

## NOTICE OF PRIVACY

Regarding the identity and address of the person in charge, and due compliance with the provisions of the Federal Law on Protection of Personal Data Held by Private Parties (hereinafter referred to as the " Law "), this "Notice of Privacy "by the moral entity called **OPERADORA DE HOTELES Y RESTAURANTES VILAVID S de RL . de CV** hereinafter referred to as him (**Hotel Villas Flamingos**) , with address at Av. Paseo Kuka S / N, Isla Holbox , Lázaro Cárdenas Municipality, Quintana Roo. CP 77310 ; It is responsible for the collection and processing of data from related third parties, such as guests , clients, suppliers and human resources under its charge, giving it a responsible treatment of confidentiality, use and protection of the personal information that you provide us.

In compliance with the informational elements of the privacy notice in accordance with the Law, the personal data subjected to treatment regarding the information and documentation that we will collectively collect is the following:

Your Name and / or Company Name, Email (s), Address (s) (both contact and fiscal), Telephone (s) (both fixed and mobile), Financial information and means of payment, (such as numbers of bank accounts and credit card), Tax Information (such as Federal Register Taxpayers high before the SAT) official ID, date of birth , and Preferences r elacionados with your stay , services related required and / or reason for v iaje, including but not limited to additional information or even to establish communication in the legal and / or commercial relationship with (Hotel Villas Flamingos) .

We do not collect any information considered sensitive that could violate the privacy of our human resources, users, clients, suppliers or guests .

The purpose of the personal data submitted to treatment that we collect from you is for the sole and exclusive purpose of:

- To comply with the provision of our services we provide , based on its Reservation will or n, vacation packages, organizing events or social gatherings, purchasing products and / or tourist services.
- Inform and follow up on reports, requirements, events, attention and service, responding in a timely manner.
- Receipt of complaints and suggestions to evaluate the quality of the service we provide.
- Registration and / or file of the contractual relationship of the contracted accommodation as well as the related services that are provided.
- Monitoring and financial improvement, billing and, where appropriate, collection.

Additionally, your personal data may be used for the promotion and / or marketing of services or products provided either directly by (Hotel Villas Flamingos) or, where appropriate, by authorized third parties , evaluations of our services, as well as contact information for make you aware of communications containing information of interest to you.

The data or information provided to the (Hotel Villas Flamingos) will be treated with strict confidentiality and secrecy, and those that, where appropriate, are considered and / or defined by the owner of the information as an industrial secret will be used in the terms

indicated by the Third Title of the Industrial Property Law. The exception to the foregoing, will be transferred only by mandate or judicial order or requirement of a competent and inherent authority .

Regarding the exercise of the Rights called ARCO according to the Law, with which you have as the transmitter of the information being processed , it must be addressed in the following terms;

The (Hotel Villas Flamingos) recognizes the legal process provided by the Act, with respect to the exercise of the rights of Rectification and Opposition called ARCO access, cancellation, concerning the content or form of data management that our guests and suppliers puts n in knowledge of us, so your personal data for its due protection in relation to its storage and in its case of transmission, you have the right to:

- Access and know the personal data we have as well as the details of the treatment and use of the same through this Privacy Notice.
- Rectify and / or correct the personal data we have in case of updating or inaccuracy.
- Cancel and / or eliminate the personal data in treatment that we have when you consider that it is not required with respect to the purpose collected , or that your data is being used for purposes or means not authorized by you, or that the contractual relationship and / or between the (Hotel Villas Flamingos) and you must conclude.
- Oppose the treatment referred to in this privacy notice, with respect to limiting its use or transfer for specific purposes.

To exercise any of the ARCO rights mentioned above, you must make your request in writing to the email: [info@villasflamingos.com](mailto:info@villasflamingos.com) , or personally in writing at the address indicated in the first paragraph of this notice, addressed to the "Department of Systems " , containing the following information and documentation of the applicant:

- 1.- Name or company name of whoever holds the legal interest and relationship with us .
- 2.- Official identification of the subscriber who exercises and holds the legal interest.
- 3.- Full address including postal code.
- 4.- Email.
- 5.- Your relationship with (Hotel Villas Flamingos) ( Guest , Provider, Employee, Other).
- 6.- Which right of the so-called ARCO is exercising.
- 7.- By what means do you require an answer (postal, electronic, telephone, etc.)
- 8.- Precise writing of the data that you intend to access, rectify, cancel, oppose or limit.
- 9.- Adding the documentation that may be necessary to process your request regarding the exercise of your rights in this section indicated.

Once notified by the available contact or communication vehicles available for the request described above, and received the necessary documents to exercise your rights and prove your legal interest, in accordance with those indicated in article 31 of the Law, you will be granting your consent and is given for informed, not reserving action against the information presented in your request, since it is given expressly and voluntarily, it will be temporarily incorporated into our database, giving it the corresponding treatment under the procedure of execution of your ARCO rights, and will have the exclusive purpose of that management.

Likewise, you are informed that the (Hotel Villas Flamingos) will follow up and respond to requests that comply with the previous guidelines and in accordance with the following terms:

- i) In the event that the information and / or documentation provided is insufficient, incorrect, or false, you will be required only once, by the same means in which you proceeded, within a period of five business days, stating the necessary correction to reinstate the procedure.
- ii) In case of having sufficient information and documentation, there will be a period of twenty business days to respond by the same means in which you proceeded, giving conclusion to your request.

Any term or term indicated here will take effect from the day after the information and / or documentation of your request has been presented or, where appropriate, corrected, same terms that may be extended or extended on one occasion for an equal or lesser period if your request is justified by any of the parties, for fortuitous causes or force majeure.

Tacitly when you provide us with your personal data protected under the treatment of this privacy notice, you are accepting that the (Hotel Villas Flamingos) may send them limitedly in the terms indicated by the Law, in favor of third parties to fulfill the purposes contained in this Privacy Notice.

Otherwise, we ask you to let us know the refusal to transfer your information according to the procedure indicated.

The (Hotel Villas Flamingos) reserves its right regarding modifications or updates to this privacy notice, based on changes in information, policies or internal requirements, including those modifications that arise from substantial changes in the applicable legislation.

Therefore, we recommend that every time you intend to exercise the rights that you have and are reproduced here, check the terms of this privacy notice available in favor of our guests , clients, suppliers, human resources and interested third parties, both at our address indicated in the first paragraph above , as well as on our web site; [www.villasflamingos.com](http://www.villasflamingos.com) .

The latest amendment to this Notice of Privacy has from the day DIECINUEVE of JUNE of the TWO THOUSAND AND NINETEEN .

There is information not considered as personal data, collected automatically through the use or access to electronic or other similar means, so that any type of information that it (Hotel Villas Flamingos) through its contact services, electronic or remote access they are collected or , if received automatically by simply accessing to own (Hotel Villas Flamingos), or to our website or contact via email or applications electronic downloadable , social networks (Facebook, twitter, LinkedIn, google , etc.) or when connecting to our internet network , without expressing a specific restriction or disabling, regarding your data and images commonly considered as "video recordings", "cookies", " javascript ", " beacons " or others Tracking and tracking technologies, which are stored in browsers and / or temporary databases, will be treated as such and will not be considered personal data. onal since said information, which also includes algorithms and standardization of the systems themselves, is transmitted publicly and voluntarily by accepting the terms and conditions issued by the owners of the aforementioned browsers or navigation or intercommunication vehicles outside the (Hotel Villas Flamingos) .

You have the right to promote Resources before the competent authority , therefore, in the case of exhaustion of the instances to which you are subject for the exercise of your rights called ARCO, and subject to the terms reproduced in this Notice of Privacy, or at your discretion, you consider that the attention or reply in this regard does not satisfy you, or foresees that your right to protect personal data has been violated by some omission on our part against the Federal Law on Protection of Personal Data in Possession of Individuals, we inform you that it corresponds to the National Institute of Transparency, Access to Information and Protection of Personal Data (INAI), by the powers granted by

the "Law" as the regulatory authority in charge of dealing with your complaints regarding this matter. Official Web site; [www.ifai.org.mx](http://www.ifai.org.mx) .

attentively

**OPERADORA Hotel and Restaurant VILAVID S . by RL . CV**  
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