

**The document is divided into the following sections:**

**SECTION 1.** Privacy Notice in compliance with the Mexican laws corresponding to the Federal Law for Protection of Personal Data in Possession of Private Parties and its Regulations.

**SECTION 2.** Privacy Policy in compliance with the European Union General Data Protection Regulation.

**SECTION 3.** Privacy Notice in compliance with the Republic of Panama laws corresponding to the Law 81 of 2019 and its regulations by means of the Decree 285.

## **SECTION 1: PRIVACY NOTICE**

**PRIVACY NOTICE** related to the personal data treated by HIKU DOCUMENT SERVICES, S.A.P.I. DE C.V., MASNEGOCIO.COM, S.A.P.I. DE C.V., OPERADORA METRONET S. DE R.L. DE C.V., METRO NET HOSTING, S. DE R.L. DE C.V., SIXSIGMA NETWORKS MÉXICO S.A. DE C.V., FUNDACIÓN KIO, A.C., SM4RT SECURITY SERVICES, S.A. DE C.V. and/or WINGU NETWORKS, S.A. DE C.V. (hereinafter jointly or individually referred to as “KIO”).

### **1. General**

- 1.1. **KIO** is a group of companies committed to and respectful of the rights over the personal data of individuals, recognized in article 16, paragraph two, of the Mexican Constitution, as well as the provisions of the Federal Law for Protection of Personal Data in possession of the Private Sector and its Regulations and the other applicable standards.

Therefore, in compliance with such laws, it makes this Privacy Notice available to you.

- 1.2. This Privacy Notice applies to the website with the domain name: [www.kio.tech](http://www.kio.tech), hereinafter referred to as “**THE KIO WEBPAGE**”. As applicable, it is also applicable to Internet sites or pages operated individually by each of the legal entities or business units of **KIO**, including:

Masnegocio.com, S.A.P.I. de C.V.: [www.masnegocio.com](http://www.masnegocio.com)

Fundación KIO, A.C.: [www.voluntariadokio.com](http://www.voluntariadokio.com)

Sm4rt Security Services, S.A. de C.V.: <https://www.kio.tech/es-mx/cyber-security>

Wingu Networks, S.A. de C.V.: [www.wingunetworks.com](http://www.wingunetworks.com)

[www.suempresa.com](http://www.suempresa.com)

[www.xpresshosting.com](http://www.xpresshosting.com)

- 1.3. Should the OWNER provide personal data to **KIO**, it shall be treated in accordance with this Privacy Notice.

**2. Identity and address of the party responsible for the treatment of the personal data**

- 2.1. As applicable, the parties responsible for the treatment of the personal data are **HIKU DOCUMENT SERVICES, S.A.P.I. DE C.V., MASNEGOCIO.COM, S.A.P.I. DE C.V., OPERADORA METRONET S. DE R.L. DE C.V., METRO NET HOSTING, S. DE R.L. DE C.V., SIXSIGMA NETWORKS MÉXICO S.A. DE C.V., FUNDACIÓN KIO, A.C., SM4RT SECURITY SERVICES, S.A. DE C.V. and/or WINGU NETWORKS, S.A. DE C.V.** (hereinafter jointly or individually referred to in this notice as "**KIO**"), who agree to respect the provisions established in this Privacy Notice (hereinafter the "Notice"), which is made available in compliance with the provisions established in Federal Law for Protection of Personal Data in possession of the Private Sector and its Regulations (hereinafter referred to indistinctly as the "Law" or the "LFPDPPP") and its respective Regulations, and is applicable with respect to the personal data of individuals (including individuals in their relationship with legal entities) that **KIO** obtains from candidates, personnel, customers, prospective customers, suppliers, prospective suppliers and/or business partners, service providers, participants in the events and/or training sessions organized by KIO and visitors to its Internet page, as well as visitors to its tax address.

- 2.2. The parties responsible listed below, for purposes of this Privacy Notice, indicate their address for receiving all kinds of notifications or notices related to this Privacy Notice to be those indicated below:

**Sixsigma Networks México, S.A. de C.V., Fundación KIO, A.C., Operadora MetroNet S. de R.L. de C.V., MetroNet Hosting, S. de R.L. de C.V., Sm4rt Security Services, S.A. de C.V. y Hiku Document Services, S.A.P.I. de C.V.:** Prolongación Paseo de la Reforma No. 5287, Cuajimalpa, CP. 05000, Ciudad de México.

**Wingu Networks, S.A. de C.V.** Blvd. Manuel Ávila Camacho 36, piso 10 y 12 oficina 1025, Lomas de Chapultepec V sección, Miguel Hidalgo, , CP. 11000, Ciudad de México

**MasNegocio.com, S.A.P.I. de C.V.:** Avenida de los Insurgentes Sur No. 2375 Piso 4, Col. Tizapán, Álvaro Obregón, C.P. 01090, Ciudad de México.

**Sixsigma Networks México, S.A. de C.V., Fundación KIO, A.C., Operadora MetroNet S. de R.L. de C.V., MetroNet Hosting, S. de R.L. de C.V., Sm4rt Security Services, S.A. de C.V. y Hiku Document Services, S.A.P.I. de C.V.:** Prolongación Paseo de la Reforma No. 5287, Cuajimalpa, CP. 05000, Ciudad de México.

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### **3. Definitions**

- 3.1. **Owner.** The individual (including individuals in their relationship with legal entities) that the personal data identifies and or to whom the personal data corresponds.
- 3.2. **Party responsible.** Individual or legal entity (**KIO**) of a private nature that determines the nature of the treatment of the personal data.
- 3.3. **Handler.** The individual or legal entity that, individually or jointly with others, treats the personal data on behalf of the party responsible.
- 3.4. **Treatment.** The obtaining, use (which includes access, handling, utilization, transfer or disposal of personal data), disclosure or storage of personal data through any means.
  - 3.4.1. **Transfer.** All communication of data made to any person other than the party responsible or the handler of the treatment of such data.
  - 3.4.2. **Sending.** The communication of personal data between the party responsible and the handler, both within and outside of Mexico.
- 3.5. **ARCO Rights.** Rights of Access, Rectification, Cancellation and Opposition.
- 3.6. **Tacit Consent.** The OWNER shall be understood to have consented to the treatment of the personal data, when upon the Privacy Notice being made available to them, they do not express their opposition therewith, in accordance with the provisions of article 8 of the Federal Law for Protection of Personal Data in possession of the Private Sector.
- 3.7. **Primary Purposes.** The primary purposes for which the personal data is requested and that are required for **KIO** to be able to comply with its legal or contractual obligations with respect to the OWNER.
- 3.8. **Secondary Purposes.** The purposes that are not necessary for the relationship between **KIO** and the OWNER.
- 3.9. **Personnel.** For purposes of this Notice and any related documents, including but not limited to any privacy or policy notices derived therefrom, the term "Personnel" shall be used in reference to, and indistinctly include: (i) the personnel assigned to **KIO** in terms of article 15-

A of the Federal Labor Law, if applicable; (ii) personnel assigned to **KIO** by third parties under services agreements; (iii) professional service providers or independent contractors; (iv) professional residents, social service providers or interns; or (v) **KIO** personnel with a labor relationship.

#### **4. Personal data subject to treatment**

##### **4.1. KIO may obtain directly and/or through handlers, the following personal data:**

###### **4.1.1. Candidates:** Resume, which may include the following data:

**General:** Full name, gender, nationality, marital status, date and place of birth, image or photograph, official photo ID, passport, driver's license number, email address, land phone number, cell phone number, social security number, retirement fund, Population Registration Number, Federal Taxpayer Registration Number, address (postal code, state, country, city or municipality, neighborhood, location, nearby reference points, street and internal and exterior number), signature, criminal background check and references.

**Academic:** level and certificate of study, school, period of study, ability with languages and computer and office equipment, training courses, certifications, experience, skills and abilities.

**Personal references** (for which the owner shall ensure they have their consent to provide personal data on such third parties): Name, address (postal code, state, country, city or municipality, neighborhood, location, nearby reference points, street and internal and exterior number), land telephone number and cell phone number, occupation, relationship, time and reason for relationship with such individual.

**Labor references:** time and reason for relationship, companies where the individual has worked, names of their immediate superiors, salaries received, telephone numbers, reason for leaving.

**Family data:** names, age, schooling, telephone number and occupation of parents, siblings, children and spouse, emergency contact information.

**Economic Data:** Socio-economic study, bank accounts, current expenses, services and loans acquired, level of income and expenses, properties, real estate and debt, benefits and compensation.

**Copies of documentation:** Employment application, Federal Taxpayer Registration Number (RFC), Population Registration Number (CURP), immigration form (FM), official photograph ID, birth certificate, passport, Mexican Social Security Institute (IMSS) certificate, proof of address, professional license or proof of studies, certifications, recommendation letters, previous payroll receipts, bank statement of account with interbank identification number (CLABE), criminal background, and, if applicable: proof of INFONAVIT loan, marriage certificate and birth certificate(s) of child(ren).

#### 4.1.2. **Personnel**

**As applicable depending on the type of relationship the owner has with KIO:** Full name, gender, nationality, marital status, age, image or photograph, signature, advanced electronic signature, biometric data, social security number, retirement fund, place and date of birth, passport, driver's license number, land telephone number and cell phone number, address (postal code, state, country, city or municipality, neighborhood, location, nearby reference points, street and interior and exterior number), email address, current studies, ability with languages and computer and office equipment, personal and labor references, for which the owner must have the consent of the third parties in question to share their personal information, (name, telephone number, time they have known each other and reason for relationship), schooling, last level of schooling, professional license or proof of studies, license plate and type of vehicle, bank account data and emergency contact information.

In the case of medical studies (Check-Up) that may come to be performed as part of the compensation or benefits package granted to the personnel, the resulting information shall be the exclusive property of the owner.

**Copies of documentation.** As applicable depending on the type of relationship the owner has with **KIO:** employment request, CV, official photo ID, proof of address, birth certificate, passport, Federal Taxpayer Number (RFC) certificate, immigration form (FM), professional license or proof of studies, certifications, recent training Mexican Social Security Institute (IMSS) certificate, credit bureau report, credit history (debts, properties, income, expenses, credit cards), recommendation letters, previous payroll receipts, bank statement of account with interbank identification number (CLABE), criminal and no criminal background, and, if applicable, proof of INFONAVIT loan, marriage certificate and birth certificate(s) of child(ren).

#### 4.1.3. **Customers.**

Full name, image or photograph, RFC, signature, official photo ID, land and/or cell phone number, email, address (postal code, state, country, city or municipality, neighborhood, location, nearby reference points, street and internal and exterior number), and address for billing (postal code, state, country, city or municipality, neighborhood, location, nearby reference points, street and internal and exterior number), bank statement cover page and

tax information. If applicable, personal data of individuals related to a legal entity, as well as the information and/or documents necessary to follow up on contractual/business matters that relate the company to **KIO**.

**Copies of documentation.** Official photo ID, company incorporation papers, legal powers of representation of the legal representative registered in the Public Registry of Property and Commerce, RFC Certificate and proof of address.

#### **4.1.4. Suppliers.**

**Potential Suppliers and Suppliers.** Full name, photograph, tax information, bank statement cover page, signature, advanced electronic signature, email, land and cell phone number, address (postal code, state, country, city or municipality, neighborhood, location, nearby reference points, street and internal and exterior number), Federal Taxpayer Registration number, company they work for, position they hold, the phone numbers and emails of the company, company address (postal code, state, country, city or municipality, neighborhood, location, nearby reference points, street and internal and exterior number), billing information (company name, Federal Taxpayer Registration number, electronic invoice, bank information, name of the bank, account and account CLABE SWIFT, ABBA, in the case of international transfers). KIO may also request a resume, and commercial and professional references.

**Copies of documents for legal entity Suppliers** (with respect to personal information of individuals related to legal entities). Official photo ID of the supplier's legal representative, RFC Certificate, bank statements of account, proof of address, signature on Anticorruption Statement, signature on Privacy Notice, signature on Annual certification as Third Party Intermediary or Business Partner, tax return for the current year, incorporation papers, notarized power of attorney of legal representative, financial statements and audited financial statements.

**Copies of documents for Suppliers who are individuals.** Official ID, RFC certificate, CURP, proof of address, tax return, bank statements of account, signature on Anticorruption Statement, signature on Privacy Notice, signature on Annual certification as Third-Party Intermediary or Business Partner, and tax return.

#### **4.1.5. Participants in events and/or training organized by KIO.**

Full name, gender, email address, social media and land and cell phone number.

#### **4.1.6. Visitors to THE KIO WEBSITE.**

Full name, company name, position, email address, phone number, country, state, city and IP address of the visitor; if applicable, the information generated by interaction with cookies or web beacons or other similar technologies, in accordance with the terms set forth in this privacy notice.

#### **4.1.7. Visitors to the KIO tax address.**

Name, official photo ID, company they work for, person they are visiting, images, photographs and, if applicable, audio of the visitor captured by the company's video surveillance services.

- 4.2. In the case of non-sensitive data, as well as financial and asset data treated for primary purposes in order to allow KIO to be able to comply with legal or contractual obligations related to the OWNER, KIO assumes that it has the OWNER's tacit consent for the treatment, in accordance with the provisions of articles 8 and 10 of the LFPDPPP, unless the Owner expressly expresses its opposition to such treatment, in which case such opposition shall have the scope set forth in the applicable legal provisions.
- 4.3. The OWNER is responsible for the truthfulness and accuracy of the data that, if applicable, it provides to **KIO**.
- 4.4. **KIO** declares that it can obtain the personal data of the OWNER through public access sources in order to validate, update and contact the OWNER, respecting at all times the reasonable privacy expectation referred to in article 7 of the LFPDPPP.
- 4.5. **KIO** can use the IP (Internet Protocol) information to analyze any type of threats to the **KIO** WEBSITE, as well as to gather demographic information. However, the IP information in no case shall be used to identify the OWNERS, except when there is a possibility of fraudulent activity.

### **5. Use of Cookies and Web beacons**

- 5.1. The **KIO** WEBSITE or other sites of the **KIO** group usually use cookies with certain characteristics or functions. Cookies are specific types of information that a website transfers to the hard drive of the computer of the OWNER in order to keep records. Cookies can be used to facilitate the use of a website, and to save passwords and preferences while the OWNER surfs the Internet.
- 5.2. Web beacons are images inserted in a website or email that can be used to monitor a visitor's behavior, as well as to store information on the IP address of the User-OWNER, the length of time they interact with the page and the type of browser used, among other

information. Although most browsers accept cookies and web beacons automatically, the OWNER can configure their browser not to accept them.

- 5.3. On the KIO WEBPAGE, cookies might be used to improve the experience in using the page. The OWNER can change the configuration of the cookies at any time, disabling the "Cookies on social networks" options (which are used by the "share" buttons on social networks, and by "Functional cookies" option), which are what allow **KIO** to analyze the use of the site to measure and improve its performance. However, the OWNER cannot disable the "Cookies requested" option, since they are required for the correct functioning of the site.
- 5.4. To deactivate the cookies, follow the instructions indicated below:
- a) Internet Explorer: <https://support.microsoft.com/en-us/help/278835/>
  - b) Firefox: <http://support.mozilla.org/es/kb/Habilitar%20y%20deshabilitar%20cookies?s=deshabilitar+cookies&r=0&e=es&as=s>;
  - c) Opera: <http://help.opera.com/Windows/11.60/en/cookies.html>;
  - d) Safari IPAD: [http://manuals.info.apple.com/en\\_US/iPad\\_iOS4\\_User\\_Guide.pdf](http://manuals.info.apple.com/en_US/iPad_iOS4_User_Guide.pdf);
  - e) Safari IPHONE: [http://manuals.info.apple.com/en\\_US/iPhone\\_iOS3.1\\_User\\_Guide.pdf](http://manuals.info.apple.com/en_US/iPhone_iOS3.1_User_Guide.pdf);
  - and
  - f) Chrome: <http://support.google.com/chrome/bin/answer.py?hl=es&answer=95647>

## **6. Purposes of the treatment of the personal data**

- 6.1. **KIO**, on its own behalf or through Handlers, shall treat the personal data for the Primary Purposes required for **KIO** to be able to comply with its legal or contractual obligations in its relationship with the Owner, and specifically, it may treat the personal data of the OWNER, as applicable depending on the type of relationship they have with them, for the following purposes:

### **6.1.1. The OWNER-Candidate:**

- a) Evaluate the competency of the OWNER-Candidate for possible job vacancies by contacting them in order to determine the viability of their selection for the position they are applying for.
- b) Investigate or verify the candidate's background and references, as well as, if applicable, perform socioeconomic studies on the OWNER-Candidate. The personal data of the candidate contained in the socioeconomic reports will be retained for a period of up to **1 (one) year** from the time they were obtained.



- c) Understand the work experience of the OWNER-Candidate, as well as their knowledge, competencies and skills for the position they are applying for.
- d) Create a file for the OWNER-Candidate that will be retained at the **KIO** offices, in electronic form, for up to **1 (one) year** counted as of the time the records were obtained, in the case the OWNER-Candidate is not selected for the position they applied for.
- e) If applicable, share the information provided by the candidate with third parties (job banks, placement agencies or other similar organizations), with the consent of the owner.

**6.1.2. OWNER-Personnel (as applicable depending on the type of relationship the owner has with KIO):**

- a) Create a file, in physical and/or digital format, on the OWNER-Personnel that will be retained at the **KIO** address.
- b) Perform the processes necessary for registration, cancellation, changes and disabilities with the IMSS and other government institutions where it is required.
- c) Perform the procedures necessary to obtain the debit card for depositing the salary and other benefits earned by the OWNER-Personnel
- d) Perform the procedures and deliver the corporate credit card, in the case the description of the position held by the person in question so requires.
- e) Support the OWNER-Personnel in their comprehensive formation, developing a social consciousness and professional commitment, through innovative, agile, consistent and flexible IT projects.
- f) Carry out the process for payment of the salary and benefits of THE OWNER-Personnel, as well as the alimony discounts required by court order.
- g) Deliver the uniforms determined by **KIO** as necessary for the performance of their work activities.
- h) Keep a control of attendance and entry and exit times of the OWNER-Personnel at their place of work with **KIO** through access cards. These records shall be retained throughout the entire term of the labor relationship, and up to **6 (six) months** following the end of the labor relationship.
- i) Manage the business trips the OWNER-Personnel needs to make with airlines and hotels.
- j) Issue the proof of employment documents required by the OWNER-Personnel.
- k) Register the OWNER-Personnel in the courses, seminars, workshops or any other kind of training organized by third parties related to **KIO's** activities or line of business.

- l) Prepare the letters or assignment contracts for the work tools required by the OWNER-Personnel to execute their work functions.
- m) Process the applicable insurance (such as, life insurance, major medical expenses, among others) and the grocery vouchers.
- n) To provide the service of providing fuel for the vehicles used by the OWNER-Personnel in compliance with their labor obligations.
- o) Display the file of the OWNER-Personnel to verify compliance with the processes in the quality audits or accounting audits of **KIO** that are performed periodically by third parties certified in the corresponding field.
- p) To make professional recommendations to the OWNER-Personnel or to give references related to them and their labor or professional performance during the term of the labor relationship, up to **1 (one) year** following the end of the relationship.
- q) For informative purposes or in corporate communications (newsletters, bulletins or methods of internal communication) related to events, campaigns or notices, which may include, as applicable, photographs, interviews, or mentions in methods of communication or social media.
- r) Treatment of personal information as necessary or advisable in order for KIO to be able to comply with its legal or contractual obligations with personnel and customers, depending on the type of legal relationship it has with the owner.

The personal data of the personnel mentioned in this section shall be retained, physically and electronically, by **KIO** for up to **10 (ten) years** following the end of the labor relationship or the corresponding legal terms, depending on the type of relationship that **KIO** had with the owner.

#### 6.1.3. **OWNER-Customer or Prospective Customer:**

- a) Contact by any means, by phone, email or social networks, the OWNERS-Customers, to attend to and follow up on their information requests, services and/or products offered and/or sold by **KIO**.
- b) Manage and provide the service offered by **KIO**, as well as provide technical assistance to the Customer or Prospective Customer.
- c) Contact the OWNER-Customer by any means in order to make clarifications and provide follow-up on payments or any other situation related to the products and/or services provided by **KIO**, such as complaints or comments about the services.
- d) Make contact with the OWNER-Customer to manage and collect debts and, when applicable, contact the individuals that the OWNER has authorized as payment contacts.

- e) Register them in the accounting system, for access to the personal data, by the individuals authorized for such purpose.
- f) Issue electronic invoices and credit memos derived from the products and/or services offered by **KIO**. These invoices, in physical and/or electronic format, as well as the credit memos, shall be retained by **KIO** throughout the term of the business relationship, and for up to **10 (ten) years** following the end of such.
- g) Store on different databases the information on the customers or prospective customers that contact **KIO** over the phone or via email to make consultations or request products and/or services. These records shall be stored for a period of **1 (one) year** counted as of the time they are obtained; in the case no product and/or service was sold.
- h) Perform transactions with credit institutions as a result of the business transactions.
- i) Register them in the software called SIAV MÉXICO, SIOS, SIAA, SPI, SAP, as well as the software for generation and sending of electronic invoices and encrypted electronic documents, for access to the personal data by the individuals authorized for such purpose.
- j) Notify the Customer or Prospective Customer of changes in the service offered by **KIO**.
- k) Coordinate meetings with the OWNERS-Customers over the phone, via email or through any other means, in the form of either physical or digital support.
- l) Attend to and follow up on sales through Internet sites and expositions.
- m) Generate a record in the database of **KIO's** "customers" and/or prospective customers, which shall be retained for the duration of the business relationships, and for **1 (one) year** following the end of such.
- n) For purposes of recording, managing and administering purchase, work or service orders, as well as payment mechanisms, through IT platforms.
- o) For informative or corporate communication purposes related to events, campaigns or notices, which may include, as applicable, photographs, interviews, mentions in media or social media (for example, in the context of success stories, customer experiences other similar items).
- p) Treatment of personal information as necessary or advisable in order for **KIO** to be able to comply with its legal or contractual obligations with personnel, depending on the type of legal relationship it has with the owner.

#### 6.1.4. **OWNER-Supplier:**

- a) Contact the OWNERS-Suppliers via telephone or email to request or follow up on requests for the information, products and/or services required.
- b) Contact the OWNER-Supplier via any means in order to make clarifications and follow up on payments or any other situation derived from the services requested by **KIO**.
- c) Register them in the accounting system or the method that comes to replace it in the future, for access to the personal data, by the individuals authorized for such purpose.
- d) Retain for a period of up to **10 (ten) years** as of the time they are generated, the electronic invoices and credit memos, in physical and/or electronic format, related to the products and/or services requested by **KIO**.
- e) Retain for a period of **10 (ten) years** the contracts that **KIO** enters into with its suppliers, both in physical and electronic form, upon finalization thereof.
- f) Make bank transfers and data corrections related to the requests for products and/or services made by **KIO**.
- g) Verify the Supplier's personal and professional references, and verify and investigate the Supplier's background, behavior and/or business reputation, either directly or through the provision of services by parties engaged to perform such services.
- h) If applicable, issue information on the Supplier to the parties responsible engaged by KIO that provide services to KIO related to the processing of information for administrative purposes, comprehensive management systems (including but not limited to billing and payment systems) and for statistical and control purposes.
- i) For purposes of recording, managing and administering purchase, work or service orders, as well as payment mechanisms, through IT platforms.
- j) For informative purposes or in corporate communications related to events, campaigns or notices, which may include, as applicable, photographs, interviews, or mentions in methods of communication or social media.
- k) Treatment of personal information as necessary or advisable in order for KIO to be able to comply with its legal or contractual obligations with personnel, depending on the type of legal relationship it has with the owner.

**6.1.5. OWNER-Participants in events and/or training organized by KIO:**

- a) To register the OWNER-Participant as an attendee for the events and/or training organized by **KIO**.

b) To confirm the attendance and allow access by the OWNER-Participant to the physical or virtual spaces where the events and/or training organized by **KIO** are held.

c) Store on different databases, in physical or electronic format, the information on the participations in the events and/or training organized by **KIO**.

d) Send information on times, location, schedule, speakers, as well as any changes thereto, to the participants in the events and/or training organized by **KIO**.

e) In the case that **KIO** deems it advisable, it can send information, promotions or information on its products or services, which may either be send directly by **KIO** or through any third-party Owner.

f) For informative purposes or in corporate communications related to specific events and/or training, which may include, as applicable, photographs, interviews, or mentions in methods of communication or social media.

This information may be retained by **KIO** for up to **2 (two) years** after the event and/or training is held.

#### 6.1.6. **OWNER-Visitor to THE KIO WEBSITE:**

a) Store on different databases, in physical or electronic format, the information on the customers or prospective customers that contact **KIO** over the phone or via email in order to make consultations or request products and/or services. These records shall be stored for a period of **1 (one) year** counted as of the time they are obtained, in the case that no the business transactions are carried out with **KIO**.

b) Send information or quotes, upon prior request by the OWNER-Visitor through the form available on the **KIO** website under the “Contact us” tab.

#### 6.1.7. **OWNER-Visitors to the KIO tax address:**

a) Store on different databases, in physical and/or electronic format, the data and images of the visitors to the **KIO** address, in order to provide them with access cards and maintain control of the entry and exit of the visitors to its facilities, as well as the data centers, which forms part of the security and protection measures adopted within the organization. The images stores through the video surveillance systems shall be retained for a period of **90 (ninety) days** as of the date they are captured. The other data requested from the visitors may be retained for a period of up to **1 (one) year** from the time it was obtained.

## 7. Other provisions

- 7.1. KIO agrees to observe with respect to the personal data it treats of the OWNER, the principles of legality, consent, information, quality, purpose, loyalty, proportionality and responsibility.
- 7.2. KIO shall cancel the personal data of the OWNER when the purposes for which the data was treated are complete, except in the cases where this Notice or the law establishes a different specific term.
- 7.3. KIO agrees to only contract services on the cloud with suppliers that meet the requirements establishes in the LFPDPPP Regulations.
- 7.4. The personal data of the OWNER may be used for the following Secondary Purposes, as applicable in the case of the relationship between the OWNER and **KIO**:

- a) Generate information for the **KIO** website.

- b) To send newsletters or periodic communications directly or through handlers, on current matters related to the products and/or services offered by **KIO**, or for other marketing or business prospecting purposes.

- c) Evaluate the opinion of the owners and the quality of the products and/or services offered by **KIO**.

- d) To send emails with information on events organized by or related to **KIO** and/or third parties; (ii) To prepare reports on statistical studies and demographic reports with disassociated data of its OWNERS.

- e) To send communications related to services, job offers, promotions, information on event sponsors and security updates.

- f) To send information on the technical support and administrative services provided by **KIO**.

- g) For informative purposes or in corporate communications related to events, campaigns or notices, which may include, as applicable, photographs, interviews, or mentions in methods of communication or social media.

- h) Others that are not necessary for **KIO** to be able to comply with its legal or contractual obligations in its relationship with the OWNER.

- 7.5. Should the OWNER not wish for **KIO** to use its personal data for the Secondary Purposes established in the preceding point, the OWNER has a term of **5 (five) business days** to, when applicable, express its refusal for the treatment of its personal data with respect to the purposes that are not necessary and that did not give rise to the legal relationship with **KIO**. To this end, **KIO** makes an email address available to which the application to remove treatment of the personal data must be sent, which is as follows:  
[protecciondedatos@kio.tech](mailto:protecciondedatos@kio.tech)

## **8. Limitations on the access and disclosure of the personal data**

- 8.1. Also, to avoid receiving promotional messages or advertising from **KIO** they can send a message with this request to [protecciondedatos@kio.tech](mailto:protecciondedatos@kio.tech) In the case of advertising over the phone, you can also register with the Public Registry to Avoid Advertising. For more information, visit the website of the Federal Consumer Protection Agency (PROFECO), found at <https://repep.profeco.gob.mx/>.

## **9. Security Measures.**

- 9.1 **KIO** protects the security of the personal information by applying physical, administrative and technological security measures substantially similar to those used to protect its own confidential information, complying with the legal standards of the applicable laws. All databases of personal data have limited access and are located in facilities controlled with security mechanism and are subject to treatment as confidential.
- 9.2 Notwithstanding the above, and in the case of security violations in any phase of the treatment that significantly affect the property or moral rights of the OWNERS, they shall be informed via email immediately, in order for such OWNERS to be able to take the corresponding measures to defend its rights, relieving **KIO** of any liability if the violation is not attributable to it.

## **10. Party designated to process requests**

- 10.1. In the case that the OWNER wishes or needs to withdraw its consent, or to Access, Correct, Cancel or Oppose the treatment of the personal data it has provided, it must do so through the party designated by **KIO**, the information on which is as follows:

**Party designated:** ARCO Rights Coordinator

**Email address:** [protecciondedatos@kio.tech](mailto:protecciondedatos@kio.tech)

## **11. Means for revoking consent**

The OWNER of the personal data may revoke the consent granted by means of acceptance hereof. This revocation of the consent granted through electronic means must be carried out by following the procedure below and using the following form for the OWNER to exercise its rights.

11.1. Send an email addressed to the Party Designated in point 8.1 of this Notice, by means of which these requests will be addressed.

11.2. Send an email or message to the email mentioned above indicating:

1. The full name of the OWNER, address and email to receive the response generated as a result of the request
2. The reason for the request
3. The arguments supporting the request or petition
4. Official document that verifies their identity and proves they are who they say they are
5. Date as of which the revocation of consent is effective

11.3. **KIO** shall notify the owner within a maximum term of **20 (twenty) business days** counted as of the date on which the request related to the exercise of the ARCO rights is received, of the decision adopted, in order for it, if it is deemed to be applicable, to be made effective within the **15 (fifteen) business days** following the date on which the response is communicated, by means of a message indicating that all of the acts related to the non-treatment of the personal data of the OWNER have been executed.

## **12. Means for exercising ARCO rights**

12.1. In the case that the OWNER needs to Access, Correct, Cancel or Oppose the personal data it provided to **KIO**, the OWNER shall have the following form available to it for it to exercise its rights, for which it must respect the following procedure:

1. Send an email addressed to the Party Designated by KIO in point 8.1 of this Notice, by means of which these requests will be addressed, indicating the following:

(a) The full name of the OWNER, address and email to receive the response generated as a result of the request

(b) The reason for the request

(c) The arguments supporting the request or petition

(d) Official document the OWNER's identity (or, if applicable, the identity of their representative or legal representative)



(e) Clear and precise description of the personal data for which the OWNER wishes to exercise any of its ARCO rights, and any other element or document that facilitates the localization of the personal data.

12.1.1. In the case of requests for the correction of personal data, the OWNER must indicate, in addition to the above, the changes to be made and provide the documentation supporting the request.

12.1.2. **KIO** shall notify the owner within a maximum term of **20 (twenty) business days** counted as of the date on which the request for access, correction, cancellation or opposition is received, of the decision adopted, in order for it, if it is deemed to be applicable, to be made effective within the **15 (fifteen) business days** following the date on which the response is communicated.

12.1.3. In the case of requests for access to personal data, the delivery shall proceed upon verification of the identity of the requestor or legal representative, as applicable.

### **13. Sending and transfer of personal data**

13.1. **KIO** agrees not to transfer the data referred to in this Notice to Third parties without the prior consent of the owner, or in the cases indicated in article 37 of the Federal Law for Protection of Personal Data in possession of the Private Sector and its Regulations.

13.2. In compliance with the purposes of this Notice or its legal or contractual obligations, KIO may transmit data to handlers for its treatment, in the terms set forth in articles 50 and 51 of the LFPDPPP.

13.3 Thus, **KIO** agrees to take the measures necessary to guarantee that the handlers it hires comply with the purposes established in this Notice.

### **14. Changes**

This Privacy Notice may be amended at the time and in the matter that **KIO** deems appropriate based on the study and the regulations related to the protection of personal data that arise, and it therefore agrees to keep this Notice up to date for consultation on the **KIO** WEBSITE, in order for, if applicable, the OWNER to be able to exercise its ARCO rights.

### **15. Specific notes**

15.1. **Wingu Networks, S.A. de C.V.:** The financial data and/or payment methods that You share through the Internet sites [www.wingunetworks.com](http://www.wingunetworks.com), [www.suempresa.com](http://www.suempresa.com) and/or [www.xpresshosting.com](http://www.xpresshosting.com), are gathered and treated directly by the company responsible for

their treatment, which serves as a transaction platform for the operation and verification of the payments. **KIO** does not have access to this information. **KIO** also does not have access to or control over the information shared directly by the customer in using technological platforms or services of third parties (for example, Google, Amazon Web Services, Microsoft, etc.), in which case it is the privacy policy and/or notice of such parties shall be applicable. In the case of contracting domain names and/or hosting, **KIO** may share personal information with handlers or third parties as necessary comply with the contractual obligation of providing the service contracted, in accordance with the international ICCAN (Internet Corporation for Assigned Names and Numbers) standards.

- 15.2. **Masnegocio.com, S.A.P.I. de C.V.:** The financial data and/or payment methods that You share through the Internet sites [www.masnegocio.com](http://www.masnegocio.com) y [www.nubbita.com](http://www.nubbita.com) and/or are gathered and treated directly by the company responsible for their treatment, which serves as a transaction platform for the operation and verification of the payments. **KIO** does not have access to this information.
- 15.3. **Sixsigma Networks México, S.A. de C.V.:** The services contracted with **KIO** with respect to data analytics, including those which, when applicable, are offered under the commercial name of “Dattlas”, may involve the transfer of personal data to treatment handlers. Due to their nature, these services may involve the treatment of personal data, the scope of which the contracting customer is aware of and informed of in accordance with the contractual provisions established in this regard.
- 15.4. **Sm4rt Security Services, S.A. de C.V.:** The services contracted with **KIO** may involve the transfer of personal data to treatment handlers related to SOC (Security Operation Center), Vulnerability Management, or Privacy Impact Analysis services, or other similar services. Due to their nature, these services may involve the treatment of personal data, the scope of which the contracting customer is aware of and informed of in accordance with the contractual provisions established in this regard.

## 16. Guaranteeing authority

If you consider that your right to the protection of your personal data has been damaged as a result of any conduct or omission of ours, or you presume there may be a violation of the provisions established in the Federal Law for Protection of Personal Data in possession of the Private Sector and its Regulations, and other applicable laws, you may file your nonconformity or complaint with the National Institute of Transparency, Access to Information, and Protection of Personal Data (INAI). For more information, we recommend that you visit their official website of <http://www.inai.org.mx>

## 17. Applicable law and jurisdiction

This notice is governed by the laws applicable in Mexico, particularly by the Federal Law for Protection of Personal Data in possession of the Private Sector and its Regulations, and other applicable laws.

V. 06.23

## **SECTION 2: PRIVACY POLICY**

### **1. IDENTIFYING INFORMATION**

In compliance with the duties of information set forth in article 10 of Law 34/2002 of July 11 regarding Services of the Information Society and E-commerce, the following information is provided below: the owner of KIO NETWORKS.ES is KIO NETWORKS ESPAÑA, S.A. (hereinafter, the OWNER), with address for these purposes located at Santiago Navarro nº8 Complejo de Espinardo, 30100 Murcia, Tax Identification Number: A73831604. The contact email is [info@kionetworks.es](mailto:info@kionetworks.es)

### **2. USERS**

The access and/or use of the OWNER'S website gives rise to the condition of being a USER, who accepts, through such access and/or use, the General Use Conditions indicated herein. The referred Conditions shall be applied independently from the General Contracting Conditions that may be mandatory, in its case.

### **3. USE OF THE SITE**

KIO NETWORKS.ES provides access to information, services, programs or data (hereinafter, "the contents" on the Website of the OWNER that the USER may access to. The USER assumes responsibility for the use of the Website. This responsibility extends to the registration required to access certain services or contents. In this registration, the USER shall be responsible for providing true and legal information. As a consequence of this registration, the USER can be provided with a password, which he/she shall be responsible for, committing to make careful and confidential use thereof. The USER agrees to make appropriate use of the contents and services that the OWNER offers through its Website.

### **4. DATA PROTECTION**

KIO Networks España is the controller and responsible for the processing of the information, with address for these purposes located at Santiago Navarro nº8 Complejo de Espinardo, 30100 Murcia, Tax Identification Number: A73831604.

Any matter related to the protection of information shall be attended to at [lopdp@kionetworks.es](mailto:lopdp@kionetworks.es) or via mail posted to the Individual Responsible for Processing of KIO Networks España at the address indicated above.

KIO Networks España reserves the right to modify this policy to adapt it to legislative or jurisprudential changes. In this case, the changes made shall be announced on the Website reasonably in advance to the implementation thereof.

### **Purposes**

We use your data for the following purposes:

- Attend to requests for information about our services.
- Provide our services.
- Manage contractual relationships with clients, suppliers and employees.
- Manage access to facilities.

#### **Data Processed**

The data to be processed by KIO Networks España within the framework of the relationship with the interested party and conditioned to the consented purposes, which include the following categories:

- Identification and contact information, for example: names, last names, phone number or email.
- Economic data.
- Data on their visit to our website and social networks as described in the “Use of cookies” section below.

Whenever we request Personal Data, we will clearly inform the data subject about the personal data we gather and the purpose of such, and will ask for his/her express consent through marking the corresponding boxes on the data request forms. It is important that he/she keeps his/her data up to date and notify us of any changes.

#### **Retention of the data**

The personal data provided shall be retained for as long as necessary in order to respond to the requests or applications made, the provision of our services or the contractual relationship, provided that the elimination of the data is not requested by the interested party, and only for the length of time required to comply with the legal obligations that may correspond depending on each type of data.

#### **Recipients to which the data shall be communicated**

The data may be communicated to related parties of KIO Networks España for the provision of various services as Processors. Some of these processors operate outside the EU, and may be covered by the Privacy Shield agreement. - Information available at: <https://www.privacyshield.gov>. When this does not apply, the interested party shall be promptly informed.

During the processing, KIO Networks España shall not make any assignment, except due to legal obligation.

#### **Legitimacy of the processing of your data**

We process your data thanks to your clear consent or through the signing of a contract.

#### **Rights of the interested party**

Any person has the right to obtain confirmation as to whether KIO Networks España is processing his/her personal data or not and he/she may contact us at any time to:

- Access his/her personal data and any other information indicated in Article 15.1 of the GDPR (General Data Protection Regulation).

- Rectify his/her personal data when it is inaccurate or incomplete in accordance with article 16 of the GDPR.
- Cancel his/her personal data in accordance with article 17 of the GDPR.
- Limit the processing of his/her personal data in accordance with article 18 of the GDPR.
- Request the transferability of his/her data in accordance with Article 20 of the GDPR.
- Oppose the processing of his/her personal data in accordance with article 21 of the GDPR.

If you have granted your consent for any concrete purpose, you have the right to withdraw the consent granted at any time, without affecting the legality of the processing based on your prior consent that was then withdrawn.

These rights can be exercised by sending an email to [lopd@kionetworks.es](mailto:lopd@kionetworks.es) or by mail posted to KIO Networks España, providing proof of your identity.

Lastly, we inform the interested parties that they may file a claim related to the processing of their personal data with the Control Authority ([www.aepd.es](http://www.aepd.es)).

### **Additional Information**

Detailed information on the requirements, rights and legislation applicable to data protection can be consulted at <http://www.agpd.es>

A list of frequently asked questions can be found at <https://sedeagpd.gob.es/sede-electronicaweb/vistas/infoSede/preguntasFrecuentes.jsf>

## **5. INTELLECTUAL AND INDUSTRIAL PROPERTY**

The OWNER, on its own behalf or in its capacity as assignee, is the owner of all of the intellectual and industrial property rights of KIO NETWORKS.ES, as well as of the elements contained therein. All rights reserved. In light of the provisions established in articles 8 and 32.1, second paragraph, of the Intellectual Property Act, the reproduction, distribution and public communication, of all or a portion of the contents of this website for commercial purposes, including the form it was made available, in any support or by any technical means, without the prior and express of the OWNER, are expressly forbidden.

The USER agrees to respect the Intellectual and Industrial Property rights of the OWNER and to abstain from cancelling, altering, avoiding or manipulating any protection device or security system installed on the OWNER'S websites.

## **6. COOKIES POLICY**

This website, [kionetworks.es](http://kionetworks.es), like many others, uses cookies in order to facilitate, improve and personalize the user navigation experience.

Cookies are small text files that the server of a website stores on the user's browser (Explorer, Safari, Firefox, Chrome...). In this way, when the user returns to the website, the cookies are read to identify the user and establish their navigation preferences.

This website uses the following cookies:

- **Cookies to facilitate navigation** of users and to remember where users are when they navigate on the website. These cookies disappear after one month.
- **Session cookies** to follow the session on websites that require registration. These cookies are required to access the restricted services or content by users who navigate as registered users. If the “remember my password” selection has not been selected, these cookies are eliminated when the browser is closed or the device is turned off.
- **Web measurement and analysis cookies.** These cookies are used to analyze the visits made by users, and their navigation time on the website. The information gathered by these cookies is transferred and filed directly on the servers of the service providers.
- **Advertising cookies.** These cookies are used to know whether you have visited an ad and how long it has been since you visited it. This allows us to show you the most appropriate advertising at all times.
- **Third party advertising cookies.** Many advertisements shown on this website are generated by third parties. Some of these third parties may store cookies on your browser while you navigate on kionetworks.es. The companies that generate these cookies have their own privacy policies.
- **Other third party cookies.** Third parties may store cookies on your browser while you navigate on kionetworks.es. The companies that generate these cookies have their own privacy policies.
- **Geolocation cookies.** These are used to verify the country you are in when you request a service. This Cookie is completely anonymous and they are only used to help direct the content to your location.

### How can I disable the cookies?

You can configure your browser to delete all of these cookies automatically when you close the browser, computer or device.

- Chrome: <http://support.google.com/chrome/bin/answer.py?hl=es&answer=95647>
- Firefox: <http://support.mozilla.org/en-us/kb/cookies-information-websites-store-on-your-computer?redirectlocale=en-us&redirectslug=cookies>
- Internet Explorer: <http://support.microsoft.com/kb/196955>
- Safari Web: <http://support.apple.com/kb/ph5042>
- Safari IOS: <http://support.apple.com/kb/ht1677>

### What happens if the Cookies are disabled?

Some functions will be disabled, such as, continued identification, receipt of information directed to your location, etc.

You can contact the owner of this website about the cookies at [lopd@kionetworks.es](mailto:lopd@kionetworks.es).

## **7. EXCLUSION OF GUARANTEES AND LIABILITY**

The OWNER is not responsible, in any case, for the losses and damages of any kind that could be caused by the use of the website.

## **8. CHANGES**

The OWNER reserves the right to make the changes it deems necessary to the website without prior notice, and may change, cancel or add both contents and services provided through the site, as well as the form in which they are presented or located on the website.

## **9. LINKS**

In the case that KIONETWORKS.ES makes links or hyperlinks to other Internet sites available, the OWNER shall not have any type of control over such sites and contents. In no case shall the OWNER assume any liability whatsoever for the contents of any link belonging to another website, or guarantee the technical availability, quality, reliability, accuracy, extent, truthfulness, validity and constitutionality of any material or information contained on any of such hyperlinks or other Internet sites. Also, the inclusion of these external links shall not imply any type of partnership, merger or interest in the linked entities.

## **10. RIGHT OF EXCLUSION**

The OWNER reserves the right to deny or withdraw access to the website and/or services offered without the need for advance notice, at its own behest or at that of a third party, to those users who violate these General Use Conditions.

## **11. GENERAL**

The OWNER shall pursue violations of these conditions, as well as any undue use of its website, exercising all civil and criminal actions that may correspond to it by law.

## **12. CHANGES TO THESE CONDITIONS AND TERM**

The OWNER may modify at any time the conditions established herein, provided they are duly published as they appear here. The term of the referred conditions shall be based on the exposure and shall remain in effect until they are modified by other duly published conditions.

## **13. APPLICABLE LEGISLATION AND JURISDICTION**

The relationship between the OWNER and the USER shall be governed by current Spanish law and any controversy shall be submitted to the competent Judges and courts in accordance with the applicable legislation.

## SECTION 3: PRIVACY NOTICE PANAMA

**PRIVACY NOTICE related to personal data processed by SERVICIOS DE TECNOLOGIAS DE INFORMACION DE MISION CRITICA, S.A., (hereinafter referred to as "KIO").**

**Important section on the treatment of sensitive data due to health emergency:** On the occasion of the COVID-19 coronavirus pandemic, or other eventual similar health emergencies, KIO may process sensitive data of data subjects -specifically, about their health condition-, or personal information of their social context (such as travel history; usual means of transportation; references of contagion or suspicion of contagion in family or social circle; places frequented; behaviors that represent possible risk situations), obtained directly from data subjects or sent by treatment custodians, prior express and written consent from data subjects. In such cases, KIO will treat the information with the only purpose of being able to have elements to make decisions that lead to the prevention of contagion or the adoption of actions to safeguard the public health interest of its personnel, visitors, suppliers, customers and public in general. KIO will treat such personal information of the holders as strictly confidential and will not transfer it to third parties.

### 1 General

1.1. KIO is a company committed to and respectful of the personal data rights of individuals and the principles enshrined in Article 2 of Law 81 of 2019 of the Republic of Panama and Decree 285 of May 28, 2021, as amended from time to time.

For the foregoing, and in compliance with such ordinances, makes this Privacy Notice available to you.

1.2 This Privacy Notice on the website whose domain name is: [www.kio.tech](http://www.kio.tech) , hereinafter referred to as "*THE KIO WEBPAGE*". As the case may be, it also applies to Internet sites or pages operated in particular by each of KIO's corporate reasons or business units, including:

Servicios de Tecnologías de Información de Misión Crítica, SA

1.3 Should the OWNER provide personal data to **KIO**, it shall be treated in accordance with this Privacy Notice.

### 2 Identity and address of the party responsible for processing personal data

2.1 As the case may be, the person responsible for the processing of personal data is **SERVICIOS DE TECNOLOGIAS DE INFORMACION DE MISION CRITICA, S.A.**, (referred to in this notice individually as "KIO"), who undertakes to respect the provisions of this Privacy Notice (hereinafter "The Notice"), which is made available to you in compliance with Law 81 of the Republic of Panama and its regulation by means of Decree 285, and is applicable with respect to personal data of individuals (including individuals in their relationship with legal entities) that KIO obtains from candidates, personnel, customers,



customers' prospects, suppliers, suppliers' prospects and/or business partners, participants of events and/or trainings organized by KIO and visitors to its website as well as visitors to its physical address.

2.2 The responsible party listed in the previous section, for the purposes of this Privacy Notice, has its address to hear and receive any kind of notifications or notices related to this Privacy Notice, located at:

Servicios de Tecnologías de Información de Misión Crítica, S.A: Panamá Pacífico, República de Panamá.

### 3 Definitions

3.1 **Owner.** The natural person (including natural persons in relation to a legal entity) to whom the personal data identifies or corresponds.

3.2 **Party responsible.** A natural or legal person (KIO) of a private nature who decides on the processing of personal data.

3.3 **Custodian.** The natural or legal person, of public or private law, for profit or not, who acts on behalf of the data party responsible and is responsible for the custody and conservation of the database.

3.4 **Processing.** The collection, use (including access, handling, use, transfer or disposal of personal data), disclosure or storage of personal data by any means.

3.4.1. **Transfer.** Any communication of data to a person other than the data party responsible or custodian.

3.4.2 **Remission.** The communication of personal data between the party responsible and the custodian, within or outside the Mexican territory.

3.5 **ARCO Rights.** Rights of Access, Rectification, Cancellation and Opposition.

3.6 **Tacit Consent.** It shall be understood that the OWNER has consented to the processing of personal data, when having made the Privacy Notice available to him/her, he/she does not express his/her opposition.

3.7 **Primary Purposes.** Those purposes for which personal data are mainly requested and that are essential for KIO to be able to comply with its legal or contractual obligations in its relationship with the OWNER.

**3.8 Secondary Purposes.** Those purposes that are not essential for the relationship between KIO and the OWNER.

**3.9 Personnel.** For purposes of this Notice and any related corporate documents, including but not limited to any privacy policy or notice derived from it, the term "Personnel" is used in a referential way, and includes indistinctly (i) workers or persons who maintain legal and economic subordination with KIO in accordance with Panamanian labor laws; (ii) personnel assigned to KIO by third parties under service contracts; (iii) professional service providers or independent contractors (iv), professional residents, social service providers or interns, or (v) KIO personnel with an employment relationship.

#### **4 Personal data subject to treatment**

**4.1 KIO** may obtain directly and/or through custodians the following personal data:

**4.1.1 Candidates.** Curriculum Vitae, which may include the following data:

**General:** Full name, gender, nationality, marital status, date and place of birth, image or photograph, official photo ID, passport, driver's license number, email, landline phone, cell phone, social security number, Afore, Clave Única de Registro de Población, Registro Federal del Contribuyente, address (zip code, state, country, city or municipality, neighborhood, town, between which streets, street and exterior and interior number), signature, background check and references.

**Academic:** Level and proof of studies, school, period of studies, use of languages, computer and office equipment, training courses, certifications, experience, competencies and skills.

**Personal references:** (of which, the owner assures to have the consent to share the personal data of such third parties): name, address (zip code, state, country, city or municipality, neighborhood, town, between which streets, street and exterior and interior number), landline and cell phone, occupation, relationship, time and reason for knowing him/her.

**Labor references:** time of knowing him/her and reason for knowing him/her, companies where he/she has worked, names of immediate bosses, salaries received, telephone numbers, reasons for leaving.

**Family data:** names, age, schooling, telephone number and occupation of parents, siblings, children and spouse, contact information in case of emergency.

**Economic data:** socio-economic study, bank accounts, current expenses, purchased services and credits, level of income and expenses, properties, real estate and debts, compensations and benefits.

Copy of documentation: Job application, official identification with photo, birth certificate, passport, immigration documents and/or work permits, proof of address, professional license or proof of studies, certifications, letters of recommendation, proof of previous payroll, bank statement, background information, if applicable: credit references, marriage certificate and birth certificate of child(ren).

#### 4.1.2 Personnel

**As applicable to the type of relationship the owner has with KIO:** Full name, gender, nationality, marital status, age, image or photograph, signature, fingerprint, biometric data, social security number, date and place of birth, passport, driver's license number, fixed and cell phones, address (zip code, state, country, city or municipality, neighborhood, town, between which streets, street and exterior and interior number), e-mail, current studies, language, computer and office equipment, personal and work references -of which the owner assures to have the consent to share the personal data of such third parties- (name, telephone, time of knowing him/her and reason for knowing him/her), schooling, last degree of studies, professional license or proof of studies, license plate and make of vehicle, bank account information and contact information in case of emergency.

In the case of medical studies (Check-Up) that eventually form part of the compensation package or benefits granted to the personnel, the resulting information will be known exclusively by the owner and/or the insurance broker and/or the insurance company as required to obtain the corresponding insurance policies.

**Copies of documentation.** As applicable to the type of relationship the owner has with **KIO:** Employment application, Curriculum Vitae, official identification with photograph, proof of address, birth certificate, passport, immigration permit and/or work permit, professional license or proof of studies, certifications, recent trainings, proof of Social Security, , credit history (debts, properties, income, expenses, credit cards), letters of recommendation, proof of previous payrolls, bank statement, criminal and non-criminal background, if applicable: marriage certificate and birth certificate of child(ren).

#### 4.1.3. Customers

Full name, image or photograph, Single Taxpayers Registry, operation notice, registrations before public entities, signature, official identification with photograph, local and/or cell phones, e-mail, address -postal code, state, country, city or municipality, neighborhood, locality, between which streets, street, exterior and

interior number- and billing address -postal code, state, country, city or municipality, neighborhood, locality, between which streets, street, exterior and interior number-, bank account data and tax data. If applicable, personal data of individuals related to a legal entity; as well as the data and/or documents necessary for the follow-up of contractual/commercial matters that link the company with **KIO**.

**Copies of documentation.** Official photo identification, company's articles of incorporation, power of attorney of the representative registered in the Public Registry, Single Taxpayer Registry, and proof of address.

#### 4.1.4 Suppliers

**Potential Suppliers and Suppliers.** Full name, photograph, Single Taxpayer Registry, operating notice, registrations with public entities, tax data, bank account, signature, advanced electronic signature, e-mail, landline and cell phone, address - zip code, state, country, city or municipality, locality, between which streets, street and exterior and interior number; company for which he/she works, position in which he/she works, company telephone numbers and e-mails, company address - zip code, state, country, city or municipality, locality, between which streets, street and exterior and interior number-, invoicing data (company name, electronic invoice, bank data, bank name, account and SWIFT account in case of international transfers). KIO may also request a *curriculum vitae*, personal and commercial references.

**Copies of documentation for legal entity Suppliers** (regarding personal data of individuals related to legal entities). Official photo identification of the supplier's legal representative, Single Taxpayers Registry, bank statements, proof of address, signature of the Anti-corruption Declaration, signature of the Privacy Notice, signature of the annual Third Party Intermediary or Business Partner Certificate, tax return for fiscal years of the current year, articles of incorporation, power of attorney of the legal representative, financial statements and audited financial statements.

**Copies of documentation for Suppliers who are individuals.** Valid official identification, proof of address, tax returns, bank statements, signature of anti-corruption declaration, signature of Privacy Notice and signature of annual Third Party Intermediary or Business Partner Certificate, bank statements, tax returns.

#### 4.1.5 Participants in events and/or training organized by KIO

Full name, gender, email address, social networks, landline and cell phone.

#### 4.1.6 Visitors to THE KIO WEBPAGE

Full name, company name, position, e-mail address, telephone, country, state, city and IP address of the visitor; if applicable, information generated due to the

operation of cookies or web-beacons or similar technologies, according to the provisions of this privacy notice.

#### **4.1.7 Visitors to KIO tax address**

Name, official ID with photograph, company where he/she works, person he/she is visiting, image or photograph and, if applicable, audio of the visitor, captured through video surveillance services.

4.2 In the case of non-sensitive data, as well as financial and patrimonial data processed for primary purposes in order for KIO to be able to comply with legal or contractual obligations in relation to the Data Party responsible, KIO assumes that it has the Data Subject's tacit consent for its processing, unless the Data Subject expressly states his/her opposition to its processing, in which case such opposition will have the scope provided by the applicable legal provisions.

4.3 The OWNER is responsible for the truthfulness and accuracy of the data provided to **KIO**.

4.4 **KIO** states that it may obtain the OWNER's personal data through public access sources, in order to validate, update and contact the OWNER, respecting at all times the reasonable expectation of privacy.

4.5 **KIO** may use IP (Internet Protocol) information to analyze any kind of threats to KIO WEBPAGE, as well as to collect demographic information. However, IP information will never be used to identify the OWNERS, except when there is a probability of fraudulent activity.

## **5 Use of Cookies and Web beacons.**

5.1 The **KIO** WEBPAGE or other **KIO** group sites usually make use of "cookies" in connection with certain features or functions. Cookies are specific types of information that a website transmits to the hard drive of the OWNER's computer for record-keeping purposes. Cookies may serve to facilitate the use of a website by saving passwords and preferences while the OWNER is browsing the Internet.

5.2 For their "web beacons" are images inserted in an Internet page or e-mail, which can be used to monitor the behavior of a visitor, such as storing information about the IP address of the User-OWNER, duration of interaction time on that page and the type of browser used, among others.

Although most browsers accept "cookies" and "web beacons" automatically, the OWNER can configure his/her browser not to accept them.

5.3 The **KIO** WEBPAGE may use "cookies" to improve your experience in using the website. The OWNER may change the "cookies" settings at any time, disabling the options of "Cookies on social networks" -which are used by the "share" buttons of social networks-, and of "Functional Cookies" -which are those that allow KIO to analyze the use of the site so that it can measure and improve its performance. However, the OWNER will not be able to disable the "Requested Cookies" since they are necessary for the correct functioning of the site.

5.4 To disable "cookies", you must follow the instructions below:

- a) Internet Explorer: <https://support.microsoft.com/en-us/help/278835/>
- b) Firefox: <http://support.mozilla.org/es/kb/Habilitar%20y%20deshabilitar%20cookies?s=deshabilitar+cookies&r=0&e=es&as=s> ;
- c) Opera: <http://help.opera.com/Windows/11.60/en/cookies.html>;
- d) Safari IPAD: [http://manuals.info.apple.com/en\\_US/iPad\\_iOS4\\_User\\_Guide.pdf](http://manuals.info.apple.com/en_US/iPad_iOS4_User_Guide.pdf);
- e) Safari IPHONE: [http://manuals.info.apple.com/en\\_US/iPhone\\_iOS3.1\\_User\\_Guide.pdf](http://manuals.info.apple.com/en_US/iPhone_iOS3.1_User_Guide.pdf);
- and
- f) Chrome: <http://support.google.com/chrome/bin/answer.py?hl=es&answer=95647>

## **6 Purposes of personal data processing**

6.1 KIO, by itself or through Custodian, will process personal data with the Primary Purposes that are necessary for **KIO** to be able to fulfill its legal or contractual obligations in its relationship with the Data Subject; and in particular, it may process the personal data of the Data Subject, as applicable in accordance with the type of relationship it has with him/her, for the following **purposes**:

### **6.1.1 The OWNER-Candidate:**

- a) Evaluate the candidate's competence for possible vacancies; contact the OWNER-Candidate, by any means, in order to follow up and evaluate the experience and studies of the OWNER-Candidate, in order to know the feasibility of being selected in the position he/she intends to perform.
- b) Conduct an investigation or verification of the candidate's background and references, as well as, if applicable, socioeconomic studies of the Owner-Candidate. The candidate's personal data contained in the socioeconomic reports will be kept for a period of up to **1 - 1 year** from the time they were obtained.
- c) To ascertain the work experience of the Owner-Candidate, as well as his/her knowledge, skills and abilities for the position being sought to be filled.
- d) To create a file of the APPLICANT-OWNER, which will be kept in **KIO's** offices, in electronic format, for up to **1 - 1 year** from the moment it is obtained, in case he/she is not selected for the position he/she is trying to fill.

- e) If applicable, share the information provided by the candidate with third parties (job exchanges, placement agencies or similar), if the owner consents so.

#### 6.1.2 OWNER-Personnel (As applicable according to the type of relationship the Owner has with KIO)

- a) Create a file, in physical and/or digital format, of the Owner-Personnel that will be kept at **KIO's** address.
- b) Perform the necessary procedures for registration, cancellation, modifications and disabilities before the Social Security and other governmental institutions where it is required.
- c) Carry out the necessary procedures to obtain the debit card, for the deposit of salary and other benefits generated in favor of the OWNER-Personnel.
- d) To process and deliver the corporate credit card, in case the job description requires it.
- e) Support the OWNER-Personnel in their integral formation, developing a social conscience and professional commitment, through innovative, agile, consistent and flexible IT projects.
- f) Carry out the process of payment of salary and benefits of THE OWNER-Personnel, as well as discounts of alimony required by court order.
- g) Deliver uniforms determined by **KIO** as necessary for the performance of its work activities.
- h) Carry out attendance control and entry and exit schedules of the OWNER-Personnel to **KIO's** workplace by means of access credentials. These records will be kept during the whole working relationship and up to **6-6 months** after the end of the working relationship.
- i) Manage with airlines and hotels the business trips required by the Custodian-Personnel.
- j) To issue the labor certificates required by the OWNER-Personnel.
- k) Enroll the OWNER-Personnel in courses, seminars, workshops or any other type of training organized by third parties, related to **KIO's** activities or line of business.
- l) Elaboration of letters or contracts for the assignment of work tools required by the OWNER-Personnel for the execution of their work activities.
- m) To process applicable insurances (such as life, major medical expenses, dental, among others, as the case may be) and food vouchers card.
- n) To provide the service of fuel supply to the vehicles used by the OWNER-Personnel in compliance with its labor obligations.
- o) To exhibit the file of the OWNER-Personnel, to prove compliance with the processes in quality audits or accounting audits, which are periodically carried out to **KIO** by third parties certified in the corresponding subject.
- p) To make professional recommendations of the OWNER-Personnel or to give references about him/her and his/her work or professional performance during the time the relationship was in force, up to **1 - 1 year** after the end of the relationship.

- q) For information or corporate communication purposes (newsletters, circulars or internal media), in connection with events, campaigns or notices, which may include, as appropriate, photographs, interviews, mentions in the media or social networks.
- r) Processing of personal information as necessary or convenient for KIO to comply with its legal or contractual obligations with personnel and customers, according to the type of legal relationship with the owner.

Personal data of the personnel mentioned in this section will be kept, in physical and electronic format, by **KIO** for up to **10-10 years** after the end of the labor relationship or the corresponding legal terms according to the type of relationship that links or has linked the owner with **KIO**.

#### 6.1.3 **OWNER-Customer or Prospective Customer:**

- a) Contact by any means, via telephone, via email or via social networks, the OWNER-Customers, to attend and follow up their requests for information, services and/or products offered and/or marketed by **KIO**.
- b) Manage and provide the service offered by **KIO**, as well as technical assistance to the Client or Prospect.
- c) Contact the OWNER-Customer by any means, in order to clarify and follow up on payments or any other situation derived from the products and/or services provided by **KIO**, such as complaints or comments about them.
- d) Make contact with the OWNER-Customer to carry out the management and collection of debts; if necessary, contact the persons authorized by the Owner as payment contacts.
- e) Register them in the accounting system, for access to personal data, by the persons authorized to do so.
- f) Issue electronic invoices and credit notes derived from the products and/or services offered by **KIO**. Such invoices, in physical and/or electronic format and credit notes, will be kept by **KIO** during the term of the commercial relations, and up to **10-10 years** after the end of such relations.
- g) To store in different databases, the information of customers or prospects that contact **KIO** by telephone or e-mail in order to make consultations or request products and/or services; such records will be stored for a term of **1 - 1 year** from the date they are obtained, in case no product and/or service has been marketed.
- h) Carry out transactions with credit institutions resulting from commercial operations.
- i) Register them in the softwares called SIAV MEXICO, SIOS, SIAA, SPI, SAP, as well as in the softwares for the generation and sending of electronic invoices and encrypted electronic documents, for the access to personal data by authorized persons.
- j) Notify the Client or Prospect regarding changes in the service offered by **KIO**.
- k) Coordinate meetings with the OWNERS-Customers via telephone, e-mail or any other means, either in physical or digital support.
- l) To give attention and follow-up to sales through Internet portals and exhibitions.



- m) To generate a record in KIO's database of "customers" and/or prospects, which will be kept for the duration of the commercial relations, and **one year** after the end of such relations.
- n) For registration, administration and management of purchase orders, work or services, as well as payment mechanisms, through computer platforms.
- o) For information or corporate communication purposes, in connection with events, campaigns or announcements, which may include, as the case may be, photographs, interviews, mentions in the media or social networks (for example, in the context of mentions of success stories, customer experience or similar).
- p) Processing of personal information as necessary or convenient for KIO to comply with its legal or contractual obligations with personnel, according to the type of legal relationship with the owner.

#### 6.1.4 OWNER-Supplier

- a) Contact the OWNER-Supplier by telephone or e-mail, to request or follow up on requests for information, products and/or services required by the OWNER-Supplier.
- b) Contact the OWNER-Supplier by any means, in order to clarify and follow up on payments or any other situation derived from the services required by **KIO**.
- c) Register them in the accounting system or the one that replaces it in the future, for access to personal data, by authorized persons.
- d) Keep for a period of up to **10-10 years** since they are generated, the electronic invoices and credit notes, both in physical and electronic format, derived from the products and/or services required by **KIO**.
- e) Keep for a period of **10-10 years** the contracts **KIO** enters into with its suppliers, both in physical and electronic format, once they have been finalized.
- f) Make bank transfers and rectification of data, when requesting products and/or services.
- g) Verify the personal and commercial references of the Supplier, as well as carry out verification or investigation on the background, conduct and/or commercial reputation of the Supplier, either directly or through the provision of custodian services for such purpose.
- h) If applicable, to send Supplier's information to custodians hired by KIO, who provide services to KIO regarding information processing for administrative purposes, integral administration systems (including but not limited to invoicing and payment systems), and for statistical and control purposes.
- i) For registration, administration and management purposes of purchase orders, work or services, as well as payment mechanisms, through computer platforms.
- j) For informative or corporate communication purposes, in relation to events, campaigns or notices, which may include, as the case may be, photographs, interviews, mentions in the media or social networks.
- k) Processing of personal information as necessary or convenient for KIO to comply with its legal or contractual obligations with personnel, according to the type of legal relationship with the OWNER.

#### **6.1.5 OWNER-Participant to events and/or trainings organized by KIO:**

- a) To register as attendees the OWNER-Participant to events and/or trainings organized by **KIO**.
- b) To confirm attendance and allow the Owner-Participant to enter the physical or virtual rooms where the events and/or trainings organized by **KIO** are carried out.
- c) To store in different databases, in physical or electronic format, the information of the participants to the events and/or trainings organized by **KIO**.
- d) To send information about schedules, venue, agenda, speakers, as well as modifications in them, to the participants of the events and/or trainings organized by **KIO**.
- e) In case KIO considers it pertinent, to make invitations, promotions or send information about its products or services, either directly by **KIO** or through any third party as Custodian.
- f) For information or corporate communication purposes, in relation to the event and/or training in question, which may include, as the case may be, photographs, interviews, mentions in the media or social networks.
- g) This information may be kept by **KIO** for up to **2 to 2 years** after the event and/or training has taken place.

#### **6.1.6 OWNER-Visitor to THE KIO WEBPAGE**

- a) Store in different databases, in physical or electronic format, the information of customers or prospects that contact KIO via telephone, email or social networks, in order to make inquiries or request quotations of the products and/or services marketed; such records will be stored for a term of 1 - 1 year from the date they are obtained, as long as the commercial operations with KIO are not completed.
- b) Send information or quotations, upon request made by the OWNER-Visitor through the form available on KIO's website under the "Contact us" tab.

#### **6.1.7 OWNER-Visitors to the KIO tax address**

- a) Store in different databases in physical and/or electronic format, the data and image of visitors to KIO's address, in order to grant access badges and keep control of the entrances and exits of those who visit its facilities, as well as Data Centers, which is part of the security and protection measures adopted within the organization. The images stored through the video surveillance systems will be kept for a period of 90-ninety days from the date of capture. Other data requested from visitors may be retained for a period of up to 1 - 1 year from the time they were obtained.

## 7. Other provisions

7.1 **KIO** agrees to observe the principles of loyalty, purpose, proportionality, truthfulness, data security, transparency, confidentiality, legality and portability regarding the personal data processed by the OWNER.

7.2 **KIO** will cancel the OWNER's personal data once the purposes for which the data have been processed are exhausted, except in those cases where this Notice or the law provides for a different particular term.

7.3 **KIO** is obliged to contract only cloud services from providers that comply with the requirements established in Law 81 of the Republic of Panama ("Law on Personal Data Protection") and its regulation by means of Decree 285.

7.4 The OWNER's personal data may be used for the following Secondary Purposes, as applicable to the case of the relationship between the OWNER and **KIO**:

- A. Generate information for **KIO** website.
- B. To send newsletters or periodic communications directly or through custodians, on current issues related to the products and/or services offered by **KIO**, or other marketing or commercial prospecting purposes.
- C. Evaluate the opinion of owners and the quality of products and/or services offered by **KIO**.
- D. To send emails with information about events organized by or related to **KIO** and/or third parties; (ii) To carry out statistical studies and demographic reports with disassociated data of its OWNERS.
- E. To send communications related to services, job offers, promotions, event sponsor information, security updates.
- F. To send information about technical and administrative support services provided by **KIO**.
- G. For informative or corporate communication purposes, in relation to events, campaigns or notices, which may include, as the case may be, photographs, interviews, mentions in the media or social networks.
- H. Others that are not essential for **KIO** to comply with its legal or contractual obligations in its relationship with the OWNER.

7.5 In case the OWNER does not want **KIO** to use his/her personal data for the Secondary Purposes established in the previous paragraph, the OWNER has a period of **5-five working days** to express his/her refusal for the processing of his/her personal data regarding the purposes that are not necessary, nor gave rise to the legal relationship with **KIO**. For such purpose, **KIO** provides an email address to which the OWNER should send his/her request for cancellation of personal data processing, which is provided as follows: [protecciondedatos@kio.tech](mailto:protecciondedatos@kio.tech)

## **8. Limitations on the access and disclosure of personal data**

8.1 Also, you are informed that, in order to avoid receiving promotional messages or advertising from KIO, you may request it by sending a written message to [protecciondedatos@kio.tech](mailto:protecciondedatos@kio.tech)

## **9. Security measures**

9.1 KIO protects personal data security by applying physical, administrative and technological security measures substantially similar to those used to protect its own confidential information, complying with the legal standards of the applicable laws. Any personal databases have limited access that are located in controlled facilities with security mechanisms, which are treated confidentially.

9.2 Notwithstanding the above, and in case of security breaches occurring at any stage of the processing, which significantly affect the OWNERS' patrimonial or moral rights, they will be immediately informed by email, so that the OWNERS can take the corresponding measures to defend their rights, removing KIO from any responsibility, if the breach is not attributable to KIO.

## **10. Party designated to process requests**

10.1 In case the OWNER wants or needs to revoke his/her consent, as well as Access, Rectify, Cancel, Oppose and/or Portability to the processing of the personal data he/she has provided, he/she must do it through the person designated by KIO, whose details are described below:

**Designee:** ARCO Rights Coordinator

**E-mail:** [protecciondedatos@kio.tech](mailto:protecciondedatos@kio.tech)

## **11. Means to revoking consent**

The OWNER of the personal data may revoke the consent given with the acceptance of this document. Such revocation of consent granted by electronic means shall be made by observing the following procedure and using the following form for the exercise of their rights:

11.1 Send an e-mail in attention to the Designated in point 8.1 of this Notice, through which such requests will be attended.

11.2 To send a request or message data to the email before specified, in which it indicates:

- a) The full name of the OWNER, address and e-mail address to receive the response generated on the occasion of your request;
- b) The reason for the request;
- c) The arguments supporting the request or petition;
- d) Official document that accredits your identity and that proves that you are who you claim to be, and,
- e) Date from which the revocation of consent becomes effective.

11.3 KIO will notify the OWNER, within a maximum period of **5-five working days**, counted from the date the request on the exercise of ARCO and/or Portability rights was received, the resolution adopted, so that, if it is appropriate, it becomes effective within **10-10 working days** from the date the answer is communicated, through a message containing that it has executed all the acts tending not to process the data subject's personal data.

## 12. Means for exercising ARCO rights

12.1 In case the OWNER needs to Access, Rectify, Cancel, Oppose and/or Portability to the personal data provided to KIO, the OWNER will have at his/her disposal the following form to exercise his/her rights, respecting the following procedure:

Send an email to the Party Designated by KIO, in point 8.1 of this Notice, through which such requests will be attended, pointing out the following:

- a) The OWNER's full name, address and email address to receive the answer generated due to his/her request;
- b) The reason for the request;
- c) The arguments supporting the request or petition;
- d) Official document proving your identity (and, if applicable, that of your representative or attorney-in-fact);
- e) A clear and precise description of the personal data with respect to which you are seeking to exercise any of the ARCO and/or portability rights, and any other element or document that facilitates the location of the personal data.

12.1.1 In the case of requests for rectification of personal data, the OWNER must indicate, in addition to the above, the modifications to be made and provide the documentation supporting the request.

12.1.2 KIO will notify the Owner, within a maximum period of **5-five working days** from the date the access, rectification, cancellation or opposition request was received, the resolution adopted, in order to make it effective within **10-10 working days** from the date the answer is communicated, if it is appropriate.

12.1.3 In the case of requests for access to personal data, delivery shall be made upon proof of the identity of the applicant or legal representative, as the case may be.

### **13. Sending and transfer of personal data**

13.1 **KIO** undertakes not to transfer the data referred to in this Notice to third parties, except with the previous consent of the owner, or in the cases foreseen in the article.

13.2 In compliance with the purposes of this Notice, or its legal or contractual obligations, KIO may transfer data to data processing custodians, in terms of the Data Protection Law.

13.3 In this sense, **KIO** is obliged to take the necessary measures to guarantee that the custodians it hires comply with the purposes established in this Notice.

### **14. Changes**

This Privacy Notice may be modified in the time and manner determined by KIO, according to the study and regulations on personal data protection that may arise. Therefore, KIO is obliged to keep this Notice updated, for its consultation on KIO's WEBPAGE, so that, if applicable, the Data Subject is able to exercise his/her ARCO and/or Portability rights.

### **15. Guaranteeing authority**

If you consider that your right to the protection of your personal data has been harmed by any conduct or omission on our part, or presume any violation of the provisions of Law 81 of the Republic of Panama ("Law on Protection of Personal Data") and its regulation through Decree 285 and other applicable regulations, you may file a complaint or claim before the National Authority of Transparency and Access to Information, located on its official website <http://www.antai.gob.pa>.

### **16. Applicable Law and Jurisdiction**

This notice is governed by the legal provisions applicable in the Republic of Panama, in particular, by the provisions of Law 81 of the Republic of Panama ("Personal Data Protection Law") and its regulation by means of Decree 285.

[Version 2 - Date of last update: June 12, 2023].