



Client Privacy Notice

At Vuela Aviación, S.A. (hereinafter "Volaris") we recognize the importance of the security and privacy of the personal data you provide us with when purchasing any of our products, so we are committed to guaranteeing the right to informational self-determination and the appropriate processing of your personal data.

The purpose of this Privacy Notice is to detail the information that you provide and collect as a Client, who will be able to consult it, what we do with it, how we protect it, the rights that assist you and before whom you can exercise those rights.

Identity and means of contact of the person responsible for the database.

Vuela Aviación, S.A. is responsible for the database as part of the commercial or commercial interest group which is made up of the following companies: Controladora Vuela Compañía de Aviación, S.A.B. de C.V.; Concesionaria Vuela Compañía de Aviación, S.A.P.I. de C.V.; Comercializadora Volaris, S.A. de C.V.; Operaciones Volaris, S.A. de C.V.; Servicios Administrativos Volaris, S.A. de C.V.; Servicios Corporativos Volaris, S.A. de C.V.; Viajes Vuela, S.A. de C.V.; Servicios Earhart, S.A.; Guatemala Dispatch Service, S.A.; Vuela, S.A.; and Vuela El Salvador, S.A. de C.V., principally (all, hereinafter, either individually or collectively "Volaris"), whose domicile is located at Parque Empresarial Aerocentro, Piso 2, Radial Francisco J. Orlich, Río Segundo, Alajuela, Costa Rica, C.P. 20109.

Also, in case you wish to contact us by email, we have enabled the following address: privacidad.q6@volaris.com.

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

The personal data collected will be used solely and exclusively for the following purposes: to provide you with the air transport service for passengers, cargo and contracted mail, to follow up on your reservation, to provide you with additional products or services contracted, to carry out surveys of the service received, to carry out billing, collection and debt recovery procedures, as well as any clarification related to your payment and/or the contracted service, identify you as a member of our memberships, send you notifications and notices about the contracted service or product, respond to queries, requests for information and/or complaints in relation to the contracted services or products.

Additionally, we inform you that we will use your personal information for the following purposes that are not necessary for the requested service, but that allow and facilitate us to provide you with better service and offer you our products and services, such as: To integrate a history of your consumption and preferences, to send you advertising, quotes and information regarding promotions and discounts on the services or products we offer, provide advice on the purchase process, answer questions or clarifications regarding the products and/or services we offer through our available channels for Client service, coordinate the renewal of your memberships, and follow up via social networks, telephone or email on processes initiated with us.

Means of obtaining personal data.

The means of obtaining personal data collected for the purposes set out in this Privacy Notice are obtained in the following ways:

- 1) When you provide them directly to us, understood as any electronic, optical, sound, visual or other technology such as postal mail, Internet or telephone, including the contracting of a product or service with Volaris, participation in promotions, offers, sponsorships, and related activities;
- 2) When you visit our websites and enter your data;
- 3) When you use our Call Center services; and
- 4) When we obtain information from other sources that are permitted by law.

Information collected.

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

Contact:

- Full name
- Email
- Cell phone



- Address (street, number, neighborhood, city, state, zip code, country)

Official ID:

- Identity card, passport (passport number and validity).
- Visa (visa number and validity).

User Registration:

- Names
- Surnames
- Date of birth
- Gender
- Nationality
- Country of residence
- Language
- Marital status

Credit card details:

- Credit card number
- Name of the holder
- Expiration date
- Security Code

Sensitive personal data.

We inform you that, in order to comply with the purposes, set forth in this privacy notice, in addition to the personal data mentioned above, sensitive personal data may be collected and processed, such as: physical condition, disability and medical documents, banking information, which require special protection.

In the case of the implementation of measures imposed by the health authorities in this act, you 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 legal framework for the protection of personal data.

You hereby expressly accept that we may collect sensitive 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 undertake that they will be treated under the strictest security measures that guarantee their confidentiality and will only be processed for the purposes contained in this Privacy Notice.

Treatment that will be given to personal data.

The personal data you provide us with will be collected, recorded, organized, stored, consulted, shared and collated through automated or manual procedures within Volaris, with different administrative areas involved in the provision of the product or services you have purchased with us.

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

RECIPIENTS OF PERSONAL DATA	PURPOSE
Third parties that provide the website hosting service and third parties related to said provider	Service Delivery
Third parties providing additional contracted services	Provision of contracted services
Volaris Affiliates and Subsidiaries	Service Delivery
People who provide call center services	Service Delivery
Other airlines with which Volaris operates codeshare flights or similar and related alliances	Service Delivery
Advertising agencies	Informational, promotional, advertising and



	commercial purposes*
Banking and financial institutions	Informational, promotional, advertising and commercial purposes*
Civil aviation, health, migration, security, Client protection, judicial authorities	Comply with the requirements in accordance with the relevant legal and regulatory provisions

By purchasing our services and products, Volaris interprets that you have read, understood and give us your consent for these purposes. If you do not express your refusal for said transfer, we will understand that you have granted it to us.

Personal data may only be transferred to third parties other than those mentioned in the table above by: (i) express consent, (ii) by resolution or order of a judicial or administrative authority and (iii) when it is personal data of unrestricted access, contained in public databases of general access, or that by legal provision is considered public.

Volaris will ensure, through the signing of agreements and/or the adoption of other binding documents, that said third parties maintain adequate security, administrative, technical and physical measures to safeguard your personal data, as well as that said third parties only use your personal data for the purposes for which they were collected and in accordance with this Privacy Notice.

How long will your personal data be kept?

Personal data is kept for a maximum period of ten (10) calendar years. Once this period has expired, the information will be deleted within a maximum period of fifteen (15) business days, unless there is a legitimate purpose or interest that justifies its conservation, or there is a technical contingency that reasonably justifies the postponement of the deletion of the information.

Protection.

The security and confidentiality of the data that users provide when contracting a service or purchasing a product online will be protected by a secure server under the Secure Socket Layer (SSL) protocol, in such a way that the data sent will be transmitted encrypted to ensure its safekeeping.

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

However, and despite having more secure tools every day, the protection of data sent over the Internet cannot be guaranteed 100%; so once received, everything possible will be done to safeguard the information.

Modifications to the Privacy Notice.

We reserve the right to make modifications or updates to this privacy notice at any time, in response to new legislation, internal policies or new requirements for the provision or offer of our services or products.

These modifications will be available to the public through the following means: (i) visible advertisements in our establishments or Client service centers; (ii) leaflets or brochures available in our establishments or Client service centers; and (iii) on our website ("Privacy Notice" section).

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

As the owner of the information, you have the right to exercise the following rights related to your personal data (data subject rights):

- Right of access to information about your personal data, when exercising this right, you may request: (i) to obtain confirmation of the existence of your data in Volaris files or databases, in an accurate and understandable manner, (ii) to know what personal data we have about you, (iii) the purpose for which they were collected, (iv) general conditions of the use that has been given to your personal data; (v) have knowledge of the process used in the processing of your personal data, and (vi) of the system, program, method or process used in the processing of your personal data.

- Right to rectification of your personal data, when exercising this right, you may request: the updating, correction and incorporation of personal information in the event that it is outdated, inaccurate or incomplete.
- Right to the cancellation or elimination of your personal data, when exercising this right, you can request: the deletion, cancellation and/or elimination of the personal data found in Volaris' files or databases.
- Right to object to the processing of your personal data, when exercising this right, you can request: provided that, by law, it is not provided otherwise and when you have not given consent, that the processing of your personal data not be carried out or that it ceases.

To exercise these rights, you must indicate: a) Name of the owner; b) e-mail or other means of contact; c) documents that prove identity and character of representative; (d) a clear and precise description of the request; (e) any other data that allows the location of the data (i.e. the place where the data were collected or your flight record); f) if they are rectification: the modifications and documentation that supports them; and g) the document that certifies the personality of the representative or third party making the request on behalf of the holder.

You may also revoke the consent you have given us for the processing of your personal data, including your sensitive personal data. However, it is important that you bear in mind that this means the cessation of the processing of personal data from a blocking of these and their subsequent deletion. However, in not all cases we will be able to respond to your request or conclude the use immediately, since it is possible that due to some legal obligation we require us to continue processing your personal data, in which case we will inform you.

For the exercise of any of the rights indicated above, or attention to any doubt you may have regarding the processing of your information, the mechanisms that have been implemented are through the submission of the respective request in which it must be through our privacy portal by clicking [here](#), or to the email address privacidad.g6@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. 20109 - Protection of Personal Data.

Volaris will acknowledge receipt within five (5) business days, counted from the day following receipt of the request. In those cases, in which the request made merits a longer period, the holder will be acknowledged, and the holder will be acknowledged, as well as the reasons that justify the extension.

In the event that your request is not clear enough and/or you do not provide the documentation that allows us to prove ownership of the data you wish to exercise, Volaris may contact you and request that you correct them within a maximum period of twenty (20) business days. If the indicated period has elapsed without the correction occurring, your application will be considered not to have been submitted.

Once Volaris has all the necessary information to attend to your request, it must resolve within eight (8) business days from the date of receipt of a request that meets all the requirements indicated, in which case, you will be given a response about the origin or not of the same to the means of communication that you have indicated to receive notifications.

Additionally, in the event that the owners of personal data wish to unsubscribe from sending email newsletters, they may do so in whole or in part by clicking on the 'Unsubscribe' link located at the bottom of the emails.

Use of cookies and web beacons.

Cookies are text files that are automatically downloaded and stored on the hard drive of the user's computer when browsing a specific Internet page, which allow the Internet server to remember some data about this user, including their preferences for viewing the pages on that server. You are not obliged to accept cookies that we send you, and you can modify your browser to not accept cookies.

On the other hand, web beacons are images inserted into an Internet page or email, which can be used to monitor the behavior of a visitor, such as storing information about the user's IP address, duration of interaction time on that page and the type of browser used, among others.

Volaris uses cookies on its website to record session information, such as services added to the reservation or specific information about 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 phone number, that allows your computer to connect to the Internet.



For more information on the use of cookies, we recommend that you consult our Cookies Policy at the following link: [Cookies Policy](#).

Links to Third-Party Websites.

The Volaris Privacy Notice only concerns the website that we own. This does not include links to third-party websites. The use of information collected by these sites is, in its entirety, the responsibility of the third-party websites. You should be aware 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 might use your information, we recommend that you read their privacy policy or contact the organization that owns the website.

Improper processing of your personal data.

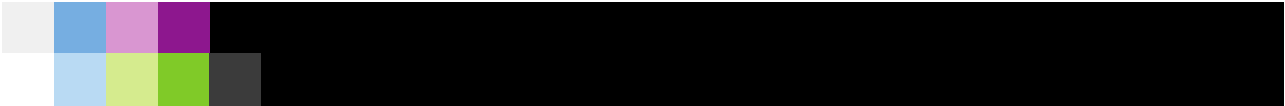
If you believe that your right to personal data protection has been infringed by any conduct of our employees or our actions or responses, or you suspect that there is a violation of the applicable provisions on the protection of personal data in the processing of your personal data, you may lodge the applicable appeal with the competent authority.

In the case of Costa Rica you can do it before the Agency for the Protection of Inhabitants' Data (Prodhav), for more information you can visit the www.prodhav.go.cr/ website.

In the case of Colombia you can file the corresponding complaint or complaint with the Superintendence of Industry and Commerce, for more information you can visit the <https://www.sic.gov.co/> website.

In the case of Peru, you can request the protection of your rights before the National Authority for the Protection of Personal Data, for more information you can visit the <https://www.sic.gov.co/> website.

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