which any of the following entities may be responsible: Concesionaria Vuela Compañía de Aviación, S.A.P.I. de C.V; Vuela Aviación, S.A.; and Vuela El Salvador, S.A. de C.V. (all, hereinafter, either individually or collectively "Volaris").

For Volaris, the proper treatment and protection of your information is of the utmost importance. This policy explains the use and characteristics of the technologies that are used on the websites managed by Volaris (hereinafter "Website") for its operation, efficiency and personalized browsing experience. These technologies include the use of cookies, which are small amounts of information that are stored in the browser used by each user so that the server remembers certain information that can be used later.

When you use our Web Site, we will inform you and offer you configuration options on the use of cookies, both at the first connection to our Web Site and at any subsequent time you so desire through the options we make available to you.

By accepting all/some cookies, you are consenting to our use of personal data obtained through the use of technologies specified in this Policy. Some of the cookies listed in this Policy are strictly necessary and cannot be disabled for technical reasons, as disabling them could affect the operation of the Website. However, in those cases where we use "non-necessary" cookies, you may disable the use of these cookies by following the procedure specified in this Policy.

Please note that if cookies are disabled or deleted, features of the Web Site may not function as intended. For example, you may not be able to access certain areas of our Web Site or receive personalized information when you visit our Web Site.

If you have any questions about this cookie policy and/or privacy matters, you may contact us via the following emails as applicable:

Country	Email
México	datos.personales@volaris.com ,
Costa Rica	privacidad.q6@volaris.com
El Salvador	privacidad.n3@volaris.com
California	privacy@volaris.com

2. Scope Application.

The Policy will be applicable to the Web Sites managed by Volaris in order to comply with the legal provisions applicable to us regarding the protection of personal data.

3. Definitions.

For the purposes of this Policy, the following definitions shall apply:

- **Privacy Notice.** A physical, electronic or any other format document generated and made available to the Data Subject by Volaris, prior to the processing of his or her personal data.
- **Cookies.** The data file that is stored on the hard disk of a user's computer equipment or electronic communications device when browsing the website.
- **User.** Individual who accesses the services of the Website.

4. Cookies used by Volaris.

The Websites use the following types of cookies for the purposes indicated below:

- **Strictly necessary cookies:** They enable the site to function and cannot be disabled on our digital channels. They are set in response to actions such as setting privacy preferences, logging in or filling out forms. Although you can block them in your browser, some parts of the site will not function properly. These cookies do not store personal information.

- **Performance Cookies:** These cookies allow us to measure and improve site performance by counting visits and traffic sources. They show us which pages are popular and how visitors navigate our site, we remind you that the information is anonymous and we do not store personal information. If you disable these cookies, we will not be able to monitor site performance.
- **Social media cookies:** Social media cookies are set by services that allow you to share our content. They can monitor your browsing and create a profile of your interests, which influences the content you see on other sites. If you disable them, you may not be able to use the sharing tools. These cookies do not store personal information but identify your browser and devices.
- **Targeting cookies:** These are set by advertising partners to create a profile of your interests and show you relevant ads on other sites. They do not store personal information but identify your browser and devices. If you disable them, you will see less personalized advertising.

5. What do we use cookies for?

Volaris uses cookies for the following purposes:

- Identify you as a user of our Website;
- To provide you with the Website Services;
- Remember your preferences and offer you personalized services while you use the Web Site;
- Analyze your browsing behavior;
- Identify your language preference;
- Enable us to conduct and track surveys;
- Perform internal performance analysis of our Website;
- Keep a record of your consent during your use of our Website;
- Show you advertising that we believe is relevant to you; and
- To prevent fraudulent activities.

6. How to configure or disable cookies? (Opt-out).

The Website User can allow, block or delete cookies installed on your computer and / or device at any time through the options available to the browser you use.

- (i) [Chrome](#)
- (ii) [Internet Explorer](#)
- (iii) [Firefox](#)
- (iv) [Safari](#)
- (v) [Safari para iOS \(iPhone y iPad\).](#)
- (vi) [Chrome para Android](#)

If you use different devices to view and access the Pages (e.g. your computer, smartphone, tablet, etc.), you should make sure to configure the browser of each device according to your preferences regarding Cookies.

We remind you that, in case Cookies are disabled, we cannot maintain your preferences and some functionalities of the Website Services may become inoperative, not being able to offer you personalized services.

We also remind you that the user of the Website can activate:

- Private browsing, whereby your browser stops saving browsing history, website passwords, cookies and other information from the pages you visit; or.
- The Do Not Track feature, whereby your browser asks the websites you visit not to track your browsing habits in order, for example, to serve you advertising of interest to you on the sites you visit.

7. Privacy.

Your right to privacy is of paramount importance to us. At Volaris, we believe that we must preserve the confidentiality of the personal information you provide us with and use it responsibly and in accordance with current regulations. For more information about the use of your personal information, we recommend that you consult our Privacy Notices at the following link: <https://cms.volaris.com/en/site-information/privacy-notice-volaris/>.

8. Rights | Derechos.

You or your legal representative may exercise any of your rights regarding the protection of personal data under the terms of the applicable regulations, by requesting it in our Privacy Portal or by sending an email, at any time to the following links or mail as applicable.

Privacy Portal	Email
México	datos_personales@volaris.com
Costa Rica	privacidad.g6@volaris.com
El Salvador	privacidad.n3@volaris.com
California	privacy@volaris.com

To learn more about how to exercise your rights, we recommend you consult our Privacy Notice at the following link: <https://cms.volaris.com/en/site-information/privacy-notice-volaris/>.

9. Changes to this policy.

Volaris reserves the right, at its sole discretion, to change, modify, add or remove portions of this Policy at any time. In such event, Volaris will post such modifications to this Policy.

We recommend that you periodically visit this page in order to be informed of any changes to this Policy.

Last update: September 27, 2024.