

**PRIVACY STATEMENT
CUSTOMERS AND CONTACT**

A. Identity and address of the Responsible

Sim Tech Holdings, LLC (hereinafter and interchangeably **HOLDER** or the Responsible Party), with address at 5705 Timber Star, San Antonio Texas, 78250; expressly informs you:

B. Personal data collected and subjected to processing

In order to fulfill the purposes stated in this Privacy Statement, we collect the following categories of personal data:

1. Identification and contact information;
2. Commercial information data;
3. Economic, financial or insurance data; and
4. Transaction data.

C. Sensitive personal data

For the purposes indicated in the following section, the Responsible does not collect sensitive personal data.

D. Purposes of treatment

a) Original and necessary purposes

1. To inform applicants about HOLDER's services and products, as the case may be.
2. Respond to requests for information and comments from users and customers about HOLDER services and products.
3. Facilitate the acquisition of HOLDER products.
4. Registration of customers' personal data and association to specific HOLDER products.
5. Management, control and administration of communications between HOLDER and its customers and users.
6. Management and control of personalized attention to customers and users of HOLDER.
7. Management, control, administration and updating of customer and user information: individuals or legal representatives and contacts designated by legal entities.
8. If applicable, invoicing of services and products offered by HOLDER.
9. Management, control and accounting, administrative and tax administration of clients.
10. Judicial and extrajudicial collection of debts in favor of HOLDER.
11. Statistics and historical record, including consumption habits of customers and users.

b) Additional purposes

1. Sending commercial and advertising communications about offers and launching of new services or products of HOLDER, as well as invitations to events organized by the Responsible.

E. Transfers of personal data

Your personal data may be transferred to and processed by persons other than the Controller in the following cases:

1. **Controlling companies, subsidiaries or affiliates of the Controller, or to a parent company;** for purposes of centralized safeguarding of information; control of registrations and cancellations; maintenance, monitoring and updating of the Services; compliance with obligations arising from applicable legislation or international treaties, as well as for the performance of statistical functions and historical record of customers and users.
2. National or foreign **governmental authorities, agencies or entities;** in compliance with obligations contemplated in the applicable legislation, international treaties and/or in compliance with requirements made by such authorities, agencies **or entities.**
3. **Collection offices,** for the recovery of unpaid accounts and their judicial or extrajudicial collection.

Your consent is not required for the above transfers. Any other transfer of your data will not be carried out without your consent and prior information.

F. Exercise of data protection rights.

In all legally appropriate cases, you may at any time exercise your rights of access, rectification, cancellation and opposition through the procedures we have implemented for such purposes.

The request for the exercise of such rights must comply with the requirements established in the legislation in force, by writing to our Personal Data Department, at the address indicated at the beginning of this Statement.

The application must contain and be accompanied by the following:

1. Your name and address or other means of communicating a response to your request.
2. Documents proving their identity or, if applicable, legal representation.
3. A clear and precise description of the Rights you wish to exercise; and
4. Any other element or document that facilitates the location of personal data.

We will notify you of our decision within twenty business days from the date we receive your request. If the request is granted, it will be effective within fifteen business days from the date we communicate the response. In the event that the information provided in your request is erroneous or insufficient, or the necessary documents to prove your identity or the corresponding legal representation are not accompanied, the Responsible Party will require the correction of the deficiencies within five working days following the receipt of your request in order to process it. In these cases, you will have ten working days to comply with the requirement to correct the deficiencies. The corresponding request will be deemed not to have been submitted if you do not respond within said period.

Alternatively, you may address your request to our Personal Data Department through the e-mail address soporte@simdatagroup.com, complying with all the requirements listed above, establishing as Subject of the communication "Data protection rights" and/or Revocation of consent". The deadlines of the procedure will be the same as those mentioned in this section. The use of electronic means for the exercise of the aforementioned rights authorizes the Data Controller to respond to the corresponding request through the same means, unless the holder himself/herself indicates another means, clearly and expressly.

You may obtain the requested information or personal data through simple copies, electronic documents in conventional formats (Word, PDF, etc.), or through any other legitimate means that guarantees and accredits the effective exercise of the requested right.

You will be responsible for keeping your personal data in possession of the Responsible up to date. Therefore, you guarantee and respond, in any case, the truthfulness, accuracy, validity and authenticity of the personal data provided, and undertake to keep them properly updated, communicating any changes to Responsible.

G. Revocation of consent

You may revoke your consent to the processing of your personal data, without retroactive effect, in all those cases in which such revocation does not involve the impossibility of fulfilling obligations arising from a legal relationship in force between you and the Controller or involve the breach of general provisions of public order that establish the obligation to maintain the processing of your personal data for a certain period of time.

The procedure for the revocation of consent, if applicable, will be the same as that established in the immediately preceding section for the exercise of your rights.

H. Limitations on the use and disclosure of your personal data

You may limit the use or disclosure of your personal data by directing the corresponding request to our Personal Data Department. The requirements to prove your identity, as well as the procedure to attend your request will be the same as those indicated in the section "Exercise of data protection rights".

The Data Controller has the means and procedures to ensure the inclusion of some of your data in its own exclusion lists, when you expressly request their inclusion in them. The Controller will provide registered owners with the corresponding registration certificate.

I. Automatic means of collecting personal data

On our website we use files known as "cookies" to facilitate navigation and communication through our website. If you visit our website and/or send information through it, the cookies we use allow us to collect, analyze and store technical information related to your browsing habits and the use of such communication channels. Cookies allow us to collect this information automatically, at the very moment the user makes use of our electronic services.

You can disable the installation of cookies in your Internet browser. For more detailed information about cookies and how to prevent their installation, we recommend visiting the site www.allaboutcookies.org. We also inform you that, if you disable the installation of cookies, you may not be able to use certain sections or services of the website.

J. Modifications or updates to this Privacy Statement

The Responsible Party may modify, update, extend or otherwise change the content and scope of this Privacy Statement, at any time and at its sole discretion. In such cases, we will publish such changes on our website, Section "Privacy Statements".

Changes to this Privacy Statement may also be communicated by e-mail, when such means has been established as a communication channel between the Holder and the Controller, during the term of any legal relationship.

K. Refusal of treatment

If you have had access to this Privacy Statement by electronic means and you wish to communicate this refusal at any time after the delivery of your personal data, you can communicate this decision through the means established for the exercise of data protection rights.

**Date of last update:
December 2020**