

PRIVACY NOTICE CUSTOMERS

In accordance with the provisions set forth by the **Federal Law on the Protection of Personal Data held by Private Individuals** hereinafter referred to as "the Law", the following Privacy Notice is issued under the following terms:

- **RESPONSIBLE FOR PERSONAL DATA**

For the purposes of this Privacy Notice **NEUROIngenia®**, (hereinafter the "**Controller**") with business address at Eugenio Sue # 355, Consultorio 104, Colonia Polanco, C.P. 11560, México, D.F., is the party responsible for the collection, disclosure, storing, use, management and/or disposal of personal and sensitive data collected from its Patients (hereinafter referred to as "**Owners**").

- **PERSONAL DATA COLLECTED**

Personal data collected from the Owners by the Controller include without limitation the following: Name, Place and Date of Birth, Age, Address, E-mail, Phone Number, Mobile Number, Nationality, Work Information, Marital Status and Academic Information.

Your personal data are collected through the following means: personally, through e-mail, by phone, registration form or through questionnaires filled by physicians, relatives or teachers with a relationship with the Owner.

- **SENSITIVE DATA COLLECTED**

The Controller is a center of neuropsychology and clinical psychology offering high level services through innovative strategies based on scientific foundations acquired through research on psychiatry and neurosciences, for all that, for the provision of services it is necessary to collect from the Owners the following sensitive data: Medical Information, Religious, Ideological, Philosophical or Moral Beliefs; Ethnical or Racial Origin; Sexual Orientation; Political Ideologies; Genetic Information; Physical Features and Clinical History.

Likewise, the Controller collects sensitive data from the Owner through the conduction of different psychological tests, such as: Personality Disorders Scales (PD); Psychiatric Diseases; Academic Tests; Cognitive Tests; Results of Diagnostic Assessment and Therapeutic Support Videos.

- **PURPOSE OF PERSONAL AND SENSITIVE DATA MANAGEMENT**

The data we collect have the purpose of: (i) contacting our customers to program, modify and/or cancel their visits (ii) sending innovative articles and for updating related to neuropsychology and clinical psychology, (iii) contacting our customers with the aim of conducting quality assessment surveys about the service (iv)

conducting research studies on mood disorders, addictions, diagnosis of attention disorders, behavior and learning, for personnel training purposes, creation of job profiles, psychological support, performance organization for employees, psychological therapy, assessment and neuropsychological and neuropsychiatric treatment, thanatological support and psychoeducation (v) due payment follow-up derived from the service provision mentioned in the previous point.

Likewise, personal and sensitive data collected may be managed for the Controller to be able to comply with legal requirements of competent authorities.

- **EXCEPTIONS**

It is worth mentioning that according to the Law, there are some situations in which your consent is not necessary to manage your personal and sensitive data, and because of this, the absence of it or your refusal, as the case may be, does not and will not impede the Controller to manage them (your personal data) under the terms of the Law and other applicable regulations.

- **OPTIONS AND MEANS THE CONTROLLER OFFERS TO OWNERS TO LIMIT THE USE OR DISCLOSURE OF PERSONAL DATA**

Personal data from Owners, will be managed under the most stringent confidentiality, observing administrative, physical and technical security measures the Controller could implement in its internal security policies or procedures thus avoiding the potential illegal data disclosure and limiting data usage to what is established in this Privacy Notice.

- **MEANS TO EXERCISE OWNER'S RIGHTS**

At any time, you as a legal representative or duly licensed guardian, may exercise the rights of Access and Rectification whenever you consider they are erroneous or inaccurate, Cancellation in case you consider the data are not correctly managed, and Opposition in case you do not want your data to be managed for specific purposes. The exercise of any of these rights does not impede the exercise of any other, and none of them is a condition for the others.

To exercise your ARCO rights, you should file your request by writing at our business address located in Eugenio Sue # 355, Consultorio 104, Colonia Polanco, C.P. 11560, México, D.F., or e-mail it to our personal data department to datospersonales@neuroingenia.com, addressed to the personal data protection department headed by Regina Ojeda Sánchez Hidalgo and/or Erika Proal Fernández. The request should include the following data: (i) Owner's name, (ii) address and e-mail to notify him/her about the answer to the request, (iii) a clear and accurate description of the data over which you are trying to exercise the corresponding right, (iv) the purpose of the request, (v) any element that eases the tracking of data, a copy of an official ID should be

attached also, and the document through which the legal representation is validated, when applicable.

The response term to the request will be of 20 working days from the day in which the corresponding request for access, rectification, cancellation and opposition was received. The response will be communicated within the above-mentioned term to the e-mail address given in your request or through a letter sent to the physical address given in the request. Once the notification is received, you will have a term of 15 working days to put it into effect in case of being admissible.

At any moment you will be able to withdraw your consent given to us for the management of your personal and sensitive data, so that we stop using them. For this purpose, you should file a request under the terms mentioned for the exercise of ARCO rights. The procedure to follow will be the same used for the exercise of ARCO rights. In case your request is accepted, **NEUROingenia®** will not use your data anymore.

- **DATA TRANSFER**

1. Your personal and sensitive data, as well as psychological, neurological and medical reports, assessments and results given by the Controller, derived from the provision of service, may be transferred to (i) the Parents or the person exercising Parental Rights and/or Custodial parent (in case the Owner is a minor) for the duly follow up of therapies and care of the minor, (ii) specialized physicians that support the Controller in the emission of second opinions on the particular case of the Owner and on behalf of him/her, (iii) the relatives responsible for the Owner for the appropriate follow up of therapies and care of him/her (iv) to third parties such as Administrative or Legal Authorities that require it by writing and in the legal forms given in the Mexican Law, with the sole purpose of safeguard the physical and mental integrity of the Owner.

I agree with the transfer.

I do not agree with the transfer.

It is important to inform you that any third party, related to any transfer done by **NEUROingenia®**, receiving your personal data will have the same obligations and responsibilities that we have as Controller of your data, and that this Privacy Notice will be communicated to such third party.

In case it is necessary to transfer the personal and sensitive data of the Owner minor to the school he/she attends, one of the Parents should authorize in writing **NEUROingenia®** to transfer such data, otherwise, **NEUROingenia®** will not be able to transfer such data.

Just in the case the physical or mental integrity of the Owner or the person responsible for him/her is threatened, **NEUROingenia®** will be empowered and authorized to disclose totally or partially the personal and/or sensitive data of the Owner or person responsible for the Owner minor, in order to safeguard the physical or mental integrity of them.

- **CHANGES TO PRIVACY NOTICE**

Any modification to this Privacy Notice will be informed through the following means:

1. Through e-mail personally sent by us.
2. Through announcements visible in the Controller's operational area.

Likewise, it is informed through the Owners, that the Privacy Notice may be modified at any moment with the purpose of complying to legal innovations, as well as the modification of internal policies of **NEUROingenia®**.

If the purposes for which your personal and sensitive data is managed are modified, your express or implied consent will be requested again for that particular case, if necessary.

- **OWNER'S CONSENT**

The Owner expresses that (i) this Notice has been informed by the Controller and (ii) he/she has read, understood and agreed the terms expresses through this Notice, therefore, he/she gives consent for the management of personal and sensitive data, signing in accordance with this Privacy Notice using the following data:

Owner

Name and signature

Owner's contact data for the purposes of this Notice are:

Address:

Phone number:

E-mail: