



# FENO RESINAS

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## COMPREHENSIVE PRIVACY NOTICE CLIENTS AND VENDORS

### 01 IDENTITY AND DOMICILE OF RESPONSIBLE PARTY

Information of our clients and vendors is managed in **FENO RESINAS S.A. DE C.V.** (hereinafter referred to as “**FENO RESINAS**”) as strictly confidential and it is as important as your security; therefore, we permanently strive to protect it and manage it always according to the provisions of the Federal Law of Protection to Personal Data held by Third Parties, its Regulation, Guidelines and other rules and standards and applicable laws; therefore, we want to make sure that our users and vendors are aware of the actions we adopt by means of our Specialized Unit of Customer Service, responsible for safeguarding, privacy, integrity, management and protection of your Personal Data.

Domicile of the Responsible Unit is located at **Prolongación San Antonio No. 36, Col San Pedro de los Pinos. C.P. 01180, CDMX**, business hours Monday through Thursday from 9:00 am to 6:00 pm, and Fridays from 9:00 am to 3:00 pm; or else, at the following e-mail address: **info@fenoresinas.com.mx**.

### 02 PERSONAL DATA COLLECTED BY FENO RESINAS

It is the ID personal data personally or directly provided by You by means of on-line public forum. Personal data collected by **FENO RESINAS** for ID, contact and tax purposes and formalities before authorities as applicable according to the legislation in force, is name, domicile, e-mail address, telephone numbers (local and/or mobile), Tax ID, Tax Situation Certificate, tax domicile and other contact data and financial data for payment or for reception of payments, such as bank account, CLABE, bank card number, expiration date and, as applicable security code (CVV), SWIFT and any other data necessary both for production and issuance of payments to our vendors and for the reception thereof by our clients, including documentation to evidence the corresponding legal capacity, such as public instruments, Articles of Incorporation and powers-of-attorney.

**FENO RESINAS** does not collect or manage sensitive personal data.

### 03 PRIMARY PURPOSES

**FENO RESINAS** will manage your personal data to execute one or all the activities necessary to comply with the obligations resulting from the contractual and/or commercial relation from the rendering of services by **FENO RESINAS** or else, as from which it receives goods or services from its vendors, including as an enumeration but not as a limitation:



## COMPREHENSIVE PRIVACY NOTICE CLIENTS AND VENDORS

### In case of Clients:

1. Provide it with a service or sale of a product.
2. Quote products and services, receive and process purchase and/or supply orders.
3. Schedule and organize logistics and all aspects related to the service or product subject matter of sale.
4. Make orders and execute all activities related to the supply and delivery of the products and services commercialized by **FENO RESINAS**.
5. Prepare its file.
6. Billing and collection, including issuance of invoices and submission thereof.
7. In general, comply with the terms and conditions applicable to the contractual and/or commercial relation existing between **FENO RESINAS** and its clients.

### In case of Vendors:

1. Registry of vendor from which certain goods or services will be obtained.
2. Issuance of purchase and/or supply orders and to receive service and/or products quotations.
3. Schedule and organize logistics and all aspects related to the service or goods provided or supplied by such vendor.
4. Make orders and execute all activities related to the supply and delivery of products and services to **FENO RESINAS**.
5. Prepare its file.
6. Schedule of payments and make payments, including issuance and submission of the corresponding payment receipt.
7. Audits of goods and services provided to **FENO RESINAS**.
8. In general, comply with the terms and conditions applicable to the contractual and/or commercial relation existing between **FENO RESINAS** and its vendors.

## 04 SECONDARY PURPOSES

**FENO RESINAS** may manage your personal data to execute one or all the following secondary purposes that do not necessarily result from the contracting of products and/or services stated as primary purpose, provided such secondary purposes consist of:

1. Executing marketing and general promotion activities.
2. Executing statistical analysis and quality studies.
3. Keeping records updated to respond your consultations, invite you to events inform you about our promotions, launchings, new products and services and keep general communication with you and to monitor our commercial relation.
4. Keeping the record of clients and public in general purchasing the products that **FENO RESINAS** produces and commercializes.



# FENO RESINAS

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## COMPREHENSIVE PRIVACY NOTICE CLIENTS AND VENDORS

5. Bringing legal proceedings if applicable.
6. Promotion and explanation of products produced and commercialized by **FENO RESINAS** among the public in general.
7. Any other activity to promote, keep, improve and evaluate the Services or products offered by **FENO RESINAS**.
8. Any other activity to evaluate the services or goods provided to **FENO RESINAS**.

### 05 TRANSFER OF PERSONAL DATA

Upon providing your personal data, you accept its management in the territory of the United Mexican States and you understand that it may be directly or indirectly managed by **FENO RESINAS**, its subsidiaries, affiliates or related companies, other service providers with which **FENO RESINAS** has a legal or commercial relation and/or by any other individual or company, including government authorities and agencies directly or indirectly intervening in the products or services that **FENO RESINAS** offers and commercializes and in the operation thereof, provided that the above-mentioned third parties to which **FENO RESINAS** needs to transfer your personal data, as applicable will assume the same obligations than **FENO RESINAS** regarding management and protection and they will duly comply with the provisions of the Federal Law of Protection to Personal Data held by Third Parties, its Regulation, Guidelines and other rules and regulations.

In turn, it is worth highlighting that the bank, financial or patrimony data collected, as applicable, for the performance of the primary purposes related to clients and/or vendors is used to make payments to vendors of **FENO RESINAS** for the goods or services provided to them and to receive payments from clients as payment for the products and/or services commercialized by **FENO RESINAS**; this data is transferred only and exclusively to the corresponding bank to make such charge and it will not be transmitted under any circumstance to third parties as stated in the above-stated paragraph.

It is worth mentioning that the shipping (logistics), commercial and billing departments of **FENO RESINAS** are the departments that more directly use the data of Clients because they keep contact with Client for the reception or delivery of the product to the terminals, they exchange information of client, as part of this communication, they exchange information of client: importation permit, invoices, data of client of our client, consignment instructions, carrier information, among others; while the purchase department keeps contact with vendors from which it requests quotations for the different requirements of the plants.



# FENO RESINAS

## COMPREHENSIVE PRIVACY NOTICE CLIENTS AND VENDORS

### 06 REQUEST OF ACCESS, RECTIFICATION, CANCELLATION OR OPPOSITION OF PERSONAL DATA AND REVOCATION OF AUTHORIZATION (ARCO RIGHTS REQUEST).

All your personal data is managed according to the applicable legislation in force in the country; that is why, please note that you or your legal representative have at all times the right to access, rectify, cancel or oppose to the management of your personal data by us ("ARCO" RIGHTS) and to revoke the authorization granted for the management thereof; this right may be asserted with the Specialized Unit of Customer Service which data is shown at the beginning of this notice or by sending a request by e-mail to the following e-mail address: [info@fenoresinas.com.mx](mailto:info@fenoresinas.com.mx).

For the Specialized Unit of Customer Service of FENO RESINAS may proceed your request, you or your legal representative must correctly evidence your/its identity with the corresponding documents for each specific case; otherwise, FENO RESINAS will not be bound to formalize your request because it is the purpose of FENO RESINAS to protect your personal data at all times.

Request must be submitted in a simple brief in writing in which you will: (i) exactly describe the ARCO rights you intend to assert; (ii) indicate the personal data on which you intend to assert the ARCO rights; (iii) provide any element or document facilitating the location of your personal data; (iv) correctly evidence your identity as owner of the rights, or as applicable, provide the corresponding representation documents; and (v) provide address and e-mail address to receive the answer to your request.

The Specialized Unit of Customer Service of FENO RESINAS will notify the resolution to the e-mail you provided to us in a maximum term of twenty (20) business days as from the date on which the request was received so that, if admissible, you may assert it during the following (15) business days to the date on which the response is notified. Response will be notified by e-mail to the e-mail address you provided us upon filing your request.

There is a possibility that once your request is accepted, we may not immediately finish using your data due to the compliance of a legal obligation of FENO RESINAS. Likewise, you should consider that, in certain cases, revocation of your authorization would imply that we may not continue rendering the service or delivering the product you requested from us or the termination of your relation with us, as applicable.

FENO RESINAS has adopted and keeps the necessary security, administrative, technical and physical actions available to it to protect your personal data against damage, loss, alteration, disclosure, destruction or use, access or management of your personal data by unauthorized third parties and to execute the corresponding actions as a result from the assertion of the "ARCO" rights.



# FENO RESINAS

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## COMPREHENSIVE PRIVACY NOTICE CLIENTS AND VENDORS

If despite you have previously contacted the Specialized Unit of Customer Service to make an **ARCO** rights request you do not get a response or the response is not satisfactory to you, You or your legal representative may file a complaint or denounce with the National Institute of Transparency, Access to Information and Personal Data Protection (INAI, for its initials in Spanish); for further information, please visit the its official web site: <https://home.inai.org.mx/>

### 07 MODIFICATIONS TO THE PRIVACY NOTICE

This privacy notice may be modified from-time-to-time by FENO RESINAS, due to different reasons, among which the following are as an enumeration but not as a limitation: compliance with new legislations, due to internal policies or new requirements for the rendering or offering of our services and for the reception of goods or services from our vendors.

Such modifications will be timely informed in our web page <http://www.fenoresinas.com.mx> / or in any other oral, printed or electronic means that FENO RESINAS indicates for such purpose.

### 08 USE OF COOKIES, WEB BEACONS OR ANY OTHER SIMILAR OR ANALOGUE TECHNOLOGY

Please note that cookies are not used in the platform of FENO RESINAS, because it is an exclusively informative web site for our clients and vendors.