



Customer Privacy Notice

At Vuela El Salvador, S.A. de C.V. (hereinafter "Volaris") we recognize the importance of the security and privacy of the personal data that you provide us when you purchase any of our products, so we are committed to guaranteeing the right to informational self-determination and the appropriate treatment of your personal data.

The purpose of this Privacy Notice is to detail the information that you as a consumer provide to us and that we collect, who may consult it, what we do with it, how we protect it, the rights you have and before whom you may exercise those rights.

Identity and means of contact of the person in charge of the database.

Vuela El Salvador, S.A. de C.V. is understood to be responsible for the database, as part of the commercial group or commercial interest 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.; Concesionaria Vuela Compañía de Aviación, S.A.P.I. de C.V.; Servicios Administrativos 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 Aviación, S.A., (all, hereinafter, individually or collectively "Volaris"), whose domicile is located at Urb. Madre Selva III, Calle Llama del Bosque Poniente, Antiguo Cuscatlán, La Libertad, El Salvador. Tel: (+503) 2209 1600.

Also, in case you wish to contact us by e-mail, we have enabled the following address: privacidad.n3@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 contracted air passenger, cargo and mail transportation service, follow up on your reservation, provide you with the additional products or services contracted, conduct surveys of the service received, perform 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, answer queries, requests for information and/or claims 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: Integrate a history about your consumption and preferences, send you advertising, quotes and information regarding promotions and discounts on services or products we offer, provide advice on the purchase process, address questions or clarifications regarding the products and/or services we offer through our channels available for customer service, coordinate the renewal of your memberships, and follow up via social networks, phone or email processes initiated with us.

Means of obtaining personal data.

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

- 1) When you provide them directly to us, meaning any electronic, optical, audio, visual or other technology such as postal mail, Internet or telephone, including the contracting of any product or service with Volaris, participation in promotions, offers, sponsorships, and related activities;
- 2) When you visit our Internet web sites 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 us:

- Full name
- E-mail
- Cell phone
- Address (street, number, neighborhood, city, state, zip code, country)

Official identification:

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

User registration:

- Names
- Surname
- Date of birth
- Genre
- Nationality
- Country of residence
- Language
- Marital status

Credit card information:

- Credit card number
- Holder's name
- 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 implementation of measures imposed by the health authorities in this act, you expressly agree 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.

In this act you expressly agree 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 applicable law and in force on personal data.

We commit that they will be treated under the strictest security measures to ensure their confidentiality and will only be used for the purposes contained in this Privacy Notice.

Treatment that will be given to the personal data.

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

We also inform you that your personal data may be transferred and processed within and outside the country, with the following persons, companies, organizations and authorities other than us for the following purposes:

RECIPIENTS OF PERSONAL DATA	PURPOSE
Third parties providing the web site hosting service and third parties related to such provider	Provision of services
Third parties providing additional contracted services	Provision of contracted services
Volaris affiliates and subsidiaries	Provision of services



Persons providing call center services	Provision of services
Other airlines with whom Volaris operates codeshare flights or similar and related alliances	Provision of services
Advertising agencies	Information, promotional, advertising and commercial purposes*.
Banking and financial institutions	Information, promotional, advertising and commercial purposes*.
Civil aviation, health, immigration, security, consumer protection, judicial authorities, etc.	Comply with the requirements in accordance with the corresponding legal and regulatory provisions.

By acquiring our services and products, Volaris understands that you have read, understood and given us your consent for these purposes. If you do not express your refusal to such transfer, we will understand that you have given us your consent.

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

Volaris will ensure through the signing of agreements and/or the adoption of other binding documents, that such third parties maintain adequate administrative, technical and physical security measures to safeguard your personal data, as well as that such 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 will be kept for a maximum period of ten (10) calendar years. Upon expiration of such term, the information will be deleted within a maximum period of fifteen (15) business days, unless there is any purpose or legitimate interest that justifies its retention, or there is any technical contingency that reasonably justifies the postponement of the deletion of the information.

Protection.

The security and confidentiality of the data provided by users 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, despite the increasing availability of more secure tools, the protection of data sent over the Internet can't be 100% guaranteed; therefore, once received, every effort will be made to safeguard the information.

Modifications to the Privacy Notice.

We reserve the right to modify or update this privacy notice at any time, in order to comply with new legislation, internal policies or new requirements for the provision or offering of our services or products.

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

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

As the holder of the information, you are entitled to exercise the following rights related to your personal data (holder's rights):

- Right of access to information about your personal data, when exercising this right, you may request: (i)

confirmation of the existence of your personal data in Volaris files or databases, in a precise 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 made of your personal data; (iv) to know the process used in the processing of your personal data, and (v) the system, program, method or process used in the processing of your personal data.

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

In order to exercise these rights, you must indicate a) Name of the holder; b) e-mail or other means of contact; c) documents that prove identity and character of representative; d) clear and precise description of the request; e) any other information that allows the location of the data (for example, the place where the data was collected or your flight record); f) if they are for rectification: the modifications and documentation that support them; and g) the document that proves the personality of the representative or third party that makes the request on behalf of the holder.

Likewise, you can revoke the consent that, if applicable, you have given us for the processing of your personal data, including sensitive personal data. However, it is important to note that this means the cessation of the processing of personal data from a blocking of these and their subsequent deletion. However, not in all cases we will be able to meet your request or terminate the use immediately, since it is possible that for some legal obligation we require to continue processing your personal data, in which case we will inform you.

For the exercise of any of the above rights, or attention to any questions you may have regarding the processing of your information, the mechanisms that have been implemented are through the submission of the respective request which must be through our Privacy Portal by clicking [here](#) or sent to the email address privacidad.n3@volaris.com or in writing to the following address: Urb. Madre Selva III, Calle Llama del Bosque Poniente, Antiguo Cuscatlán, La Libertad, El Salvador. Tel: (+503) 2209 1600

Volaris will acknowledge receipt within five (5) business days from the day following receipt of the request. In those cases in which the request merits a longer period of time, acknowledgement of receipt will be given to the holder and an express indication of the period of time it will take to provide the respective response, as well as the reasons for the extension.

In the event that your request is not sufficiently clear and/or you do not provide documentation that allows us to prove ownership of the data you wish to exercise, Volaris may contact you and request that you correct it within a maximum period of twenty (20) business days. If the aforementioned period elapses without the correction being made, your request will be deemed not to have been submitted.

Once Volaris has all the information necessary to respond to your request, it must respond within eight (8) business days from the date of receipt of a request that complies with all of the above requirements, in which case, you will receive a response regarding whether or not the request is admissible by the means of communication that you have indicated to receive notifications.

Additionally, in the event that personal data subjects wish to unsubscribe from receiving e-mail newsletters, they may do so in whole or in part by clicking on the 'Unsubscribe' link located at the bottom of the e-mails.

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 equipment when browsing a specific Internet page, which allow the Internet server to remember some information about this user, including your preferences for viewing pages on that server. You are not obliged to accept the cookies that we send you, and you can modify your browser to not accept cookies.



Web beacons are images inserted in 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 Web site, 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, that allows your computer to connect to the Internet.

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

Links to third-party websites.

The Volaris Privacy Notice only concerns our proprietary website. It 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 may 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 protection of personal data has been violated by any conduct of our employees or our actions or responses or presume that in the processing of your personal data there is any violation of the provisions applicable to the protection of personal data, you may file an appeal with the competent authority.

In the case of Costa Rica you can do so before the Data Protection Agency (Prodhab), for more information you can visit the website www.prodhab.go.cr/.

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

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

Updated March 3, 2025

PRIVACY NOTICE FOR CALIFORNIA RESIDENTS

This Privacy Notice for California Residents applies exclusively to our Clients, passengers and other individuals residing in the State of California, United States of America (hereinafter the “Customer” or “you”) from whom we collect personal data on the www.volaris.com website, iOS and Android mobile applications, call center and social media, all owned by Vuela Aviación, S.A. (“Volaris”). We adopt this Notice to comply with the California Consumer Privacy Act of 2018 (Cal. Civ. Code §1798.11 et seq), including any supplemental regulations (“CCPA”). Any terms not defined herein shall have the meanings ascribed to them in the CCPA.

This Privacy Notice is a statement that we make available to Clients that describes Volaris' practices regarding the collection, use and disclosure of personal data through the Services. If you would like more information regarding your privacy rights in California and Volaris' privacy practices in general, please refer to our Privacy Policy for California Residents on our website at www.volaris.com.

CATEGORIES OF PERSONAL DATA WE COLLECT.

The categories of Personal Data that Volaris may collect from time to time or may have collected from its Clients in the last twelve (12) months are as follows:

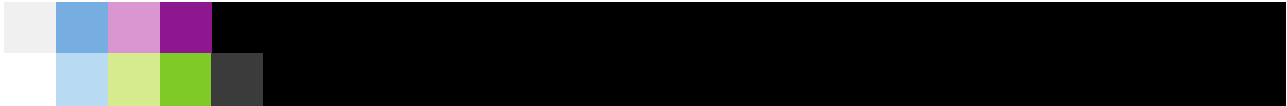
1. **Identifiers.**
2. **Commercial information**, such as products purchased, and services contracted.
3. **Internet or other electronic network activity information** (search and browsing history) and information about your interaction with the Services*.
4. **Geolocation data.***
5. **Professional or job-related information.**
6. **Deductions about behaviors and preferences** obtained based on the aforementioned information, in order to create a profile about you, reflecting your preferences, characteristics, psychological inclinations, predispositions, behaviors, attitudes, intelligence, abilities and aptitudes.

* Volaris in its Services uses cookies to record session information, such as services added to the reservation or specific information about which pages you visit as a user. For more information on the use of cookies, we recommend that you consult our Cookies Policy at the following link: [Cookies Policy](#)

PURPOSES FOR WHICH THE PERSONAL DATA 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 through or, whether provided by Volaris or by our business partners, or airlines with whom we have a shared code agreement and/or similar alliances, as well as activities related to the foregoing. Your information may also be used for the following:

CATEGORIES OF PERSONAL INFORMATION	COLLECTION PURPOSES
Identifiers	To provide service to the Customer, process or fulfill orders and transactions, verify Customer information, process payments, provide advertising or marketing services, to send you quotes and information about our services or products, and conduct surveys of contracted services.
Commercial information	To provide service to the Customer, to process or fulfill orders and transactions, to send quotes and information about our services or products, to verify Customer information, to process payments, to provide advertising or marketing services and to conduct surveys of contracted services.
Internet or other electronic network activity information	To provide advertising or marketing services, to send you quotes and information about our services or products.
Geolocation data	To provide customer service, advertising or marketing services.
Professional or job-related information	To provide customer service, advertising or marketing services.



Deductions about behaviors and preferences obtained based on the aforementioned information, in order to create a profile about you, which reflects your preferences, characteristics, psychological inclinations, predispositions, behaviors, attitudes, abilities and aptitudes.	To provide advertising or marketing services, to send you quotes and information about our services or products.
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For the exercise of any of the above rights, or attention to any questions you may have regarding the processing of your information, the mechanisms that have been implemented are through the submission of the respective request which must be through our privacy portal by clicking [here](#), or sent to the email address privacidad.n3@volaris.com or in writing to the following address: Urb. Madre Selva III, Calle Llama del Bosque Poniente, Antiguo Cuscatlán, La Libertad, El Salvador. Tel: (+503) 2209 1600 or,

CHANGES TO OUR PRIVACY NOTICE.

Vuela El Salvador S.A. de C.V. (d/b/a Volaris) reserves the right to modify this Privacy Notice at any time. When we make changes to this Privacy Notice, we will post the updated Notice on our website, mobile application and call center and update the effective date.

Update September 25, 2024