

Privacy Notice

Identity and Address.

In compliance with the provisions of the Ley Federal de Protección de Datos Personales en Posesión de los Particulares, as well as its Regulations and other applicable legal provisions, we hereby inform you of the following:

Comercializadora Volaris, S.A. de C.V. (hereinafter referred to as "**Comercializadora**"), with registered address at Antonio Dovalí Jaime, 70, Tower B, 13th Floor, Zedec Santa Fe, Álvaro Obregón, 01210, Mexico City, is committed to protecting your privacy and is responsible for the use and protection of your personal data in relation to the "**altitude by Volaris Program**", as well as the registration, management, and execution of the Points awarded under said program, which is carried out through volaris.com and/or Volaris's official mobile application.

This Privacy Notice outlines the information you, as a Customer, provide us, how we collect it, what we do with it, and how we protect it in relation to the Altitude by Volaris Program, as well as the registration, management, and execution of the Points awarded under said program, which is carried out through volaris.com and/or Volaris's official mobile application.

For what purposes do we collect and use your personal data?

The personal data we collect will be used for the following purposes: **(i)** To identify you as a user within the "**altitude by Volaris Program**"; **(ii)** To verify your identity in accordance with our internal procedures or those required by applicable regulations; **(iii)** To register and manage users, as well as to integrate, administer, and update your user profile in the "**altitude by Volaris Program**"; **(iv)** To register, manage, control, and administer the points earned and redeemed in the "**altitude by Volaris Program**", as well as any request related to them; **(v)** To register, manage, control, and administer the points earned in the "**altitude by Volaris Program**" and redeemed through the official sales channels of the program's commercial partners; **(vi)** To provide information, through our communication channels, regarding the benefits offered by the "**altitude by Volaris Program**"; **(vii)** To provide service, follow-up, and resolution of complaints and/or claims arising from the use and/or management of points earned and/or redeemed in the "**altitude by Volaris Program**"; **(viii)** To contact you and inform you about changes to the mechanics of the Terms and Conditions of the "**altitude by Volaris Program**".

Additionally, we will use your personal information for the following purposes, which are not necessary for the requested service but allow us to offer you better service and present you with our products and services: **(i)** To create a record of your consumption habits and preferences, and to send you advertising regarding the benefits offered by the "**altitude by Volaris Program**"; **(ii)** To provide guidance on the management of points earned and redeemed in the "**altitude by Volaris Program**", and to address any questions or clarifications regarding them.

If you do not wish for your personal data to be processed for these additional purposes, you may limit its use by exercising your ARCO rights through the electronic form available on our website: [Privacy Center](#) (by clicking the hyperlink, you will be automatically redirected to the form), or in writing to the address listed in the "Identity and Address" section of this document.

Refusal to allow the use of your personal data for these additional purposes will not be a reason for us to deny you the products and services you request or contract with us.

Personal data collected and methods of collection.

The personal data collected for the purposes set out in this Privacy Notice is obtained through the following means:

- 1) When you provide it to us directly, including by any electronic, optical, sound, visual, or other technological means; through the Volaris.com website, for the purpose of registering in the "**altitude by Volaris Program**".
- 2) When we obtain information from other sources that are permitted by law.

Information collected.

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

Contact Information:

- Full name
- Email
- Home phone number
- Office phone number
- Mobile phone number

User Registration:

- First name(s)
- Last name(s)
- Gender
- Date of birth
- Nationality
- Mobile number
- Email address
- Country of residence
- State of residence

In accordance with Articles 7, 9, and 36 of the Ley Federal para la Protección de Datos Personales en Posesión de Particulares (“LFPDPPP”), financial data such as credit card information does not require express consent for its use.

Limiting the use of your personal data.

You may limit the use of your personal data to stop receiving information about promotions, offers, and additional services that we provide via phone or email, by exercising your ARCO rights through the electronic form available on our website: [Privacy Center](#) (by clicking the hyperlink, you will be automatically redirected to the form), or in writing to the address listed in the “Identity and Address” section of this document.

Transfer of personal data.

Your personal data may be transferred and processed inside and outside of the country to the following entities, companies, organizations, and authorities other than us for the following purposes:

Recipients of personal data	Purpose	Requires consent
Third parties providing website hosting services and related service providers	Service delivery	No
Third parties providing additional contracted services	Delivery of contracted services	No
Third parties managing, administering, and operating the “altitude by Volaris Program” , including Volaris	Service delivery	No
Volaris affiliates and subsidiaries	Service delivery	No
Call center service providers	Service delivery	No
Other airlines operating codeshare flights or similar partnerships with Volaris	Service delivery	No
Advertising agencies	Informational, promotional, advertising, and commercial purposes*	Yes*
Banking and financial institutions	Informational, promotional, advertising, and commercial purposes*	Yes*
Authorities	To comply with requirements under applicable legal and regulatory provisions	No

Please note that for the transfers marked with an asterisk (*), we are required to obtain your consent. We consider that we have obtained your express consent at the moment you accept this Privacy Notice and register for **“altitude by Volaris Program”**. If you wish to object to the processing of your personal data, you may do so by exercising your ARCO rights as outlined in this document.

Personal data may only be transferred to third parties not mentioned in the above table under the following circumstances: **(i) With your express consent;** **(ii) By court order or resolution from a judicial or administrative authority;** and **(iii) When the information is considered public under applicable law.**

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

How can you access, rectify, cancel, or oppose the use of your personal data, or revoke your consent?

You have the right to know what personal data we hold about you, how we use it, and the conditions under which we use it (Access).

Likewise, you have the right to request the correction of your personal information if it is outdated, inaccurate, or incomplete (Rectification); to have it deleted from our records or databases if you believe it is not being used in accordance with the principles, duties, and obligations set forth in the applicable regulations (Cancellation); as well as to object to the use of your personal data for specific purposes (Opposition). These rights are collectively known as ARCO rights.

You may revoke the consent you have given us for the processing of your personal data, including sensitive personal data. However, please note that we may not always be able to fulfill your request or immediately cease use of your data, as it is possible that we may be legally required to continue processing certain personal data. Additionally, please consider that revoking your consent for certain purposes may result in our inability to continue providing the service you requested or may lead to the termination of our relationship with you.

To exercise any of your ARCO rights, you may submit your request through the electronic form available on our website: [Privacy Center](#) (by clicking the hyperlink, you will be automatically redirected to the form), or in writing to the address listed in the "Identity and Address" section of this document.

In accordance with Article 28 of the Ley Federal de Protección de Datos Personales en Posesión de Particulares, the request must contain the information required in all mandatory fields, including: full name (first name(s) and last name(s)), email address or physical address designated for this purpose, contact telephone number, and a clear and precise description of the personal data for which you are exercising your ARCO rights. A simple copy of your official identification must be attached, or in the case of electronic submissions, a digitized version of it (scan).

The response time for your request will be a maximum of twenty (20) business days from the date your request for access, rectification, cancellation, or opposition is received. You will be informed of the decision via email sent to the address you provided in your request, or by letter sent to the physical address you designated for that purpose (the 20-day period is considered fulfilled upon delivery).

Additionally, if data subjects wish to unsubscribe from receiving email newsletters, they may do so partially or entirely by clicking the 'Unsubscribe' link located at the bottom of the emails

Modifications to the privacy notice.

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

Such modifications will be made available to the public through the following means: *(i) Visible notices at Volaris customer service locations and establishments; (ii) Brochures or leaflets available at Volaris customer service locations and establishments; (iii) On the Volaris website, under the [Privacy Notice section].*

Use of cookies and web beacons.

Cookies are text files that are automatically downloaded and stored on the user's computer hard drive when browsing a specific website. They allow an Internet server to remember certain data about the user, including their preferences for viewing pages on that server. You are not obligated to accept the cookies sent by the Volaris website, and you can also configure your browser to refuse cookies.

Web beacons, for their part, are images embedded in a web page or email that can be used to monitor the behavior of a visitor, such as storing information about the user's IP address, time spent on a page, and the type of browser used, among other data.

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

When you visit the Volaris website, its server records your IP address along with the date, time, and duration of your visit. An IP address is a number assigned to your device, similar to a phone number, that allows your computer to connect to the Internet.

For more information about the use of cookies, we recommend reviewing the Volaris Cookie Policy at the following link: [Cookie Policy](#).

Links to third-party websites.

The Privacy Notice of "Comercializadora" applies only to personal data processed for the purposes described in this document related to the *"altitude by Volaris Program"*.

This does not include links to third-party websites. The use of information collected by these sites is entirely the responsibility of those third-party websites. Please note that other organizations have their own privacy policies regarding the collection and use of personal information, as well as the use of cookies. If you are concerned about how other websites use your information, we recommend reviewing their privacy policies or contacting the organization that owns the website.

Protection.

The security and confidentiality of the data provided by users when registering for the **"altitude by Volaris Program"** through the Volaris website are protected by a secure server using the Secure Socket Layer (SSL) protocol, so the data transmitted is encrypted to ensure its protection.

To verify that you are in a secure environment, make sure an "S" appears in the navigation bar. Example: <https://>.

However, despite the availability of increasingly secure tools, the protection of data transmitted over the Internet cannot be guaranteed 100%; therefore, once received, we will make every effort to safeguard your information.

Improper use of your personal data.

If you believe that your right to the protection of personal data has been violated, or if you suspect any breach of the provisions established in the Ley Federal de Protección de Datos Personales en Posesión de los Particulares, you may file a complaint or report with the Secretaría Anticorrupción y Buen Gobierno (Anti-Corruption and Good Governance Office).

Other means of contact.

For any questions, clarifications, or to exercise your rights as outlined in this Privacy Notice, you may also contact us at: datos.personales@volaris.com

Finally, please note that the above-mentioned contact method is specifically designed and authorized to receive any questions, clarifications, or requests regarding the rights provided in this Privacy Notice. For any information related to the processing of data within the **"altitude by Volaris Program"**, you may also use the following contact channels: the Volaris website (www.volaris.com), the Call Center, the official iOS and Android apps, Volaris's official social media accounts, or by postal mail sent to the address listed in the "Identity and Address" section of this document.

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