



CANCUN HAIR RESTORATION PRIVACY NOTICE

Please carefully read this Privacy Notice.

Identity and address of the responsible for processing your personal data.

CANCUN HAIR RESTORATION, S.A. DE C.V. (hereinafter, the "Clinic"), is the legal entity that in accordance with the Federal Law on Protection of Personal Data in Possession of the Individuals (hereinafter, the "Law") will be responsible for the treatment of the personal information.

Contact information:

Contact Area: Customer Service

Address: Plaza Azuna, Av. Sayil

No. 1, 8th floor, 803,

Zona Hotelera,

Cancun, Quintana Roo C.P. 77500,

contact@cancunhairrestoration.com

+52 5554661144

The purpose of this Privacy Notice is to ensure the proper handling of your personal information, through its controlled treatment in terms of the law, to guarantee your privacy, as well as your right to informative self-determination.

The Clinic, as the responsible of your personal data, is obliged to comply with the principles of legality, consent, information, quality, purpose, loyalty, proportionality and responsibility protected by law; For this reason and based on Articles 13 and 14 of the Law, the Clinic agrees to keep strict confidentiality of your personal data, as well as to maintain administrative security measures, technical and physical to protect them against any damage, loss, alteration, unauthorized access or treatment.

Personal data that will be processed.

The personal data that will be processed by the Clinic are the following:

1. Personal data:

- Full name;
- Telephone number;
- Address;



- Email;
- Age;
- Copy of proof of the Federal Taxpayers Registry (“RFC”) if required;
- Personal Identification Number (ID. No).

Your personal data will be obtained directly through the website of the Clinic, in our clinics or any communication channel that the Clinic uses to provide you with the services that are available on our website.

Sensitive personal data to be processed.

The Clinic informs you that, to fulfill the purposes, set forth in this Notice of Privacy, they can collect with the consent that you previously grant, the following sensitive data:

- Habits and customs;
- Medical history;
- Family medical history;
- Weight and body measurements;
- Images and sounds that are obtained through video recordings in our installations for educational and advertising purposes, as well as their reproduction and/or divulgation.
- Images and sounds that are obtained through video recordings in our installations for the purpose of security and surveillance of people and objects, control of entrances and exits to our facilities.

Your sensitive, financial, and patrimonial personal data will be obtained directly through the website of the Clinic or through transfers by service providers, services that the Clinic uses to provide you with the services that are available in our website, or directly in our physical Clinic.

Financial and asset data to be processed.

The Clinic informs you that, to fulfill the purposes, set forth in this Notice of Privacy, they can be collected with the consent that you previously grant, the following financial and asset data:

Account details and bank details.



The Clinic undertakes that the financial, patrimonial, and sensitive data that is collected are treated under the strictest security measures that guarantee their confidentiality.

In accordance with the provisions of article 9 of the Law, the Clinic will obtain your express and written consent for the processing of sensitive data, so in this act the Company asks you to grant your consent so that your Sensitive personal data are treated in accordance with the provisions of this Notice of Privacy through your handwritten signature on the last page of the document (or by electronic or digital signature on our website, as appropriate).

The purposes of data processing.

Personal data.

The personal data that will be processed will be used for the following purposes:

- Maintain the legal relationship between the Clinic and the patient;
- Maintain a record of the patient;
- Have contact information for specific requirements of the relationship with the headline or for emergency situations;
- To be able to inform and/or accredit the holders when they request it, their data of ID;
- Comply with fiscal obligations;

1. Sensitive personal data.

The sensitive personal data will be used to have a complete medical record of the patient, as well as for those cases in which it is required for an emergency and to take the necessary preventive actions if needed.

Sensitive personal data obtained through video recordings, such as images and sounds will be used for educational and/or publicity purposes of the Clinic.

2. Financial and asset data.

The financial and asset data will be used to:

- Comply with fiscal obligations and other legal obligations;



- Process the payment of services and any other concept related to the services provided by the Clinic.

The Clinic may disclose your personal data and sensitive personal data to the corresponding judicial and administrative authorities to comply with requirements from these authorities.

1. Means to exercise the rights of access, rectification, cancellation, or opposition or to limit the use or disclosure of your personal data and mechanisms to express the refusal of treatment for the purposes that are not necessary, nor have they given rise to the legal relationship with the responsible and to revoke consent.

You can at any time express your refusal to treatment for purposes that are not necessary, as well as revoke the consent you have granted for the treatment of your data and limit the use or disclosure of your personal data.

Likewise, in terms of the provisions of article 22 of the Law, you have the right at any time to exercise their rights of access, rectification, cancellation, and opposition to the processing of your personal data.

In accordance with the Law, you have the right to access the data we have and to the details of the treatment of the same, as well as to rectify them in case of being inaccurate or incomplete and to cancel them or oppose their treatment, in the terms provided by law.

The Clinic, under the assumptions established in article 34 of the Law, may deny access to personal data, refuse to make the rectification or cancellation, and refuse to grant the opposition to the treatment of them.

To do this, the patient must submit a request via email addressed to the indicated contact given and in compliance with article 29 of the Law, that request must contain the following information:

- Your name and address or other way to communicate the response to your request;
- The documents that prove your identity or, where appropriate, the legal representation of the person making the request on your behalf;
- A clear and precise description of the personal data with respect to which you seek to exercise any of the rights of access, rectification, cancellation, and opposition; and
- Any other element or document that facilitates the location of your personal data.
- The address and email in which the resolution will be notified or the way through



of which you wish to be notified and any other document you deem necessary.

In case of requesting the rectification of personal data, you must additionally indicate the modifications to be made and provide the documentation that supports your request.

The response to your request will be communicated within a maximum period of 20 (twenty) business days, counted from the date it was received, and may be extended for an equal period in the cases established by law, so that, if appropriate, we will make the changes to comply with your request, which will be made within 15 (fifteen) business days following the date on which the response.

If you do not authorize or revoke the processing of your personal data or limit it, it is possible that the Clinic cannot provide the services, maintain its business relationship with you and/or comply with its obligations. The Clinic may take the measures that deems conducive if its refusal or limitation to the treatment and transmission of your personal data, your exercise of the rights that the Law grants you regarding your personal data or the revocation of your consent to this notice prevents, interrupt or in any way affect the processes and practices of the Clinic.

Transfers of personal data to third parties.

Through this Privacy Notice, the owner of the personal data accepts the Transfer to foreign or Mexican third parties as indicated below:

1. Personal data: The following data: Full name; telephone number; address; email; age; copy of proof of federal registration taxpayers.
2. Sensitive data: The following data: habits and customs; medical history; family medical history, information on weight and body measures; medical directory providers.

The above transfers are to maintain the legal relationship between the Clinic and the owner of the personal data.

Except for the exceptions provided in this Privacy Notice and in article 37 of the Law, we promise not to transfer your personal information to third parties without your consent, as well as to carry out this transfer in the terms established by the Law, in said assumptions, we inform you that the Clinic will adopt the necessary measures so that people who have



access to your personal data comply with the privacy policy of the Clinic, as well as with the principles of protection of personal data established in the Law.

Right to promote procedures for the protection of rights and verification substantiated by the Institute.

If you consider that your right has been injured by any conduct of our employees or our actions or responses, presumes that in the treatment of your personal data there is any violation of the provisions set forth in the Law, its Regulations and other applicable ordinances, may file a complaint or complaint corresponding to the National Institute of Transparency, Access to Information and Protection of Personal Data (INAI), for more information visit its official website: www.inai.org.mx

Procedure and ways by which the person in charge will communicate to the owners changes to the privacy notice.

The Clinic reserves the right to modify and/or change this Privacy Notice anytime. These modifications will be available on our site, so We ask that you review it regularly so that you are aware of any changes.

Last update: August 2022