



Privacy Notice - Customers (Sensitive Data)

Responsible for your personal data protection. Fomento Turístico de Mazatlán S.A de C.V. (Hereafter "Gaviana") with the address of Avenida Playa Gaviotas Número 100 Zona Dorada C.P 82110 is responsible for the processing of your personal data.

How to contact us:

To communicate with us remotely we provide you with the following means:

Mail: privacidad@ramadamazatlan.com

Phone: 669 983 53 33

Or if your wish is to visit us personally at:

Avenida Playa Gaviotas Número 100 Zona Dorada. C.P 82110

How do we obtain your personal data?

1. Direct: When you show up or call the reservations offices of GAVIANA Resort Mazatlan directly to be treated as a client.
2. Indirect: From any other source of information available or permitted by law.

For what purposes do we collect and use your personal data and / or sensitive personal data?

Primary Finalities

- Obtain information to provide you with the correct medical assistance, keep our accident and first aid statistics
- If you request the Hydrocolon Therapy service, your data will be requested to evaluate the feasibility of applying it to you.

What personal data do we obtain?

The personal, financial, patrimonial or sensitive data (hereinafter "Personal Data" or "Sensitive Personal Data") that you have provided (in your capacity of Holder) directly or through electronic media or other sources allowed by Gaviana Mazatlán, (in his capacity as responsible), on the occasion of the contractual relationship that binds you to Gaviana Mazatlán and its Managers under the principles of legality, consent, information, quality, purpose, loyalty, proportionality and responsibility for compliance with the provisions of article 6 of the Law. These data are as follows:



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Sensitive: Allergies, Diseases

The Holder is empowered to provide us with the personal data of referrals and understands the implications of performing this action. In Gaviana Mazatlan we promise that all personal data will be treated under security measures, in accordance with Gaviana Mazatlan's security policies as they are: access to information, storage and control of personal databases, always guaranteeing their confidentiality and privacy. In accordance of article 9 (nine) by the law we require your express consent for the processing of your data sensitive personnel, so we ask you to indicate your acceptance for the treatment.

"I agree that my personal data or sensitive personal data that I grant, are treated in accordance with the terms and Conditions of this Privacy Notice

Yes No

Holder's name:

Holder's signature:

E-mail:

Date:

There will be no data transfers to third parties; Ramada Mazatlan will only send the interested party with a same service center that must obtain the necessary information.

What obligations do we have regarding your personal data?

In compliance with article 3 (three) and other applicable provisions of the Law, Fomento Turístico de Mazatlán SA de CV and its staff commits and obliges regarding their information to: (i) Respect and safeguard the principles of legality, consent, information, quality, intentional, loyalty, proportionality and responsibility regarding the personal, financial or sensitive data to which you have access. (ii) Treat personal data in accordance with the provisions of the Law and the policies of Fomento Turístico de Mazatlán SA de CV. (iii) Maintain the confidentiality of personal data and treat them exclusively for the purposes for the requested requests u. (iv) Refrain from collecting any personal data that is not necessary for the affected purposes; (v) Assistant in accordance with the provisions of the Law, procedures related to the exercise of ARCO Rights. (vi) Establish and maintain security measures to protect personal data (vii) Notify the owners of any breach of the security of their data that may affect the economic and moral rights of the owners.

How to access or rectify your personal data or oppose its use?

You have the right to ACCESS your personal data and the details of their treatment, as well as to RECTIFY inaccurate or incomplete; CANCEL THEM when you consider that they are not required for any of the purposes indicated in this privacy notice, or are being used for non-consensual purposes or the contractual or service relationship has ended, or, OPPOSE to the treatment of them for specific purposes. (ARCO rights)



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1. Download the ARCO Rights Application from our portal www.ramadamazatlan.com/privacidad

a. Write in this your identification data:

i. First name

1. Name (s)
2. Surname

ii. Address

1. Street
2. Outside Number.
3. Interior Number
4. Cologne
5. Delegation / Municipality
6. Country
7. Postal Code
8. Phone with lada
9. Email

b. Integrate a Proof of identification data and indicate it in the application in the corresponding space; saying document can be any of the following:

- i. IMSS credential
- ii. IFE Credential
- iii. Military Service Card
- iv. Professional ID
- v. Immigration document

c. If you are a legal representative, you must also submit:

i. First name

ii. Attach documents proving your representation and indicate it in the application. These might be:

1. Public Instrument
2. Letter to power signed by witnesses.
3. Declaration in personal appearance of the holder.

iii. As well as a proof that guarantees the veracity of the representative's information, the same that will be indicated in solitude as well as integrated to the motion. The aforementioned may be any of these instruments:

1. IMSS credential
2. IFE credential
3. Military Service Card
4. Professional ID
5. Migration Document



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c. Once identified, the applicant must express the way in which he wishes to be answered:

- i. Name
- ii. Attach documents proving your representation and indicate it in the application. These might be:

- 1. Public Instrument
- 2. Letter to power signed by witnesses.
- 3. Declaration in personal appearance of the holder.

iii. As well as a proof that guarantees the veracity of the representative's information, which will be indicated in solitude as well as integrated to the petition. The aforementioned may be any of these instruments.

- 1. IMSS credential
- 2. IFE credential
- 3. Military Service Card
- 4. Professional ID
- 5. Migration Document

d. Once the applicant has been identified, the form in which he/she wishes to be answered must be expressed as the following forms:

- i. By E-mail
- ii. Personally in:

- 1. Gaviana Resort Mazatlán: Avenida Playa Gaviotas Número 100 Zona Dorada. C.P 82110

In case you wish to receive copies of the information collected, you must cover the shipping costs, reproduction and, in your case, certification of documents.

In case you reiterate your request in a less of 12 months period, the costs will not be greater than three days of the General Minimum Wage Current in the Distrito Federal, unless there are substantial modifications to the privacy notice that motivate further inquiries.

e. You must also tell us the type of relationship you established with our organization:

- i. Client
- ii. Employee Candidate
- iii. Employee
- iv. Provider

f. Then you must indicate one of the rights you wish to exercise. It is important to mention that only one exercise will be exercised. right by request, if you want to exercise another right you must make another requisition.

- i. Access
- ii. Rectification



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1. In case of rectification, a copy of a document evidencing the change must be attached.
 - iii. Cancellation
 - iv. Opposition
- g. Finally, you must write clearly and precisely the personal data.
2. Once the application is completed, you must reach the person in charge through the following ways:
 - a. Email to
 - i. privacy@gaviana.com
 - b. By courier to the address of the Responsible
 - i. Gaviana Resort Mazatlán: Avenida Playa Gaviotas Número 100 Zona Dorada. C.P 82110
 - c. Physically present yourself in
 - i. i. Gaviana Resort Mazatlán: Avenida Playa Gaviotas Número 100 Zona Dorada. C.P 82110
3. Once you receive the information, the responsible may request any additional information that is necessary to respond in a manner more appropriate to your request.
4. The responsible will respond to your ARCO Rights Exercise Request by informing the reasons for your decision by mail to the address provided (with additional cost) or in person at the address indicated in the Privacy Notice, in a maximum period of 20 (twenty) business days from the day on which your ARCO Rights Exercise Request has been received
5. In case that the ARCO Rights Exercise Request is answered in the affirmative or appropriate manner, the requested changes will be in a maximum period of 15 business days.
6. The Responsible may deny access (the "Refusal") for you to exercise your ARCO Rights in the following cases:
 - a. When you are not the owner of the personal data, or cannot prove the representation of the headline;
 - b. When your personal data do not work in the Company's database;
 - c. When the rights of a third party are injured;
 - d. When there is a legal impediment or the resolution of a competent authority which restricts your ARCO Rights, and;
 - e. When the rectification, cancellation or opposition has been previously made.
- i. The Refusal may be partial, in which case the Responsible shall make the Access, Rectification, Cancellation or Opposition ("ARCO") in the relevant part.
7. The exercise of ARCO Rights will be free, but if you reiterate your request in a period of less than 12 (twelve) months, the costs will be three days of General Minimum Wage in Force in the Distrito Federal, plus I.V.A. corresponding, unless there are modifications substantial to the Privacy Notice that motivate new ARCO Rights Exercise Requests. You must cover justified expenses shipping or reproduction cost in copies or other formats.



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How can you revoke your consent to the processing of your data?

At any time, you may revoke the consent you have given us for the processing of your personal data, so that we stop making use of them. For this, it is necessary to send a Request for Revocation of consent to the person in charge; this may do it as follows:

- a. Download the Request for Revocation of Consent from our portal www.gaviana.com/privacy to. Write in this Your identification data:
 - i. Name
 - ii. Email
 - iii. Address

Attach a copy of a proof of identification data and indicate it in the application in the correspondent space; the document should be one of the followings:

- i. IMSS credential
- ii. IFE Credential
- iii. Military Service Card
- iv. Professional ID
- v. Immigration document

c. If you are a legal representative, you must also submit:

- i. First name
- ii. Attach documents proving your representation and indicate it in the application. These might be:
 1. Public Instrument
 2. Letter to power signed by witnesses.
 3. Declaration in personal appearance of the holder.

iii. As well as a Proof that guarantees the veracity of the representative's information; same that will be signaled in solitude as well as integrated to the petition. The aforementioned may be any of these instruments:

1. IMSS credential
2. IFE credential
3. Military Service Card
4. Professional ID
5. Migration Document



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2. Once the application is completed, the person responsible must be sent through the following means:

a. Email to

i. privacy@gaviana.com

b. By courier to the address of the responsible: Avenida Playa Gaviotas Número 100 Zona Dorada. C.P 82110.

3. The Responsible will respond to your Request for Revocation of Consent by informing the reasons for your decision by mail electronic within a period not exceeding 15 business days.

4. In the event that the Request for Revocation of Consent is answered in the affirmative or appropriate manner, the requested changes will be made within a maximum period of 5 business days. The periods referred to in this paragraph may be extended only once for an equal period if necessary.

5. The Responsible may deny revocation in the following cases:

a.. When you are not the owner of the personal data and / or personal data, or cannot prove the representation of the headline

b. When your personal data and / or personal data do not work in the Company's database

c. When the rights of a third party are injured

d. When there is a legal impediment or the resolution of a competent authority

How can you limit the use or disclosure of your personal data?

To avoid receiving promotional messages by email or post or by calling your landline or cell phone, you should register to the Exclusion List, by following the next steps

1. Contact us during office hours by phone at our privacy area numbers at 669 983 53 33 or send an email to privacy@gaviana.com

2. Provide your personal identification data to add it to the Exclusion List.

3. Once added to the list we will send you via email a letter informing that you have been integrated into the list.

Note: You can be removed from the Exclusion List at the time you wish by performing the aforementioned procedure.

Modifications in the Privacy Notice

We reserve the right to make changes or updates to this Privacy Notice at any time, for the attention of new legislation, internal policies or new requirements for the provision or offering of our services or products. These modifications will be available to the public through the following means:



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- (i) visible advertisements in our establishments or centers customer service
- (ii) leaflets and brochures available in our establishments or customer service centers
- (iii) on our web page www.gaviana.com/privacidad
- (iv) we will send them to the last email you provided

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