

PRIVACY POLICY

Castelein Management, S. de R.L. de C.V., (hereinafter "CASTELEIN"), with fiscal address at Av. Del Panteón 209-3A, Col. Pueblo de los Reyes, Coyoacán, CDMX, C.P. 04330, is responsible for collecting your personal data, the use given to it, as well as its protection.

How to contact us? via e-mail (info@castelein.com.mx), phone (+52 55 5639 1550 & +52 55 5639 1558) or in person (Av. Del Panteón 209-3A, Col. Pueblo de los Reyes, Coyoacán, CDMX, C.P. 04330)

Service hours: by appointment

What your personal data will be used for?

- identification and verification;
- contact;
- provision of services or sale of goods, on their own account and on behalf of third parties;
- promotion and marketing;
- identification of clients who make payments by credit or debit card for the acquisition of goods and services;
- invoicing;
- bank deposits;
- control, monitoring and security of you and the people who enter the facilities of CASTELEIN.

By providing us with your personal data, you accept and expressly acknowledge the contents of this Privacy Policy, which may be modified from time to time, and give your consent for CASTELEIN to proceed with the processing of your personal data in the manner explained in this Privacy Policy.

Where do we obtain your personal data? For the purposes indicated in this Privacy Policy, we may collect your personal data in different ways: when you provide it to us directly; when you send it to us via email or the internet at the website www.castelein.com.mx or www.actoseguido.com.mx and when you make a payment for goods or services by credit or debit card.

What personal data do we collect? The data we collect from you may include:

- Identification and Contact Information: Full name, date of birth, landline phone, cell phone, email, address, CURP.
- Financial Data: Fiscal address, Tax-ID (RFC), Fiscal Status Certificate, Articles of Incorporation, credit or debit card data, bank account data (including "Clabe").

From whom do we collect personal data?

- potential or existing customers;
- potential or existing suppliers;
- of people who work or request to work in CASTELEIN;
- any individual or company with whom we interact when providing services or selling services and goods.

"ARCO Rights (Acceso, Rectificación, Cancelación y Oposición)" You have the right to access your personal data held by us and the details of their processing, as well as to rectify them if they are inaccurate or incomplete; to cancel them when you consider that they are not required for any of the purposes indicated in this Privacy Policy, are being used for non-consensual purposes, or to oppose their processing for specific purposes. Likewise, you will have the right to request the limitation of the use and/or disclosure of your personal data as indicated in this section. The mechanisms that we have implemented for the exercise of the aforementioned rights are through the submission of the respective request via e-mail to info@castelein.com.mx.

Your application must contain at least the following information:

- Date of application;
- Applicant's full name, date of birth, Tax-ID / RFC, address for hearing and receiving notifications including zip code, and/or e-mail address, to communicate the response to your request;
- Documents proving the identity of the applicant, or if applicable, the legal representation of the applicant;
- A clear and precise description of the personal data with respect to which it is sought to exercise any of the rights of access, rectification, cancellation or opposition and/or on which it wishes to limit its use and/or disclosure, indicating in the latter case the way in which it wishes the use and/or disclosure of its personal data to be limited;
- Any other element or document that facilitates the location of personal data;
- In the case of requests for rectification of personal data, the applicant must indicate, in addition to the above, the changes to be made and provide the documentation supporting the request.

The deadlines for dealing with your request are as follows:

CASTELEIN will communicate within 5 (five) working days if it requires additional information to the request submitted and you will have 10 (ten) working days to provide the information requested by CASTELEIN, on the understanding that, if you do not provide the required information in the above time, the corresponding request will be considered not submitted.

Once CASTELEIN has the required additional information and/or if no additional information is required, it will have a term of 20 (twenty) working days to adopt the determination, counted from the date in which the request of access, rectification, cancellation or opposition has been received, in order that, if the request turns out to be applicable, it becomes effective within the 15 (fifteen) working days following the date in which the answer to the request was given. In the case of requests for access to personal data, the delivery shall proceed upon proof of the identity of the applicant or his or her legal representative, in accordance with the provisions of article 32 of the Federal Law on the Protection of Personal Data in the Possession of Individuals.

Means of Response. The means that CASTELEIN proposes to give answer to the presented requests will be the following ones:

- Electronic mail: the request to exercise the ARCO rights and/or the request to limit the use and/or disclosure of your personal data, must include the e-mail to which you wish to receive a response.

- Postal mail: within your request you must specify the complete address, including postal code to which the answer will be delivered. Medios para Dar Respuesta.

Transfer of personal data. CASTELEIN will transfer your personal data to third parties only for billing of goods or services purchased or the making of deposits when appropriate.

Modifications to the Privacy Policy. You recognize, know and accept that CASTELEIN reserves the right to carry out at any time modifications or updates to the present Privacy Policy, to its purposes, to the personal data to be collected and to its content in general, for the attention of legislative novelties, internal policies or new requirements for the presentation or offer of our services or products, change of our business model, the hiring of services and personnel.

These modifications will be available through their publication on CASTELEIN's website (www.castelein.com.mx), in the section of Privacy Policy, where the date of the last update will be indicated, which is why we recommended to visit periodically the website here mentioned.

Complaints and Reports. If you consider that your right to protection of personal data has been injured by any conduct of our employees or our actions or responses, or if you presume that in the processing of your personal data there is some violation of the provisions of the Federal Law on Protection of Personal Data in Possession of Individuals and its regulations, you may file the corresponding complaint or report with the National Institute of Access to Information and Protection of Personal Data (INAI); for more information visit www.ifai.org.mx.

For more information, please contact us at the above-mentioned phone number and/or send an email to info@castelein.com.mx.

Last updated: January 18, 2021