

PRIVACY NOTICE

Last update:

1. Identity and address of the Liable Party.

Considering the provisions established in the Federal Law to Protect Personal Data in Possession of Private Entities, its rules, and guidelines (hereinafter, the "Personal Data Legislation", MOBILITY HOLDCO, S.A.P.I. DE C.V. and PRESTADORA DE SERVICIOS DE MOBILIDAD, S.A. DE C.V., its affiliates and subsidiaries, including, but not limited to, MOBILITY DAE, S.A. DE C.V., AU HAUS INGENIERÍA, S.A. DE C.V., VEMO ELECTROMECAÁNICA, S.A. DE C.V., MOBILITY IP, S.A. DE C.V., FINANCIERA POR EL IMPULSO ECONÓMICO, S.A. DE C.V., SOFOM, E.N.R., GREEN MOVILIDAD ELÉCTRICA, S.A. DE C.V., AU HAUS ESPACIOS INTELIGENTES, S.A.P.I. DE C.V., MOBILITY CHARGING NETWORKS, S. DE R.L. DE C.V., MOBILITY CHARGING NETWORKS, S. DE R.L. DE C.V., VEMO COMMERCIAL FLEETS, S.A. DE C.V. AND VEMO, S.A. (jointly and indistinctly, "GRUPO VEMO" or the "Liable"), with address located at Campos Elíseos 345, Torre Omega, 9th Floor, Polanco V, Miguel Hidalgo C.P. 11560, Mexico City, provides you this Privacy Notice with the purpose of informing you of our terms and conditions under which the treatment and collection of Personal Data shall operate.

2. Collection and processing of personal data.

By this means, you (indistinctly, the "Holder") authorize GRUPO VEMO to collect, process and store, in terms of the Personal Data Legislation, your Personal Data, as well as that of third parties of whom you make reference, including but not limited to, spouses, partners, beneficiaries, relatives at any degree, as well as joint obligors (the "referenced subjects"). In sense of the latter, GRUPO VEMO understands that such referenced subjects have knowledge of this Privacy Notice, for which it shall be Holder's responsibility to communicate the referenced subjects regarding the terms, conditions and reasons for which GRUPO VEMO may contact them, as well as the information that may be subject to treatment according to this Privacy Notice.

Taking into account the importance of your privacy, GRUPO VEMO shall be limited to collect your Personal Data solely and exclusively through its website: <https://www.vemovilidad.com/> (hereinafter, the "Website"), its social networks, as well as other means by which GRUPO VEMO may be in communication with you, without excluding those means permitted by law such as third parties, authorities and information companies.

In sense of the aforementioned, GRUPO VEMO informs you that, by accepting this Privacy Notice, it may process, collect and store your personal data in relation to the following categories: identification and contact data, employment data, financial, banking and property data, location and geolocation data, as well as data relating to sanctioned, blocked or non-compliant persons determined by national and/or foreign government agencies. The latter, in relation to that data that you provide either orally, in writing, by physical, electronic, electromagnetic, visual, auditive, or by any other means.

Similarly, and in order to solely and exclusively carry out the established purposes in this Privacy Notice, GRUPO VEMO, in addition to the aforementioned Personal Data, may, with your express consent, collect data defined as Sensitive Data, such which involve the following categories: Political affiliation data (Politically Exposed Person), Biometric Data, Genetic Information, Religious, philosophical, ideological and moral beliefs, as well as your health status or authorized references.

3. Purposes of Processing.

For purposes of the foregoing, GRUPO VEMO agrees to limit the use of the Personal Data you provide for the following purposes: Maintain, develop, administer, control and comply with the contractual relationship derived from the request and/or contracting of our products and/or services, including any operation, solution or financial service; Create, order, catalog, classify and store data and files of the Holders; Creation and administration of accounts and requests of the Holders in our Site and verify, validate and confirm the identity of the Holders and the information provided by such, internally or through any authority or third party; Provide the Holder with information, communications and notifications about our products and/or services; Manage, develop, maintain, customize and improve our Site, our products and/or services and operating systems and perform the necessary activities for them to function optimally and correctly, as well as prevent or detect fraud or abuse; Perform market strategies and elaboration of market segmentation; Conduct satisfaction surveys of our products and/or services; Provide advice, clarifications, customer service, as well as monitor the quality of such by recording calls and storing the corresponding conversations; Have access to credit bureaus or credit bureaus to know their ability to pay; Reports to credit bureaus or credit bureaus on payment behavior; Transfer the Personal Data that correspond according to the paragraph on the Transfer of Personal Data of this Privacy Notice; Comply with any legal provisions and obligations, national or international, applicable to the Liable Party, its subsidiaries and/or affiliates, as well as to manage any legal process or to process and respond to any requirements or requests from the authorities; Carry out processes related to corporate restructuring of the Liable Party, such as merger, consolidation, sale, liquidation or transfer of assets; Perform collection activities, and; Complementary activities necessary for the realization of the above purposes.

Likewise, GRUPO VEMO may use the personal data for the following secondary or accessory purposes:

SINGLE - Marketing, advertising, promotion, commercial prospecting, the development, assessment and analysis of profiles of the Holders for the development and offering of new products and services, analytical and statistical purposes, all of them related to the products and services of the Liable Party, its affiliates, subsidiaries, allies and other third parties.

In case you do not want your personal data to be processed for these secondary or accessory purposes, you can make the corresponding request from this moment by following the procedure referred to in the section on the Means to Exercise your Rights of this Privacy Notice.

4. Options we offer to limit the use or disclosure of your personal information.

At any time, you have the option to limit the use of your personal data for marketing, promotion, advertising and/or commercial prospecting purposes, by registering in the Users' Registry (REÚS) in charge of the National Commission for the Defense of Users of Financial Services by calling: 800 999 8080 or through its website <https://www.condusef.gob.mx>.

5. Personal Data Transfer.

GRUPO VEMO may share the Personal Data provided by you in order to comply with its legal and/or commercial obligations, within which it has carried out, or will carry out various agreements, in the understanding that they may be held both within and outside the national territory. In sense of the latter, any Party that receives Personal and/or Sensitive Data provided by GRUPO VEMO, are legally bound to maintain the strictest confidentiality on such, in the understanding that they also have knowledge and consideration on the present privacy notice.

GRUPO VEMO may transfer your Personal Data collected, processed and/or stored to any of its affiliates, subsidiaries and/or any other company belonging to the same business group, regardless of their location or nationality. In addition to the latter, the Personal Data provided by you may be transferred within the national territory or abroad, in accordance with the following:

- I. To authorities, agencies or governmental entities, in compliance with or in relation to the obligations of the Liable Party contemplated in the applicable legislation, its subsidiaries and/or affiliates, as well as in compliance with requirements made to them.
- II. To authorities, agencies or governmental entities, when the transfer is officially required and/or necessary for the recognition, exercise or defense of a right of the Controller, its subsidiaries and/or affiliates in a judicial proceeding.
- III. To third party acquirers, derived from a corporate restructuring of the Controller, including, merger, consolidation, sale, liquidation or transfer of assets, when the transfer is necessary for the maintenance or fulfillment of the relationship between such Controller and the Holder.
- IV. To insurance companies, intermediaries or agents, for the processing of requests, schedules, reports, reimbursements or claims, requested or authorized in relation to the Registrant's vehicle, which is necessary for the maintenance or fulfillment of the relationship between the Liable Party and the Registrant.
- V. To advisors, suppliers and service providers of the Controller, when the transfer is necessary for the maintenance or fulfillment of the relationship between the Controller and the Holder.
- VI. To third parties allied to the transportation industry and courier services, in order to obtain information necessary to provide our products or services, which is necessary for the maintenance and/or fulfillment of the relationship between the Data Controller and the Holder.
- VII. To national or foreign third parties engaged in activities similar to those of the Liable, for the purpose of marketing, advertising, promotion, commercial prospecting.
- VIII. Based on the other assumptions established in the Personal Data Legislation, which do not require your consent.

If you do not express your refusal for such transfer through the procedure described in the section on the ways to proceed for the exercise of their rights, we will understand that you have provided us your consent. GRUPO VEMO is committed to the confidentiality of your Personal and Sensitive Data, for which it will employ the necessary actions and diligences to protect them regardless of the location where they are transferred, treated or stored.

In any of the cases aforementioned, we will communicate this Privacy Notice to the third-party recipients in order to ensure that their information is used in accordance with the terms of this Privacy Notice.

6. Ways to proceed for the exercise of their rights.

In all legally appropriate cases, you or your legal representative may at any time and through the procedure established in this paragraph, exercise the following rights regarding your personal data:

- I. (a) Access to your Personal Data in possession of GRUPO VEMO and know its treatment and management; (b) rectify your Personal Data in case they are inaccurate, incomplete or erroneous; (c) cancel them when you consider that they are not necessary for any of the activities indicated in this Privacy Notice or are being used for activities or purposes not consented, and; (d) oppose to the treatment of your Personal Data for specific purposes in accordance with the Personal Data Legislation (jointly, "ARCO Rights");

- II. Revoke the consent given to the Controller for the processing of your personal data;
- III. Make a complaint regarding the improper treatment of your Personal Data; and
- IV. Express your refusal for the processing of your personal data with respect to the secondary and accessory purposes previously mentioned.

In order to exercise the aforementioned rights regarding your personal data, you must make the corresponding request to the Liable Party, by means of an application form that we make available to you and that you must complete online [here](#), print it, affix your signature at the bottom of the form and finally send it in electronic format to the e-mail address yolanda.villegas@vemo.com.mx, establishing "Exercise of rights regarding personal data" as subject and enclosing the following:

- Copy of the documents that prove your identity (valid official identification with photograph) and, if applicable, that of your legal representative, as well as the document that proves your legal capacity, in accordance with the terms established in the Personal Data Legislation; and
- Any other element or document that facilitates the location of your personal data.

We will process the requests of the owners for the exercise of their rights regarding personal data within a period not exceeding 20 (twenty) business days following from the receipt of your request or correction in accordance with the times of the Personal Data Legislation; the Liable may extend this period by up to 20 (twenty) more business days, when the case warrants it, upon notice and justification. In the event that your request is granted, it will be effective within 15 (fifteen) business days following our response.

You may obtain the information or personal data requested through electronic documents in conventional formats or through any other legitimate means that guarantees and proves the effective exercise of the right requested.

Our Personal Data Officer is in charge of processing any requests from the holders for the exercise of their rights regarding personal data and can be contacted by e-mail at yolanda.villegas@vemo.com.mx and/or at the address located at Campos Eliseos 345, Torre Omega, 9th Floor, Polanco V, Miguel Hidalgo C.P. 11560, Mexico City.

We also inform you that in terms of the Personal Data Legislation, you may initiate the procedure for the Protection of ARCO Rights, before the Federal Institute of Access to Information and Protection of Personal Data (IFAI), within 15 days from the date on which GRUPO VEMO gives an answer to your request and it is not satisfactory, or if after the term indicated, GRUPO VEMO does not give an answer to your request.

The Liable Party wishes to keep your personal data updated at all times. Therefore, we request your cooperation to communicate us in a timely manner any change that we should take into account, to incorporate it into our databases. You guarantee and are Liable, in any case, for the truthfulness, accuracy, validity and authenticity of your personal data or that of any third party under your custody or legal representation.

7. Ways that allow automatic data collection.

The Website and the social networks of GRUPO VEMO make use of cookies and other technologies, through which it is possible to automatically monitor your behavior, provide you with our products and/or services and give you an optimal and personalized experience during the use of such, as well as offer you new products and services based on your preferences. The personal data collected through

these technologies are: age, gender, geographic location, IP address, browser characteristics and device characteristics.

These technologies can be disabled by accessing the Privacy and/or Security option(s) located in the Options, Tools, Internet Preferences section(s) or similar functions of the Internet browser you are using; however, when disabling them beware that such action may result in you not being able to obtain the full functionality that the Web Site may offer you. If you would like additional information about the cookies mentioned in this section, you can visit www.allaboutcookies.org/es .

8. Changes to the Privacy Notice.

GRUPO VEMO reserves the right to modify, alter, update or supplement its Privacy Notice derived from new legal requirements, our own needs for the products or services we offer, our practices, programs or privacy policies, changes in our business model or other causes.

By receiving this Privacy Notice and providing your Personal and/or Sensitive Data to GRUPO VEMO, you declare that you have read it, that you understand its scope and content, and that you give your express consent for the treatment of your Personal Data. By not expressing opposition in accordance with the mechanisms outlined in this Privacy Notice, it is understood that you express your full agreement with the terms and authorizations stipulated herein.

We are committed to keep you informed about the changes that this Privacy Notice may undergo, through the Website in the corresponding Privacy Notice section.