

The background of the page is a blurred office scene. A person's hands are visible on the left, resting on a desk with papers and a laptop. The overall color palette is warm, with soft orange and yellow tones. The Spark Telecom logo is centered at the top, followed by the words 'TELECOMM' and 'PRIVACY NOTICE' in large, bold, white letters.

Spark

T E L E C O M M

PRIVACY

NOTICE

Historical versions

Version	Update	Responsible	Date
1.0	Document creation	Legal	15/08/2022
1.1	Update	Legal	20/12/2022
1.2	Format and design	Process	19/10/2023
1.5	Translation to English	Translation area	19/02/2024



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1.- Responsible for the treatment.

The person responsible for processing your Personal Data is the legal entity SPARKTELECOMM, S.A. DE C.V. (from now on “SPARK”) with the address to hear and receive any notifications located at Presidente Masaryk Ave. Masaryk 29 floor 1, office 16 Polanco, 5th Section, Miguel Hidalgo, CDMX 11560.

You can consult this Privacy Notice at any time on the website:
www.sparktelecomm.com

2.- Services.

SPARK offers Telecommunications and related services (from now on, jointly called the “Services”).

3.- Categories of personal data subject to processing.

For the provision of our Services and to comply with the processing purposes indicated in this Privacy Notice, it is necessary for SPARK to process the following:

a) Personal data.

SPARK will process the following classes of personal data:

- i. Identification data.
 - Full name.
 - Birthdate.
 - CURP.
 - RFC.
 - Social Security number.
 - Conventional address.
 - Tax residence.
- ii. Contact information.
 - Email.
 - Landline.
 - Cell phone.
- iii. Banking and/or asset details.
 - Bank account (optional).

b) Sensitive data.

SPARK does not request Sensitive Personal Data at any time.

Through its website, SPARK uses cookies and other technologies through which it is possible to monitor the behavior of users on the Internet, as well as provide said users with a better service and experience when browsing said page. The only personal data SPARK obtains through these tracking technologies is the I.P. number so that when you enter the browser again, the I.P. is registered on the SPARK website, and you enter it more easily.

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These technologies can be disabled by following the following steps:

- Enter your browser settings.
- Choose to delete history.
- Select clear cache.
- Delete cookies.

4.- Primary purposes of the treatment.

SPARK will process the personal data described in this Notice to carry out any or all of the activities necessary for the development and fulfillment of the obligations that originate and derive from the Services, which include the following purposes:

a) Identification.

SPARK may accredit and verify your identity following our procedures and policies.

b) Contact.

SPARK may contact you for business relationship and customer service purposes, as well as to provide notifications.

c) Registration.

SPARK generates databases with dissociated Personal Data for consultation by the personnel who process your Personal Data.

d) Preparation of a Service Provision and/or labor contract.

5.- Secondary purposes of the treatment.

SPARK will process your personal data to carry out any or all of the secondary purposes mentioned below:

a) Marketing and Advertising.

Inform the Owner of the launch or changes of new SPARK services, promotions, and/or offers following their interests, including telephone calls, sending communications through emails, short messages, and other physical and/or electronic means of communication.

b) Collection

Concerning the commercial relationship you maintain with SPARK, your contact information will be used to make telephone calls and send communications through emails and other physical and/or electronic means of communication regarding debts you have with the company.

In each case, SPARK may generate databases that contain personal data that will be protected and have restricted access to the aforementioned treatments.

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6.- Refusal of Consent.

If you do not want SPARK to process your data for any of the purposes described in this section, please email at any time to datospersonales@sparktelecomm.com.

You must remember that if you grant your consent, it will continue to be valid, which means that SPARK may continue to process the data necessary to fulfill these secondary purposes. However, you can revoke said consent at any time following the provisions of this Privacy Notice.

7.- Transfers.

a) Not subject to consent.

SPARK may transfer your data to both national and foreign entities without requiring your consent in the following cases:

- When the transfer is necessary or legally required to safeguard public interest or procure or administer justice.

b) Subject to consent.

To provide you with a better service, SPARK may transfer to third parties, who will offer you similar or complementary services to those that SPARK offers. For the above, you must provide your consent.

These transfers are aligned with this Privacy Notice, so the Third Parties will treat your Personal Data as if we treated them.

You accept that SPARK carries out Transfers of your Personal Data to provide better service and experience.

8.- Means and approach to exercise ARCO Rights and/or revocation of consent for the processing of personal data.

You or your legal representative may exercise any of the rights of access, rectification, cancellation, or opposition (from now on, "ARCO Rights"), as well as revoke your consent for the processing of your data by sending an email to the Personal Data Department from SPARK to the email address datospersonales@sparktelecomm.com where you will be attended to on time.

Your proposition must be made through the [Form for Exercising ARCO Rights, Revocation of Consent and/or Limitation of the Use or Disclosure of Personal Data](#) (from now on the "Form"), which must be sent to the email address datospersonales@sparktelecomm.com, said Form will be available on the SPARK Website or can be obtained by email sent to the above email address.

For the SPARK Personal Data Department to follow up on your request, you or your legal representative must correctly prove your identity, for which it is necessary that you complete all the fields indicated in the Form and accompany it with a copy of one of your valid official identifications.

These identification documents contain:

- Voter credential (INE)
- Digitalized professional license
- Passport
- FM2, FM3 (Immigration document)
- Driving license type A, B, or C. (Issued in the Mexican Republic, not accept foreign licenses)

Further, and if it is done through a legal representative, one of the following documents will have to be included to prove the representation:

- Public deed of power.
- Power of attorney signed before two witnesses.

If the information supplied in the Form is incorrect or insufficient, or the corresponding accreditation documents are not accompanied, the SPARK Personal Data Department, within five (5) business days following receipt of the application, may require you to provide the necessary elements or documents to process it. You will have ten (10) business days to respond to the request, counting from the day after you receive it. If a response is not provided within said period, the corresponding request will be considered not submitted.

The SPARK Personal Data Department will notify you of the determination embraced within a total period of twenty (20) business days from the date on which the request was received so that, if appropriate, it can be made effective within fifteen (15) business days following the response being communicated. If the request is not accepted, the Owner will be notified. The positive or negative response will be given electronically to the email address specified in the Form at no cost to the Owner.

9.- SPARK Personal Data Department.

It is essential to notify you that SPARK has a Personal Data Department, which, as part of its operations, is liable for resolving any questions related to using your information. Correspondingly, the Personal Data Department will follow up on any complaint or claim that you may have related to the processing of your data.

You can contact SPARK's Personal Data Department by emailing the following email address: datospersonales@sparktelecomm.com

10.- Modifications to this Privacy Notice.

SPARK reserves the privilege, at its sole discretion, to change, modify, add, or remove portions of this Privacy Notice at any time. In such cases, SPARK will maintain its current privacy notice on the website www.sparktelecomm.com. Please periodically visit this page to inform yourself if any changes occur.



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