

Privacy Notice for Customers

In accordance with the Federal Law for the Protection of Personal Data in Possession of Individuals, (hereinafter the "Law"), Miguel Ángel González Dobarganes with commercial name Live Telecom is obliged to observe the principles of legality, consent, information, quality, purpose, loyalty, proportionality and responsibility when collecting, processing and dealing with personal data (that you provide to us in your capacity as Data Subject, Data Controller or Person in Charge of Personal Data). Based on this, we make available to you this Privacy Notice through which we inform you of the purposes and privacy policies that govern our relationship regarding the protection and processing of personal data.

Identity, domicile of the Responsible party and purpose.

Miguel Ángel González Dobarganes (hereinafter "Live Telecom"), with tax domicile Calle Juan Aldama 1129, Colonia Universidad, Toluca, Estado de México, C.P. 50130 is responsible for the use and protection of the personal data and, in this regard, informs the following:

Purpose of this Privacy Notice

The purpose of this Privacy Notice is to inform about the treatment that will be given to your personal data when they are collected, used, stored and/or transferred to provide you with any goods or services, as well as those that, where appropriate, are related to our business relationship.

The personal data, including sensitive data, (hereinafter "Personal Data"), that you submit or provide will be used and processed for the purpose of fulfilling the obligations arising from the legal relationship between you and Live Telecom, as Live Telecom is the responsible party for the use, processing and protection thereof.

Purposes for which we collect your Personal Data

The Personal Data that you provide to Live Telecom will be processed and may be used for the following purposes:

- Comply with legal, contractual and/or extra-contractual obligations arising from the existing legal relationship between you and Live Telecom.
- Lead a commercial and business relationship.
- Contact and notification.
- Customer service.
- Safety.

Secondary purposes

Live Telecom informs you that it will process the Personal Data provided for the following secondary purposes, which allow and facilitate better service:

- Health care.
- Marketing or advertising.
- Commercial prospecting.

- Service quality surveys.

In the event that you do not wish that the Personal Data provided be used for secondary purposes, you must express your refusal through the exercise of the ARCO Rights described herein. The exercise of your ARCO Rights regarding these purposes will not be a reason for Live Telecom to deny you the provision of the services and products you request.

Personal Data collected and used

To carry out the aforementioned purposes it is necessary to collect the following Personal Data:

- Name.
- Domicile.
- E-mail address.
- Contact telephone number.
- Official identification.
- Signature.

Live Telecom may also process Personal Data related to the contracting of services, which usually consists of a photocopy of the documents set forth below:

- Proof of tax status.
- Power of attorney granted in favor of the customer's legal representative.
- RFC (Federal Taxpayer ID).
- Proof of conventional and/or tax domicile.
- Fingerprint for biometric access (if applicable)
- Only in some cases, for security reasons, it will be necessary to collect sensitive personal health data.

The Personal Data will be obtained directly by any of our factors, assistants or commercial representatives, either in our facilities, via email, or in the information included in the contract or agreement entered into by the parties, in the understanding that such data may only be processed for the purposes described in this Privacy Notice.

Live Telecom informs that it will collect your Personal Data considered as sensitive according to the Law, such as: chronic diseases, allergies, blood type, NSS and in general your current health status in order to provide medical assistance, if required, or a personalized electronic access means.

For security reasons, our facilities have a closed-circuit television system (security cameras) that can record your image as well as take pictures. In addition, the telephone answering service has the possibility of recording calls in order to guarantee the quality of the service.

Transfer of Personal Data to third parties.

The Personal Data that you provide may be transferred and/or processed by persons other than Live Telecom in order to comply with the purposes stated in this Privacy Notice. This transfer will be within Mexican territory.

The Personal Data that you provide may be shared with companies that, directly or indirectly, are controlled by Live Telecom and its affiliated companies.

You acknowledge and agree that Live Telecom may disclose the Personal Data provided to the competent authorities upon request. As part of your contractual or commercial relationship with Live Telecom, Live Telecom may share the Personal Data provided with any other public or private entity in connection with the provision of its contracted services.

Protection of Personal Data.

Live Telecom will adopt all security measures, whether administrative, technical, technological and/or physical to protect the Personal Data provided in order to avoid any damage or corruption of the information, loss, alteration, theft or improper use, as well as unauthorized access, disclosure, modification or destruction.

Disclosure of Personal Data allowed by Law.

You acknowledge and authorize Live Telecom to disclose your Personal Data due to an obligation imposed by law, judicial or administrative proceeding, legal action, and/or by any request made by any competent authority.

Options and means to limit the use or disclosure of Personal Data.

You may limit, at any time, the use or disclosure of the Personal Data provided through the exercise of the ARCO Rights indicated herein.

In addition, there are other mechanisms to limit the use or disclosure of Personal Data provided to Live Telecom, such as the National Institute of Transparency, Access to Information and Protection of Personal Data (hereinafter "INAI"), the Public Registry to Avoid Advertising (hereinafter "REPEP"), and the Federal Consumer Protection Agency (hereinafter "PROFECO") of which you can find more information on the websites of these agencies.

Use of Cookies

A cookie refers to a file that is sent in order to request permission to be stored on your device. By accepting, said file is created and the cookie is then used to have information regarding web traffic; it also facilitates future visits to a recurring website. Another function of cookies is that, with them, the web can recognize you individually and therefore provide you with the best personalized service.

In <https://livetecom.com.mx> cookies are used to identify the pages that are visited and their frequency. This information is used only for statistical analysis and then the information is permanently deleted. You can delete cookies at any time from your device. However, cookies help to provide a better service from the websites, they do not give access to information from your device or from you, unless you choose to provide it directly. You can accept or deny the use of cookies; however, most browsers accept cookies automatically, as it serves to have a better web service. You can also change your device settings to decline cookies. If you decline cookies, you may not be able to use some of our services.

With the use of cookies, no information is extracted from your computer that could be used by our customers or visitors.

ARCO Rights.

In terms of the provisions of the Law and its regulations you have the rights of "Access, Rectification, Cancellation, and Opposition" (hereinafter referred to, throughout the Privacy Notice, as "ARCO Rights") on the Personal Data provided to Live Telecom, so you may oppose or revoke your consent for the processing or transfer thereof, at any time, provided that there is no legal impediment.

The following is a brief description of the ARCO Rights:

- Access: it is the right to be informed about your personal data contained in the Live Telecom databases, to know what these data are used for, the origin and communications that have been made with them and, in general, the conditions and generalities of the processing.
- Rectification: is your right to have your personal data corrected or updated in case they are inaccurate or incomplete.
- Cancellation: right to request that your personal data be unsubscribed, totally or partially, from the Live Telecom databases for having fulfilled the purpose for which they were collected.
- Opposition: right to oppose, for legitimate reasons, to the processing of your personal data by Live Telecom or limit their use or disclosure.

The exercise of any right is not a pre-requisite, nor does it prevent the exercise of any other right.

You may exercise any of the ARCO Rights by submitting a free written request, duly signed, which you may send to the following email address: legal@livetecom.com.mx, or submit it at the domicile indicated in this notice during office hours from 9:00 a.m. to 6:00 p.m. The written request shall contain the following:

- I. Name of the holder of the data, domicile or other means to communicate the response to the request, as well as any notification related to the request;
- II. Attach a document proving his/her identity or that of his/her legal representative;

- III. Written request specifying the ARCO Right that you wish to exercise (Access, Rectification, Cancellation or Opposition)
- IV. Clear and precise description of the data and the reasons for which the person seeks to exercise any of the ARCO Rights;
- V. The modifications to be made and provide the documentation supporting the request, when it comes to rectification; and
- VI. Any other element or document that facilitates the location of the personal data.

The legal deadlines to give an answer will be: 20 business days to communicate to the holder the determination made regarding the request and, if appropriate, it will be effective within 15 business days after the date on which the determination was communicated. These terms may be extended only once for an equal period, as long as justified by the circumstances of the case.

The aforementioned e-mail is solely and exclusively for the request of and attention to ARCO Rights. Any other type of request will not be answered, and it is at the discretion of the applicant to direct it to the corresponding area.

Specific procedures for the exercise of ARCO Rights.

In terms of the provisions of Article 35 of the Law and Article 93 of its regulations, Live Telecom informs you that the exercise of ARCO Rights is simple and free of charge, and the Holder of the Personal Data provided must only cover the costs of shipping, reproduction and, if applicable, certification of documents, excluding the exception provided by the Law.

Reproduction costs may not exceed the costs of recovery of the corresponding material.

Revocation of consent.

You may submit to Live Telecom the revocation of your consent to the processing of the Personal Data provided by sending a written request to the following e-mail address legal@livetecom.com.mx, through which you will be provided with further information.

The legal deadlines for replying will be: 20 business days to communicate to the holder the determination made regarding the request and, if it is appropriate, it will be effective within 15 business days from the date on which the determination was communicated. Said terms may be extended only once for an equal period, as long as justified by the circumstances of the case.

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Limiting the use of your Personal Data

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Changes to the Privacy Notice.

This Privacy Notice may undergo modifications, changes, alterations or updates derived from new legal requirements; from changes in the structure, operation and services provided by Live Telecom; from changes, updates and the implementation of better privacy practices; from changes in the business model of Live Telecom, or for other reasons. Live Telecom reserves the right to modify, change, alter and/or update this Privacy Notice, at any time, in which case it will be made known to you through the website <https://livetelecom.com.mx>

Links to Third Parties

The website <https://livetelecom.com.mx> may contain links to other sites that may be of interest to you. Once you click on these links and leave our site, we no longer have control over the site to which you are redirected and therefore we are not responsible for the terms or privacy or data protection of those other third-party sites. These sites are subject to their own privacy policies, so it is recommended that you consult them to confirm that you agree with them.



Last updated: June 2022.

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Privacy Notice for third parties

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- Contact and notification.
- Safety.

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- Health care.
- Marketing or advertising.
- Commercial prospecting.



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- Name.
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- E-mail address.
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- Official identification.
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In <https://livetecom.com.mx> cookies are used to identify the pages that are visited and their frequency. This information is used only for statistical analysis and then the information is permanently deleted. You can delete cookies at any time from your device. However, cookies help to provide a better service from the websites, they do not give access to information from your device or from you, unless you choose to provide it directly. You can accept or deny the use of cookies; however, most browsers accept cookies automatically, as it serves to have a better web service. You can also change your device settings to decline cookies. If you decline cookies, you may not be able to use some of our services.

With the use of cookies, no information is extracted from your computer that could be used by our customers or visitors.

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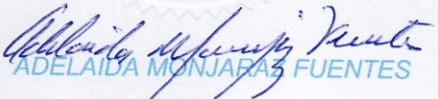
Links to Third Parties

The website <https://livetelecom.com.mx> may contain links to other sites that may be of interest to you. Once you click on these links and leave our site, we no longer have control over the site to which you are redirected and therefore we are not responsible for the terms or privacy or data protection of those other third-party sites. These sites are subject to their own privacy policies, so it is recommended that you consult them to confirm that you agree with them.

Last update: June 2022

ADELAIDA MONJARAZ FUENTES, Expert Translator No. 126, appointed and authorized as Assistant to the Justice Administration by the Superior Court of Justice of Mexico City, pursuant to the list published in Judicial Bulletin No. 11, dated March 8, 2021. I certify that the previous translation into English contained in 12 pages is, to the best of my knowledge, the faithful, accurate and complete translation of its original in the Spanish language, contained in 13 pages.

Mexico City, August 22, 2022.
55 38 94 09 58
adelaida_mofu7@hotmail.com


ADELAIDA MONJARAZ FUENTES