

**WE CAN
MAKE IT
HAPPEN.**



Teltronic

**Teltronic
Privacy Notice for MEXICO**



PRIVACY NOTICE

TELTRONIC S.A., RFC TEL150213R24, and TELTRONIC REDES DE TELECOMUNICACIÓN, S.A. de C.V., RFC TCO230427I80 (jointly, “TELTRONIC” or the “Controller”), with registered office at Calle Lago Zurich 245, 11529, Mexico City (Mexico), are responsible for the use and protection of your personal data in Mexico, in accordance with the Federal Law on Protection of Personal Data Held by Private Parties (LFPDPPP). This Notice is made available at the time of collection, in electronic or physical format as appropriate.

1. SCOPE AND COVERAGE OF THE NOTICE

This Notice applies to personal data that we may obtain in Mexico through:

- Website and online forms (contact, events, employment, downloads).
- Corporate email or telephone (enquiries, business relations and support).
- Events and trade fairs (registrations and accreditations).
- Technical support, warranties and maintenance (e.g., technical data necessary for service).
- Relationships with customers and suppliers (contacts, orders, invoicing).
- Recruitment / selection processes.
- Regulatory compliance and query management (where applicable).

When the information is obtained via a web form, in addition to this text, a short information clause will be displayed just before the form is submitted.

2. PERSONAL DATA COLLECTED

We only collect the data necessary for each purpose, such as:

- Identification and contact details: name, surname, company / position, telephone number and email address.
- Professional / employment details (HR): education, experience, references (if you allow them to be obtained), and immigration data only when required for the position.
- Customers / suppliers: contact details and, where applicable, billing information (tax address, tax identification number) and payment details if they are essential for providing the service.
- Support / warranty: technical data associated with the service (e.g., activity logs or operational data necessary to manage the incident).

- Events / accreditations: organisation, country and city.

TELTRONIC does not request sensitive data unless legally required or strictly necessary; if it is essential, you will be informed in advance and clearly.

3. PURPOSES OF THE PROCESSING

3.1. CUSTOMER SERVICE AND MANAGEMENT PURPOSES (SPECIFIC TO THE SERVICE OR RELATIONSHIP)

- To attend to and manage your request or relationship with TELTRONIC (commercial / technical queries, support, warranties and maintenance).
- To coordinate your participation in events and trade fairs (registration, accreditation and logistical communications).
- To manage contractual relationships with customers and suppliers (orders, invoicing, collections and clarifications, where applicable).
- Recruitment / selection processes (receipt and evaluation of CVs, interview schedule and communications regarding the process).
- Comply with applicable legal obligations in each case (e.g., accounting / tax and system security).

These purposes are specific to the service or relationship initiated by you and do not require any additional action on your part.

3.2. INFORMATIVE AND COMMERCIAL COMMUNICATIONS (OPTIONAL):

If you wish, you can voluntarily tick the box "I would like to receive information about TELTRONIC products, services and activities" so that we can send you informative / commercial communications, invitations to events and satisfaction surveys.

If you do not tick this box, you will not receive these communications and this will not affect the processing of your request. You can unsubscribe at any time using the mechanisms indicated in Rights.

4. COORDINATION WITH OTHER ENTITIES AND PROCESSING TASKS

In specific processes, coordination with TELTRONIC S.A.U. (Spain) or another collaborating entity may be necessary to manage your request (e.g., specialised technical support, event coordination or selection). In such cases, the necessary agreements will be implemented and, if there are international transfers from / to the EU, appropriate safeguards will be applied (e.g., Standard Contractual Clauses and international data transfer

agreements). **TELTRONIC** also uses service providers (processors) for IT, hosting, messaging, legal / accounting advice or HR functions, who act under contract, with documented instructions and security measures.

5. DATA TRANSFERS AND COMMUNICATION

Your personal data may be communicated or transferred, within and outside Mexico, exclusively for the following purposes:

- To provide and manage the services or activities with which you interact (including coordination with **TELTRONIC S.A.U.** (Spain) when required for management purposes: e.g., events, specialised support or selection).
- Support operations through service providers acting on behalf of **TELTRONIC** (IT, hosting, courier services, legal / accounting advice, HR).
- Comply with legal obligations or respond to requests from competent authorities.

When international transfers are involved, **TELTRONIC** will apply appropriate safeguards (e.g., Standard Contractual Clauses in the EU environment), maintaining security and minimisation controls. In the cases provided for by the LFPDPPP, transfers may be made without the owner's authorisation (e.g. when necessary to maintain or fulfil the legal relationship, or when mandated by the authorities); in other cases, prior authorisation will be requested.

TELTRONIC does not transfer your data to third parties for purposes unrelated to your relationship with us. Only strictly necessary information is shared, with security and confidentiality measures in place.

6. INFORMATION SECURITY

We implement administrative, technical, and physical measures to protect your personal data against damage, loss, alteration, destruction, unauthorised access, or unauthorised processing. The personnel and suppliers involved are subject to confidentiality obligations. If a security breach occurs that significantly affects your rights, **TELTRONIC** will notify you in a timely manner.

7. CONSERVATION

We will retain your data only for as long as necessary to fulfil the stated purposes and applicable legal obligations; thereafter, it will be blocked and deleted in accordance with the limitation periods.

8. RIGHTS OF DATA SUBJECTS (ARCO) AND OTHERS

You (or your representative) may exercise your rights of access, rectification, cancellation and opposition (ARCO) at any time, as well as request the cancellation of informational / commercial communications and limit the use or disclosure of your data.

Channels for exercising your rights:

- In writing, at the address indicated at the beginning; or
- Through the electronic means enabled by **TELTRONIC** on its official channels (e.g., protecciondedatos@teltronic.es).

In order to process your request, we may verify your identity by means proportionate to the risk. If, in exceptional cases, an identity document is required, please send it in black and white, with unnecessary details crossed out and a watermark stating “copy for the exercise of rights”. **TELTRONIC** may require additional information in order to respond to your request correctly.

Response times: we will respond regarding the admissibility of your request within 20 working days and, where applicable, we will implement your right within the following 15 working days; these periods may be extended by 10 working days for justified reasons, in accordance with applicable regulations. The exercise of your rights is free of charge, without prejudice to any shipping or reproduction costs that may be incurred.

To stop receiving informational / commercial communications, use the unsubscribe links included in each communication or request to be removed from our lists through the above channels.

9. MODIFICATIONS TO THE NOTICE

TELTRONIC may update this Notice to reflect regulatory changes or internal adjustments. Modifications will be published on the website and, where appropriate, communicated to you by the means indicated by **TELTRONIC**.

Last updated: 14 January 2026.

10. COMPETENT AUTHORITY

For questions or complaints related to personal data protection in the private sector, the competent authority is the Anti-Corruption and Good Governance Secretariat, in accordance with the LFPDPPP (2025). Data subjects may contact the Secretariat in accordance with the terms of the Law.



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