

Privacy Notices

For Business Customers.

(INDIVIDUALS CONDUCTING A BUSINESS)

MAXCOM TELECOMUNICACIONES, S.A.B. de C.V. (hereinafter Maxcom), whose address is Guillermo Gonzalez Camarena No. 2000, Santa Fe Centro Ciudad, Alvaro Obregón, Mexico City, is responsible for handling and protecting your personal data, so we wish to advise you the following:

What will we use your personal data for?

We will use your personal data:

Main purposes.

- To draft an agreement that establishes the rights and obligations of the Customer and Maxcom.
- To ascertain your credit behavior.
- To deal with customers and support services provided.
- To charge for collection of services rendered, if necessary.

Secondary purposes.

- To send informative notices and advertising, publicize our products and services and send our customers congratulations on special occasions.
- To mention that you are one of our customers.
- To send information to government departments and regulatory authorities.

What information will we compile from you?

We will compile the following personal data:

Customers:

- Full name of customer.
- Official ID.
- Tax address.
- Business address.
- Tax number.
- Credit circle authorization letter.
- Fixed telephone and/or cellphone number.
- E-mail address.
- Original signature.

Bank card holders:

- Full name.
- Telephone number.
- Official ID (voter's identity card or passport).
- Tax number.

What sensitive personal data will we gather?

The combination of the following personal data is considered as sensitive:

- Card number + security code + expiry date of card + name of cardholder.

With whom will we share your personal data and what for?

Your personal data may be shared with the following institutions, authorities, organizations or companies for the purposes stated:

- Subsidiaries of MAXCOM TELECOMUNICACIONES, S.A.B. de C.V.
- Auditors and legal firms, to assist Maxcom.
- Providers that install, maintain and disconnect the services we provide, to assist us in providing these services.
- Out-of-court collection firms, to assist the collection process.

To which third parties will we send your personal data?

- To government offices, to meet our tax and legal obligations.
- To courts in Mexico, to comply with court notices, orders and writs.

The consent of owners is not required to transfer their personal data to third parties, in accordance with Article 37, Sub-sections I and V, of the Federal Personal Data in the Possession of Individuals Act.

How can you access, rectify or cancel your personal data or object to them being handled, or cancel your consent?

You are entitled to know which of your personal data we are handling, what we are using them for and the conditions under which we use them (**access**). You may also ask for your personal data to be corrected if they are out of date, inaccurate or incomplete (**rectification**), and for us to delete your data from our records or databases when you feel that they are not being used correctly (**cancelation**). You may also use object to your data being used for unnecessary purposes or if they have not been used to establish the legal relationship with Maxcom (**opposition**). These rights are known as **ARCO** rights

You may cancel the consent you have given us for handling your personal data, at any time, for any or all of the purposes you have agreed to in our privacy notice. Please bear in mind, however, that we will not always be able to accede to your request or cancel your consent straightaway, as we may be legally bound to continue handling your personal data. It is also possible that if you decide to cancel your consent for a certain purpose, we may no longer be able to continue you providing you our services.

You may exercise any of your ARCO rights and/or cancel your consent using the “Request to cancel ARCO rights and/or cancellation” form that you may find on our web site at www.maxcom.com.mx, which you must complete and send to Privacidad_Confidencialidad@maxcom.com, where we will process your request or give you advice; you may also contact your post-sales representative, who will give you the advice you need. Maxcom’s information security committee, which is responsible for protecting your personal data, will process your request.

Link to download the ARCO rights and cancellation form.

How are your personal data sent?

- In electronic files, by e-mail.

What options or means does Maxcom provide owners of personal data to restrict the use or disclosure of their personal data?

- The Public Registry of Consumers on the web page of the Federal Consumer Protection Agency at <https://repep.profeco.gob.mx>
- By exercising the right of opposition, when the owner of personal data will be included on Maxcom’s exclusion lists.

How can I find out if any changes have been made to the privacy notice?

This privacy notice is subject to change from time to time in view of new legal requirements and our own business needs. You may consult these changes on our web site at <http://www.maxcom.com.mx/index.php?p=avisoprivacidad>

I declare and guarantee that I am acquainted with and understand this privacy notice, and the extent hereof, as it has been explained to me thoroughly, and I confirm that I agree to the content hereof by appending my fingerprint, name and signature.

In witness whereof, the signer of this document declares and acknowledges that signed this document in English version, provided, however, that in the event of controversy the Spanish version that is in this site <https://www.maxcom.com.mx/?p=avisoprivaciadadclientecomercial>, shall prevail for all the corresponding legal purposes.

Name and signature of owner.

Last updated on: 04/11/2017