

## Privacy Notice for members of the “Altitude by Volaris Program” in Guatemala, El Salvador, Costa Rica, Colombia, and Peru

This Privacy Notice applies to customers of the “**Altitude by Volaris Program**” operated by **Comercializadora Volaris, S.A. de C.V.** with Tax ID (RFC) CVO061107P46 (hereinafter referred to as “**Comercializadora**”), pursuant to the applicable legislation of Guatemala, El Salvador, Costa Rica, Colombia, and Peru.

### Identity and contact information of the database controller.

**Comercializadora Volaris, S.A. de C.V.** (hereinafter referred to as “**Comercializadora**”) shall be deemed the controller of the “**Altitude by Volaris Program**” database, a commercial company duly incorporated under the laws of the United Mexican States as part of the “Volaris” corporate or commercial interest group.

### What purposes do we collect and use personal data for?

The personal data collected shall be used solely and exclusively for the following purposes: (i) To identify and register you as a user of the “**Altitude by Volaris Program**”; (ii) To verify and validate your identity in accordance with our internal procedures and applicable regulations; (iii) To manage the registration, administration, updating, and maintenance of your Program user profile; (iv) To administer, control, and monitor the accrual, use, and redemption of points generated through Volaris’ official channels and its business partners, as well as to address requests related thereto; (v) To inform you, through authorized communication channels, about the benefits, terms, and features of the “**Altitude by Volaris Program**”; and (vi) To address, manage, and follow up on inquiries, complaints, claims, or requests arising from the use and/or administration of the Program and accrued or redeemed points.

### Means of collecting personal data.

The personal data processed and referred to in this Privacy Notice is collected through the following means:

- 1) When you provide it directly to us through any electronic, optical, audio, visual, or other technological means via the volaris.com website for the purpose of becoming a member of the “**Altitude by Volaris Program**”.
- 2) When we obtain information through other sources permitted by law.

### Information collected

To fulfill the purposes described in this Privacy Notice, we use the following personal data:

- First name(s)
- Last name(s)
- Email address
- Telephone number
- Nationality
- Date of birth
- Gender
- Country
- Marital status

### Processing of personal data

The personal data you provide to us shall be collected, recorded, organized, stored, consulted, shared, and cross-checked through automated or manual procedures within Volaris, among various administrative departments involved in providing the

products or services you have acquired from us.

Likewise, we inform you that your personal data may be transferred and processed within and outside the country with the following individuals, companies, organizations, and authorities other than ourselves for the following purposes:

RECIPIENTS OF PERSONAL DATA	PURPOSE
Third parties providing website hosting services and third parties related to such provider	Provision of services..
Third parties providing additional contracted services	Provision of contracted services.
Terceros que brindan el servicio de administración, gestión y uso de los <b>“Programa Altitude by Volaris”</b> , Volaris	Provision of services.
Volaris affiliates and subsidiaries	Provision of services.
Individuals or entities providing call center services	Provision of services.
Other airlines with which Volaris operates codeshare flights or similar and related alliances	Provision of services.
Advertising agencies	Informational, promotional, advertising, and commercial purposes.
Banking and financial institutions	Informational, promotional, advertising, and commercial purposes.
Civil aviation, health, migration, security, consumer protection, and judicial authorities	Compliance with applicable legal and regulatory requirements.

By registering for the **“Altitude by Volaris Program”**, we understand that you have read, understood, and agreed to this Privacy Notice and that you grant us your consent for the purposes defined herein.

Personal data may only be transferred to third parties other than those mentioned in the table above through: (i) express consent; (ii) a judicial or administrative authority resolution or order; and (iii) when such personal data is publicly available in unrestricted public databases or deemed public pursuant to applicable law.

Volaris shall ensure, through the execution of agreements and/or adoption of other binding documents, that such third parties maintain appropriate administrative, technical, and physical security measures to safeguard your personal data and that such third parties use your personal data solely for the purposes for which it was collected and in accordance with this Privacy Notice.

**How long will personal data be retained?**

Personal data shall be retained for a maximum period of ten (10) calendar years. Upon expiration of such term, the information shall be deleted within a maximum period of fifteen (15) business days, unless there is a purpose or legitimate interest in justifying its retention, or a technical contingency reasonably justifying the postponement of the deletion.

**Protection**

The security and confidentiality of the data users provide when registering for the **“Altitude by Volaris Program”** shall be protected through a secure server under the Secure Socket Layer (SSL) protocol, so that the transmitted data is encrypted to

ensure its protection.

To verify that you are in a protected environment, please ensure that an “S” appears in the navigation bar. Example: <https://>.

However, despite increasingly secure tools being available every day, the protection of data transmitted over the Internet cannot be guaranteed 100%; therefore, once received, every possible effort shall be made to safeguard the information.

### **Amendments to the Privacy Notice**

We reserve the right to make modifications or updates to this Privacy Notice at any time to address legislative developments, internal policies, or new requirements for the provision or offering of our services or products.

Such modifications shall be made available to the public through the following means: (i) visible announcements at our establishments or customer service centers; (ii) brochures or leaflets available at our establishments or customer service centers; and (iii) our website (Privacy Notice section).

### **Data subjects’ rights (ARCO, ARCO-POL, and ARCOP Rights)**

As the data subject, you have the right to **access** the data we process about you and to know the purposes and conditions of such processing. Likewise, you may request the **rectification** of your data when it is inaccurate, incomplete, or outdated; request its **cancellation or deletion** when it is no longer necessary or its processing is not carried out in accordance with applicable regulations; and **object** to the processing of your data for specific purposes when applicable under the law.

Additionally, where applicable, you may **request the portability** of your data in a structured, commonly used, and easily readable format, as well as the **restriction of the processing** of your personal data under the circumstances provided by applicable regulations.

### **How can you access, rectify, cancel, object, request portability, or restrict the use of your personal data?**

As the personal data subject—or through a duly authorized representative—you may exercise at any time your rights of access, rectification, cancellation or deletion, objection, portability, and restriction of processing with respect to the personal data processed by Volaris in connection with the **“Altitude by Volaris Program”**.

To exercise such rights, you must submit a request through the electronic form available at the [Privacy Center](#) (by clicking the hyperlink, you will automatically be redirected to such form) or by written notice addressed to Antonio Dovalí Jaime No. 70, Tower B, Floor 13, Zedec Santa Fe, Alvaro Obregon, ZIP Code 01210, Mexico City, to the attention of the Delegate and/or person responsible for managing and processing personal data protection requests.

The request must contain at least: (i) the name of the data subject or representative; (ii) a contact method to receive notifications; (iii) documents evidencing the identity of the data subject or, where applicable, the representative’s authority; (iv) a clear and precise description of the right you wish to exercise; and, where applicable, (v) supporting documentation for your request.

Likewise, you may revoke the consent granted for the processing of your personal data. However, you should consider that, in certain cases, Volaris may continue processing your data when there is a legal or contractual obligation requiring it to do so, which circumstance shall be duly informed to you.

Volaris shall acknowledge receipt within five (5) business days counted from the day following receipt of the request. In cases

where the request requires a longer period, an acknowledgment of receipt shall be sent to the data subject expressly indicating the extended response period and the reasons justifying such extension.

If your request is not sufficiently clear and/or you fail to provide the documentation allowing us to verify ownership of the data for which you seek to exercise your rights, Volaris may contact you and request that you remedy your request within a maximum period of sixty (60) business days. If such deficiencies are not remedied within the indicated period, your request shall be deemed not submitted.

Once Volaris has all the information necessary to process your request, it shall resolve it within eight (8) business days from receipt of a request meeting all the requirements set forth herein, in which case you shall be informed of whether the request is granted through the communication method designated by you for notifications.

Additionally, if you wish to stop receiving promotional email communications, you may do so at any time through the “Unsubscribe” link located at the bottom of such emails.

### **Use of cookies and web beacons**

Cookies are text files automatically downloaded and stored on the user’s computer hard drive when browsing a specific website, which allow the Internet server to remember certain information about the user, including preferences for viewing pages on that server. You are not obligated to accept the cookies we send you, and you may modify your browser settings to reject cookies.

Web beacons, on the other hand, are images inserted into a website or email that may be used to monitor visitor behavior, such as storing information regarding the user’s IP address, duration of interaction on such page, and browser type, among others.

Volaris uses cookies on its website to record session information, such as services added to reservations or specific information regarding which pages you visit as a user.

When you visit our website, our server records your IP address along with the date, time, and duration of your visit. An IP address is an assigned number, similar to a telephone number, which allows your computer to connect to the Internet.

### **Links to third-party websites**

Volaris’ Privacy Notice applies solely to websites owned by us. This does not include links to third-party websites. The use of information collected by such websites is entirely the responsibility of third-party websites. Please note that other organizations have their own privacy notices regarding the collection and use of personal information, as well as the use of cookies. If you are concerned about how other websites may use your information, we recommend that you review their privacy policy or contact the organization that owns the website.

### **Not satisfied with the processing of your personal data?**

If you believe your right to personal data protection has been violated by any conduct of our employees or by our actions or responses, or if you believe there has been any violation of applicable personal data protection laws in the processing of your personal data, you may file the applicable complaint or claim before the competent authority.

In the case of El Salvador: you may file the corresponding complaint or claim before the State Cybersecurity Agency (ACE) pursuant to the Personal Data Protection Law.

In the case of Costa Rica: you may do so before the Data Protection Agency of the Inhabitants (Prodhab). For more information, you may visit <https://www.prodhab.go.cr/> pursuant to the Law on the Protection of Individuals Regarding the Processing of their Personal Data, No. 8968 dated July 7, 2011, and its Regulations, Executive Decree 37554 dated October 30, 2012.

In the case of Colombia: you may file the corresponding complaint or claim before the Superintendence of Industry and Commerce. For more information, you may visit <https://www.sic.gov.co/> pursuant to Law 1581 of 2012.

In the case of Peru: you may request protection of your rights before the National Authority for Personal Data Protection. For more information, you may visit <https://www.gob.pe/anpd> pursuant to Law No. 29733 and its Regulations (Supreme Decree No. 016-2024-JUS).

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