

## Privacy Notice

### Identity and address.

In compliance with the provisions of the applicable legislation on personal data protection we would like to inform the following: On the website [www.volaris.com](http://www.volaris.com), at the Call Center, mobile applications for iOS and Android and social media belonging to Vuela Aviación S.A. ("Volaris"), located on Antonio Parque Empresarial AeroCentro, Piso 2, Radial Francisco J. Orlich, Rio Segundo, Alajuela, Costa Rica, C.P. 20104, we are fully committed to protecting your privacy. This Privacy Notice explains how we gather, use, and protect the information that you provide as a Customer.

### Contact Information.

Feel free to reach us by email at [datos.personales@volaris.com](mailto:datos.personales@volaris.com) or by postal mail at Parque Empresarial AeroCentro, Piso 2, Radial Francisco J. Orlich, Rio Segundo, Alajuela, Costa Rica, C.P. 20104, Addressed to "Protección de Datos Personales".

### Why do we gather and use your personal information?

To provide services or products purchased with Volaris, to provide follow-up to the process of the service or product purchased, to carry out billing, collection and debt recovery procedures, as well as any clarification regarding your payment and/or the contracted services, identify you as a member of our memberships, send you quotes and information regarding our services or products, send notifications and notices about the services or product contracted, respond to inquiries, requests for information and/or claims in relation to the services or products contracted, follow-up via social networks, telephone or email to processes initiated with us.

Additionally, we will use your personal information for the following purposes, which are not required for provision of contracted services or products, however, it will allow us to provide better customer attention and offer our products and services: integrating a history about your consumption and preferences, as well as sending publicity regarding the services and products we offer; provide assistance during the process of purchase, attention to doubts or clarifications regarding the products and/or services we offer through our channels available for customer service.

Should you prefer that your personal data not to be used for any such additional purposes, you can limit its use by emailing us at [datos.personales@volaris.com](mailto:datos.personales@volaris.com) or writing to: Parque Empresarial AeroCentro, Piso 2, Radial Francisco J. Orlich, Rio Segundo, Alajuela, Costa Rica, C.P. 20104, Attention to: "Protección de Datos Personales".

If you request to stop using your personal information and data for these purposes, it will not be a reason for us to deny any of the services or products we provide to you per your request.

### Personal data gathered and how we obtain them.

The personal data we gather for the purposes described in this Privacy Notice, is obtained in the following ways:

1. When you provide it directly to us, meaning when you provide it through any means, including electronic, optical, visual or other technological means, by mail, via the Internet or telephone, including when you purchase our products or services or when you participate in promotions, special offers, and sponsorships, surveys of health for the effect of implementation procedures required by national authorities due to sanitary contingency and related activities.
2. When you browse our website and submit your information.
3. When using our Call Center service.
4. When we obtain the information through other sources permitted by applicable law.



## Information recollectect

To carry out the purposes described in this Privacy Notice, we will use the following personal data:

Contact:

- Full Name
- E-mail
- Home phone number
- Office phone number
- Mobile phone number
- User Registration
- Name
- Last name
- Gender
- Address (street, number, city, state, zip code, country)
- Country of residence
- Language
- Citizenship
- Date of birth
- Marital status
- Pastimes
- Occupation
- Travels
- Credit Card Information
- Credit Card Number
- Cardholder Name
- Expiration Date

## Sensitive Personal Data

We hereby inform you that, in order to comply with the purpose set forth in this Privacy Notice, in addition to the abovementioned personal data, we may be gather sensitive data, such as physical condition, disabilities and medical documentation, as well as banking information, among others, all of which require special protection.

Due to the implementation of measures imposed by the health authorities in this act, your expressly accept that we may collect sensitive personal data, which will be treated with absolute confidentiality, only for the purposes mentioned in this privacy notice and in accordance with the applicable and current law on personal data.

We are committed to using and managing your sensitive data under the strictest security measures, guaranteeing their confidentiality.



### Limiting the Use of Personal Data

You can limit the use of your personal information and data to avoid receiving information on promotions, special offers, and additional services by telephone or email, by emailing your request to [datos.personales@volaris.com](mailto:datos.personales@volaris.com) or in writing to: Parque Empresarial Aerocentro, Piso 2, Radial Francisco J. Orlich, Rio Segundo, Alajuela, Costa Rica, C.P. 20104, Attention - "Protección de Datos Personales".

### Transferring Personal Data

Your Personal Data may be transferred and managed both in and outside of the country, with the following people, companies, organizations, and authorities, all of which are independent from us, for the following purposes:

PERSONAL DATA RECIPIENT	PURPOSE	REQUIRES CONSENT
Third parties who provide hosting services for our website and third parties related to such supplier	Provision of services	No
Third parties providing the contracted additional services	Provision of services	No
Volaris Affiliates and Subsidiaries	Provision of services	No
People providing Call Center services	Provision of services	No
Other airlines with whom Volaris operates flights on codeshare or similar alliances	Provision of services	No
Advertising Agencies	Informational, promotional, advertising, and commercial purposes*	Yes*
Banking and financial institutions	Informational, promotional, advertising, and commercial purposes*	Yes*
Authorities	Compliance with the requirements in accordance with legal provisions and corresponding norms	No

We inform you that for transfers of personal data to the organizations marked with an \* we require your consent. Unless you expressly deny such consent, it is understood that you have granted the consent required for such transfers.

Personal data can only be transferred to third parties different from the abovementioned by: (i) express consent, (ii) by resolution or order from any judicial or administrative authority, and (iii) in the case of personal information, which by provision of a law is considered public information.

Volaris will ensure through agreements and/or other binding documents, that such third parties maintain adequate security, administrative, technical and physical measures to protect your personal data, and that said third parties use your personal data solely and exclusively for the purposes for which it was gathered and in accordance with this Privacy Notice.

### How can you access, rectify, cancel, and object to the use of your personal data, or, if applicable, revoke consent?

You have a right to know which of your personal data we hold, the purposes for which we use it, and the conditions of use (Access). Moreover, you have the right to request any correction or clarification of your personal data, should this information be outdated, incomplete or somehow incorrect (Rectification); you also have the right to request the elimination of your personal data from our records and data bases if you consider that this information is not being used



according to the guidelines, duties and obligations, set forth in applicable law (Cancellation); as well as oppose to the use of your personal data for specific purposes (Objection). Collectively, these rights are known as ARCO Rights (Access, Rectification, Cancellation, and Objection).

You can revoke the consent which you granted us for the management of your personal data, including sensitive data. However, it is important that you be aware that in certain cases we may not be able to fully comply with your request, or cease the use immediately, as we may be obligated under applicable law to continue managing your personal data. Likewise, we ask that you please consider that for certain purposes, revocation of consent would mean we may not be able to continue providing the contracted services, or it might imply the termination of your relationship with Volaris.

To exercise any of the abovementioned ARCO Rights, respond to any question you may have with respect to the management of your personal data, the mechanisms we have implemented are by sending a Request Form (format available for download) to the following email address at [datos.personales@volaris.com](mailto:datos.personales@volaris.com) or in writing to the following address: Parque Empresarial AeroCentro, Piso 2, Radial Francisco J. Orlich, Rio Segundo, Alajuela, Costa Rica, C.P. 20104, Attention: "Protección de Datos Personales".)

The request must contain information requested on all required fields and marked as mandatory, including: full name (including last name(s)), email address or postal address for notices, a telephone number to contact you, and a clear and exact description of the personal data for which ARCO rights are being exercised. The form should be accompanied by a copy of your official ID, or include it in a legible electronic file (scanned).

The company will proceed to respond to your request within the period stipulated in Law No. 8968, that is, 5 business days from the date of receipt of your request for access, rectify, cancel or oppose to your personal data is received. We will inform you whether the request is applicable to the email address from where the request was received, addressed to you, or via a letter by postal service to the address you listed for such purposes; only in those cases in which the request requires a longer term, we will acknowledge receipt and express indication of the term it will take to give the respective response.

## **Modifications to the privacy notice**

We reserve the right to make, at any time, changes or updates to this Privacy Notice, to include changes derived from new legislation, internal policies or new requirements to offer and provide our services and products.

These modifications will be available to the public through the following means: (i) visible announcements on our establishments or customer service modules; (ii) pamphlets or brochures available in our establishments or customer service modules; (iii) in our website [Privacy Notice section].

## **Use of Cookies and Web Beacons**

Cookies are text files that are automatically downloaded and saved in the hard drive of the user's computer devices when browsing a specific website, and that enable the server to remember data for that particular user, including among other details, their viewing preferences on such server. As a user, you are not obligated to accept the cookies we send, and you are always free to modify your browser to block them.

Web beacons are images that are inserted on a website or an email message and that can be used to monitor a visitor's behavior, as well as store information regarding their IP address, their length of interaction with the site, and the type of browser they are using, among other information.

On our website, Volaris uses cookies to track a session's information, including services that are added to the original booking, or specific information on the pages visited by users.

When browsing our site, our server will record the IP address plus the date, time, and length of your visit. An IP address is an assigned number, similar to a telephone number, which enables your computer to connect to the Internet. Z

## **Links to Third Party Websites**

The Volaris Privacy Notice applies exclusively to our company's website.



The Privacy Notice does not extend to links for third party websites. The use of the information collected by such websites is solely the responsibility of these third party websites. We ask that you please consider that other organizations have their own Privacy Notices in place, regarding their collection and use of personal data as well as their use of cookies. If you are concerned about the use that such websites may give to your information, we recommend that you please review their policies or contact the website's owner.

## **Protection**

The safety and confidentiality of the information provided by users when contracting a service or purchasing a product online will be protected by a Secure Socket Layer (SSL), therefore any information that is submitted will be encrypted to guarantee its safety.

To verify you are navigating in a secure environment, make sure the letter S appears on the browser bar. For example: `httpS://`

However, and despite the fact that there are increasingly more tools for safety purposes for any information submitted via the Internet, its safety may not be guaranteed in its entirety. Once any information is submitted, we will do everything in our power to safeguard it.

## **Improper Use of your Personal Data**

If you think that your right to protection or your personal data has been harmed by the behavior of our employees, our performance, or responses, or if you consider that any part of the treatment given to your personal data is in violation of what is set forth in the Law on the Protection of Personal Data held by Private Parties, you may file a complaint before the corresponding authority.



### Privacy notice for California Residents

This Privacy Notice 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](http://www.volaris.com), the Volaris mobile applications for iOS and Android, social media and at the Call Center (collectively, the “Services”), all belonging to Vuela Aviación S.A.. (“Volaris”). We adopt this Notice 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 Notice is a statement that we make available to our Clients which describes Volaris’ practices regarding the collection, use and disclosure of personal information through the Services.. **If you would like to learn more information regarding your California privacy rights, and Volaris’ privacy practices in general, please find our Privacy Policy for California Residents on our website [www.volaris.com](http://www.volaris.com)**

#### Categories of Personal Information Collected

The categories of personal information Volaris may collect from time to time or may have collected within the last twelve (12) months are the following:

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.

#### Purpose for which Personal Information may be used or disclosed

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
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<b>Identifiers</b>	Performing customer service, processing or fulfilling orders and transactions, verifying Clients information, to provide you with information regarding our services and products, processing payments, engaging advertising or marketing services, carry out surveys of contracted services
<b>Commercial Information</b>	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
<b>Internet or other electronic network activity information</b>	Engaging advertising or marketing services, to provide you with information regarding our services and products
<b>Geolocation Data</b>	Engaging advertising or marketing services
<b>Professional or employment-related information</b>	Performing customer service, engaging advertising or marketing services
<b>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.</b>	Engaging advertising or marketing services, to create a profile about you, which reflects your references, characteristics, psychological inclinations, predispositions, attitudes, behavior to provide you with information regarding our services and products.

**Changes to our privacy notice**

Vuela Aviación S.A. (d/b/a Volaris) reserves the right to amend this Privacy Notice at any time. When we make changes to this Privacy Notice, we will post the updated Notice on the website, mobile application and call-center and update the Notice's effective date.

**Updated August 29, 2023**