



Privacy Notice

I. Responsible for the collection and use of your personal data.

Industrias VOIT, S.A. DE C.V., hereinafter referred as **VOIT**, with address in Bosque de Cidros, No. 26, 6th floor, Col. Bosques de las Lomas, Cuajimalpa de Morelos, C.P. 05120, Mexico City, is responsible for the collection and use of the personal data required from its customers, prospects, and people that request information of its products and services in terms of the rules established by article 3, section XIV and 37, section III of the Mexican Federal Law for Data Protection of Private Individuals (Mexican Privacy Law LFPDPPP), and article 70 of its secondary regulations (RLFDPPPP).

II. Purpose of processing your personal data.

The personal data collected from our customers, prospects and people that request information of our products, like names, e-mail addresses, telephone numbers, addresses, federal taxpayer registry numbers (RFC), will be used, according to articles 16 and 17 of the Mexican Privacy Law, for the following essential purposes:

- 1) To provide our clients with information about the products sold by VOIT in Mexico;
- 2) For the process of billing the products sold to our clients;
- 3) To provide information about the characteristics of the different products sold by VOIT;
- 4) To send costs to those people interested in our products and follow-up our prospects;
- 5) Online sales of our products in the website www.voit.com;
- 6) Customer services for our clients including complaints about the products sold by VOIT;
- 7) To contact those clients that request information about our products through our Social Networks or our Website;
- 8) To register and maintain contact with the people that sell our different products;
- 9) Confirm and correct the information that we have about our customers to ensure the best personal attention; and,
- 10) To inform our customers about changes in our privacy notice.

We also inform you that your personal data may be used for the following non-essential purposes:

- i. For market research and to measure the quality of our products.
- ii. To send information to our clients related to promotions, discounts and offers of our products.



- iii. To send through our Website and Social Networks (Facebook, Twitter, etc.), information about our new products, events, special sales and promotions.

VOIT will manage the personal data collected from its customer confidentially. VOIT employees are trained and committed to comply with all the requirements stated in the Mexican Privacy Law (LFPDPPP). VOIT will also take the necessary steps to protect all the information collected from its clients.

III. Personal data transfer.

VOIT may transfer the personal data collected from its customer to companies grouped under the trademark **VOIT**[®] that help it to provide its products in Mexico or to fulfill its legal obligations. Express consent is not required by law for this kind of transferences according to article 37, section VII of the LFPDPPP. For example VOIT may use this information to:

- Offer details about the characteristics and specifications of its products.
- Confirm and correct information collected and register in our databases according to what is provided by the Mexican Privacy Law (LFPDPPP).
- To improve the communication with clients and to upgrade the management of the information collected from them.

All our processes are implemented in order to protect the information and personal data collected from our customers. **VOIT** will only share personal data with the regulatory authorities that supervise its activities according to Mexican Law (tax, social security, labor and other authorities) when they request it.

We may also request or share information of sellers that apply for credit approval in order to validate their credit behavior. In these cases **VOIT** will obtain the express consent of the seller according to the provisions stated by article 8 of the Mexican Privacy Law.

With the exceptions of the cases cited above, the personal data provided by our customers will not be transferred to any other party or company. For example, **VOIT** will not sale your name, address or e-mail to catalogue companies or to companies that commercialize products or services not related to its products.



IV. Use of pictures & photographs

VOIT will be able to use photos and videos of its customers, taken from the different events organized by the company or from those users that share pictures through our social networks in order to document and communicate information about the activities organized by VOIT during the year. For these purposes **VOIT** will use, print, reproduce, and publish the photos and videos in printed media (magazines, calendars, brochures, etc.), and electronic media (Blogs, social networks, newsletter, web site, etc.) and/or any other media in all of its formats, editions, phonograms or video, solely for media purposes according to the provisions stated by article 87 of the Mexican Copyrights Law (Ley Federal del Derecho de Autor).

Besides these cases, **VOIT** will not publish or reveal photos or videos of its customers and neither will exploit them commercially without the proper express authorization.

V. Measures to limit the use and disclosure of the personal data

If you, as customer, do not wish to be contacted by **VOIT** regarding to the non-essential purposes stated in this Privacy Notice, you can send an e-mail to: privacidad@voit.com requesting no longer be telephoned or e-mailed for those purposes.

VI. Rights of Access, Rectification, Cancellation, Opposition (ARCO) and withdrawal of consent.

As stated in Mexican Privacy Law (LFPDPPP), our customers may request the access, rectification, cancellation or oppose to the use of their personal information provided to the responsible (ARCO), or revoke their consent. Their request will be answered by our **Privacy Officer: C. Iván Alejandro Winkler Jáuregui**, through this email address: privacidad@voit.com

According to Mexican Privacy Law (LFPDPPP), you can request access, rectification, cancellation, or oppose to the use of your personal data by following the process described below:

- 1) Send an email to: privacidad@voit.com; indicating you full name, address, legal or commercial relationship with **VOIT, S.A. de C.V.**, (customer, seller, social network user, visitor, etc.) and the type of right that you desire to request.
- 2) In your application you must, identify: the data regarding which you need the access to, or the information you wish to rectify, cancel, object, or the information which you wish to revoke your consent, adding some of the ID documents stated in the application to verify your identity. Once completed you will have to e-mail it to the address mentioned in the number 1), attaching all the documents you consider relevant for your request. If you wish

to correct your data, you must explain exactly the mistakes in your information, adding the documents necessary to correct that information.

- 3) Once the application is received, you will get a confirmation e-mail, with the attention number assigned to your request. In case that the application contains errors or incomplete information, you will be required to correct the application within ten days after the notification. If you don't correct the application, the request won't be processed and answered.
- 4) Applications sent on Weekend or Holydays will be received until the following working day.
- 5) The application will be answered by email within twenty business days from its confirmed reception. This deadline can be extended twenty additional days if there is a justified cause for the delay. This situation will be notified to the applicant according to what is established in article 97 of the secondary regulations of the Mexican Privacy Law RLFPDPPP.
- 6) If your application fulfil all the legal and administrative requirements requested by Law, the access will be granted, the data will be corrected, your requests to cancel the information or to stop using your information will be carried out, or the withdraw of your consent will be registered in our databases in a period of time that will not exceed 15 labor days. This deadline can be extended fifteen additional days if there exists a justified cause for the delay, this situation will be notified to the applicant according to what is established in article 97 of the secondary regulations of the Mexican Privacy Law RLFPDPPP

If your application fulfilled all the requirements requested by articles 32 to 35 of the Mexican Privacy Law (LFPDPPP), the answer will be sent to you via e-mail, free of any charge. However if you wish to receive it by other means, you must cover the expenses of the copies and formats requested.

VII. You wish to contact Mexican Privacy Authority (INAI)?

If you consider that the answer given to you is incomplete or incorrect or you believe that your privacy rights have been violated by the Responsible, you can complain to the **National Institute for Transparency, Access to Information and Personal Data Protection (INAI)**.

If you want to know more you can access to the website: www.inai.org.mx



VIII. VOIT Privacy Office Contact.

If you have any questions regarding the content, interpretation or scope of this Privacy Notice, you need more information regarding to the processing of your personal data, you can send an e-mail to our Privacy Officer to the address: privacidad@voit.com

IX. Changes to our Privacy Notice.

This privacy notice is in force since January 1st 2012 and will be updated by publishing a new privacy notice in this site. Any changes of this privacy notice will be informed by publishing **an updated version** of this document.

Last Update: June, 1st 2018