

Privacy Policy

In compliance with the provisions of the Federal Law on the Protection of Personal Data Held by Individuals (the "Personal Data Protection Law"), OPORSA, S.A. de C.V. with address at Prolongación Constituyentes Ote. No. 36 local 3 Colonia Villa del Marques del Águila, C. P. 76246. The Marques Queretaro. is responsible for the processing of your Personal Data provided, which you agree to treat in accordance with the principles established in article 6 of the Law on Protection of Personal Data and in accordance with the purposes established in this privacy notice ("Privacy Notice").

For the exercise of the rights granted to them by the Law on Protection of Personal Data, as well as to limit the use or disclosure of their personal data, the Holders (as defined in article 3 section XVII of the Law on Protection of Personal Data) may contact OPORSA by email addressed to: contacto@oporsabienesraices.com or written to Prolongación Constituyentes Ote. No. 36 establishment 3 Colonia Villa del Marqués del Águila, C. P. 76246. The Marques Queretaro.

1. OUR COMMITMENT TO PRIVACY.

The companies indicated in clause 12, their affiliated companies, subsidiaries or controllers of OPORSA, respect the privacy of any person who visits the website set forth in clause 12 (hereinafter, the "Website").

This Privacy Notice indicates the information that OPORSA may collect and the use it may give to that information. It also explains the security measures taken to protect your information, your ability to access your information, and who you can contact at OPORSA so that your questions regarding this Privacy Notice are answered.

2. COLLECTION AND USE OF YOUR INFORMATION.

2.1 This Privacy Notice contemplates the collection and use of personal information on or through the Website.

2.2 OPORSA will not collect through the Website any information about you that can personally identify you, such as, for example, your name, address, telephone number or email address (hereinafter referred to as the "Personal Information"), unless you provide it to us voluntarily. If you do not want us to collect your Personal Information, please refrain from providing it. However, you should be aware that, if you do not provide us with your Personal Information, you will not be able to access the services and information available through the Website.

2.3 The personal data, including Personal Information, that are collected through the Website may be used for the following purposes:

- Provide information via telephone, either by Whatsapp or sms message, or electronic, regarding the service or product contracted, or to be contracted.
- Carry out the transfer of personal data collected by OPORSA in favor of any third party, who will have the status of obligated third party as provided for by the Law on Protection of Personal Data, in accordance with the provisions of sections 3.3 and 7.4 of this Privacy Notice.
- Manage the sending of communications with notices, messages, news, invitation to events and meetings, either through printed, electronic, telephone and / or face-to-face media for advertising, promotional, commercial prospecting or marketing purposes, unless the will not to receive them is expressly expressed.
- Carry out market and consumer studies in order to offer personalized products and services, as well as advertising and content more appropriate to the needs.
- Protect, recognize or defend the rights and property of OPORSA, as well as its confidential information.
- Maintain the security of our website, our users and / or customers.
- Marketing, advertising or commercial prospecting purposes, either directly by OPORSA or any third-party ally or commercial collaborator, who will have the quality of obligated third party as provided for by the Law on Protection of Personal Data.

2.4 In the event that you provide us with Personal Information, we inform you that that Personal Information will be subject to automated processing and incorporated into the OPORSA database.

2.5 OPORSA will at no time collect sensitive information about you.

3. PERSONAL INFORMATION.

3.1 OPORSA collects personal data, including Personal Information online when, among other cases:

- You register to make use of any of the services available on the Website, including *Landing Pages*, hyperlinks or *Plug-ins* within the Website itself.
- You use the Website.
- You send us questions, inquiries or comments or contact the Website.
- You request information or materials.
- You provide in any way information to the Website (chats, forums, uploads, etc.).

3.2 The type of information collected may include name, type and document number, telephone number, email address and/or any other information that allows you to individualize it. In all cases where you provide your personal data, including Personal Information, and in accordance with applicable law, you represent that your personal data, including the Personal Information provided, is correct, true and current.

3.3 In cases where you provide us with your personal data, including Personal Information, you accept and give your free, express and informed consent for such Personal Information to be used for the purposes mentioned in this Privacy Notice and authorize it to be processed, stored, collected in the databases owned by OPORSA. In this regard, you

authorize your Personal Information to be shared with OPORSA's customers, as well as any ally or business partner. Likewise, you accept and give your free, express and informed consent with the terms of this Privacy Notice.

4. EMAIL.

4.1 OPORSA may send you emails in relation to the content of the Website, the services provided by OPORSA or about your account and in response to your questions, requests, inquiries or comments. OPORSA may also send you emails with information about products and services offered by OPORSA and/or commercially associated third parties that may be of interest to you, unless you expressly indicate that you do not wish to receive such emails through the processes implemented by OPORSA for this purpose.

4.2 You may request at any time the removal or blocking of your name from the database referred to in this Privacy Notice by following the procedure indicated therein.

4.3 Any email you receive from OPORSA will inform you how to opt out of sending future promotional emails. Likewise, you can change your preferences for receiving advertising emails from OPORSA through your account settings on the Website itself at any time.

5. OTHER INFORMATION - COOKIES.

When you enter the "Website" we may store some information on your computer in the form of a "Cookie" or similar file that may be useful to us in various ways. With most Internet browsers, you can delete Cookies from your computer's hard drive , block all Cookies, or receive an alert message before a Cookie is stored. Please refer to your browser's instructions to learn more about these features.

6. SHARING YOUR INFORMATION.

The Personal Information you provide will be reputed and treated as confidential. Without prejudice to the foregoing, OPORSA may share all or part of the Personal Information provided by you, including records of behavior and activity on the Website, to third parties who advertise or offer products or services on or through the Website, search interest parameters as well as your search history and preferences to companies of the OPORSA group (to know the companies of the OPORSA group, see www.oporsabienesraices.com, as well as allies and collaborators and advertisers of the Website, financial institutions and insurance companies of first line and recognized trajectory in order to provide you with offers, advertisements and information that conform to the greatest extent possible to your expectations and preferences. OPORSA may also transfer your personal data in the cases specifically provided for in the Law.

7. PROTECTING YOUR PERSONAL INFORMATION.

7.1 To prevent unauthorized access, maintain data accuracy and ensure the correct use of your Personal Information, OPORSA has put into use certain physical, electronic, administrative and security procedures to safeguard and secure the Personal Information we collect online. We safeguard Personal Information in accordance with established security standards and procedures and continually evaluate new technology to protect that information. OPORSA guarantees that the internal processes of the databases comply with the legal obligations of security and confidentiality imposed by the laws of each country regarding privacy and protection of personal data.

7.2 Notwithstanding the foregoing, you acknowledge that the existing technical means providing security are not impregnable and that even if all reasonable security precautions are taken, it is possible to suffer manipulation, destruction and/or loss of information. If these cases arise, OPORSA will proceed according to the laws of each country in terms of privacy and data protection require it.

7.3 OPORSA employees are trained to understand and comply with these principles regarding personal data protection and information security. Likewise, OPORSA employees assume strict confidentiality commitments regarding the Personal Information they process in the exercise of their functions.

7.4 You consent, acknowledge and agree that your personal information may be stored in OPORSA's jurisdiction or that it may be transferred, stored and processed outside of your country of residence.

8. MINORS.

8.1 OPORSA has no intention of collecting Personal Information from minors. Where applicable, OPORSA will specifically instruct minors not to provide such Personal Information on our Website and/or take reasonable steps to obtain the consent of the parent, guardian or legal representative for the delivery of that Personal Information.

8.2 We inform you that in your capacity as a parent, legal guardian or representative you will be responsible for your minor children or under your guardianship accessing the Website, so we strongly recommend taking the appropriate precautions while browsing the Website. To this end, we inform you that some browsers allow you to configure so that children cannot access certain pages.

9. EXTERNAL LINKS.

The Website may contain links to and from other Internet sites. OPORSA is not responsible for the privacy practices or the processing of personal data on those sites. OPORSA recommends that you consult the privacy practices of such Internet sites prior to use.

10. USER RIGHTS.

10.1 If you have provided Personal Information through the services available on the Website, you may access, review, modify, delete and update your Personal Information at any time you wish.

10.2 If you wish to access your Personal Information or if such Personal Information is incorrect, outdated and/or deleted, please send your request by email in accordance with the rules implemented in your country as detailed in clause 12 with the subject line "Inform", "Rectify", "Delete" and/or "Update" and/or any other as applicable, together with the object of your request. That application shall contain at least the following information:

- name and address, in order to respond to your request within the deadlines established in the applicable law;
- copy of your identity document, passport or any other document that proves your identity or accredits the personality of your legal representative, and in case the request is made through the legal representative, accompany the document that accredits your powers as a representative;
- clear and precise description of the personal data on which you seek to exercise any of the aforementioned rights of access, rectification, opposition, cancellation or revocation, as well as the clear and precise description of your request;
- date and signature of the applicant; and
- any other element or document that facilitates the location of such personal data.

10.3 Likewise, if you subscribe to any of the services or communications offered by OPORSA, you may unsubscribe at any time by following the instructions included in each communication.

10.4 OPORSA will cooperate with the authorities of each country when they formally require any information related to our databases.

11. CHANGES TO THIS PRIVACY NOTICE.

OPORSA reserves the right to modify this Privacy Notice periodically, in which case the updated Privacy Notice will be published on this website, being the obligation of users to regularly review this section in order to be informed of any changes that may have occurred. In any case, OPORSA will send a communication to your registered email account or for the purpose of informing you about the change in the Privacy Notice.

12. LOCATION.

12.1 FOR USERS IN MEXICO.

12.1.1 OPORSA S. A. DE C. V. with address in Prolongación Constituyentes Ote. Num. 36 local 3 Colonia Villa del Marques del Águila, C. P. 76246 El Marques Querétaro. The Website is www.oporsabienesraices.com This Privacy Notice is governed by the laws of the United Mexican States.

12.1.2 Your Personal Information will be used to: (i) maintain the legal relationship between OPORSA and the owner of said Personal Information, (ii) have contact details for

requirements of OPORSA's work or for emergency situations, and (iii) provide access, information and services through the Website.

12.1.3 Personal Information collected through the Website may be transferred for the purposes described above to our subsidiaries, associated entities, collaborators, allies and service providers, whether in national territory or other countries. These countries may not have the same data protection regulations as those that exist in Mexico. When we transfer your Personal Information to other countries, we will protect it in the manner described herein.

12.1.4 You have the right to access the Personal Information we hold and the details of its processing, as well as to rectify them if they are inaccurate or incomplete, to cancel them or to object or limit their processing for specific purposes. To exercise the rights of access, rectification, cancellation or opposition, you must comply with the requirements of article 29 of the Law on Protection of Personal Data, for which you must submit a duly signed written request to OPORSA, and you must identify yourself to the satisfaction of OPORSA, by means of an official document. OPORSA will respond to each request within a maximum period of 30 (thirty) business days (or the corresponding period in accordance with the applicable legislation in force on the date of the request), from the receipt of the request that complies with the requirements of article 29 of the Law on Protection of Personal Data and that the aforementioned request and identification is presented in the terms indicated.

12.1.5 The contact in Mexico to exercise the rights of access, rectification, cancellation or opposition of Personal Information is: contacto@oporsabienesraices.com

13. CONTACT.

If you have questions about your privacy when using the Website, please contact us at the following emails:

Mexico: contacto@oporsabienesraices.com This Privacy Notice was last updated on June 8, 2022.