



PRIVACY POLICY

SPP Global, A.C. – owner and administrator of the www.spp.coop website with registered office at Calzada Acoxa 524, Coapa, Prados Coapa 2da Sección, Alcaldía Tlalpan, C.P. 14357, Mexico City – is responsible for using and protecting your personal information. In this regard, we would like to inform you of the following:

How do we use your personal information?

The personal data we collect from you is necessary for the service you request and will be used for the following purposes:

- Provide and inform about new services and products, as required
- Respond to your information, support and service requests
- Create, study, analyze, update and store customer files
- Filing and record keeping for future customer requests
- Financial management, invoicing and collection
- Comply with the obligations and commitments we have legally established with you
- Evaluate service quality

Additionally, we will use your personal information for the following secondary purposes that are not necessary for the service requested, but aim to make it easier for us to provide a better service:

- Sending promotional information
- Upcoming event notification
- Conducting satisfaction surveys

If you don't want your personal data to be used for these secondary purposes, be sure to let us know by email: info@spp.coop

What personal data do we collect?

To carry out the purposes described in this privacy notice, we will use the following personal information:



- Name
- Nationality
- Workplace
- Landline number
- Mobile Phone
- Email
- Position or title
- Work Address
- Institutional e-mail
- Other contact information

How to access, modify, delete, or challenge the data collected?

You have the right to find out what personal information we have collected from you, why we use this information, and the conditions governing their use (Access). Also, it is your right to: request the correction of your personal information if it is outdated, inaccurate or incomplete (modify); that we remove it from our records or databases if you deem it is not being used properly (delete); as well as opt out of the use of your personal data for specific purposes (challenge). These rights are known as ARCO rights in Mexican law.

To enforce ARCO rights, be sure to submit a request via either:

- Email: info@spp.coop
- Contact form featured in our website spp.coop: http://spp.coop/?page_id=70
- WhatsApp: +52 (55) 6375 5572
- Shipping service: Calzada Acoxa 524, Coapa, Prados Coapa 2da Sección, Alcaldía Tlalpan, C.P. 14357, Mexico City, CDMX

How can you revoke your consent for the use of your personal data?



In circumstances where consent has been used to process data, you have the right to withdraw your consent at any time. Please note however that your withdrawal request may not be effective immediately due to legal grounds, i.e. if we're requested to continue processing/storing your personal information by law.

To withdraw your consent, you must submit your request through the aforementioned means.

How can you restrict the use or disclosure of your personal information?

To restrict the use and disclosure of your personal information, please:

- Register with the Mexican Public Registry to Avoid Advertisements, which is administered by the Mexican Federal Consumer Protection Agency (PROFECO), to prevent your personal information from being used by companies offering goods or services to send you advertising or promotional materials. For more information about this procedure, refer to the PROFECO website.

Privacy Policy Updates

This privacy notice may undergo modifications, changes or updates as a result of new legal requirements; our own needs regarding the products or services we offer; our privacy practices; changes in our business model, or other unforeseen grounds.

We undertake to keep you informed about any updates via our website: www.spp.coop