

Privacy Notice

Integrated Privacy Notice

The protection of personal data is a principle that safeguards the privacy of individuals so that their data is handled with responsibility, protection and respect for human rights.

This right is embodied in article six, paragraph two of the Mexican Constitution, which provides greater guarantees for citizens in the handling of their personal data.

The decision of whether to share personal information is up to each of the owners, so that the authority or the corresponding instance has the obligation to respect that decision.

The reasons are the mishandling of personal data, besides constituting a violation of human rights, can give way to unnecessary risks that would violate the security of individuals or could lead to discriminatory acts based on age, gender, way of thinking, religion, among other elements.

In such a way that the protection of personal data implies a high value information. Therefore, **Holdings Holanda Services B.V. (HHS)** becomes a guarantor of their respect, as well as the right of each one of their privacy.

Identity and address of the person responsible for the protection of your personal information.

HHS, with address at Av. Marina Nacional No. 329, Torre Ejecutiva 20th floor, Colonia Veronica Anzures, Alcaldia Miguel Hidalgo, Mexico City, C.P. 11300, is responsible for the use and protection of your personal data and in this regard, we inform you of the following:

For what purposes will we use your personal data?

Personal data that we collect from you will be used for the following purposes that are necessary for the service you request:

- Identification
- Statistical
- Finance analysis
- Preparation of contracts for acquisitions, leases or services rendered.

In addition, we will use your personal information for the following purposes that are not necessary for the requested service, but that allow and facilitate us to provide you with better service:

- Obtaining credit insurance for customers.
- Obtaining lines of credit for subsidiaries of Petroleos Mexicanos.
- Attention to audits carried out by the auditing agencies to the company.

In case you do not want your personal data to be processed for these additional purposes, you can

inform us of this by sending a request to the following e-mail address datospersonales@pmicim.com
Your request must contain the information indicated in the section: *How can you revoke your consent to the use of your personal data?*

The refusal to use your personal data for these purposes shall not be a reason for us to deny you the services and products you request or contract with us.

What personal data will we use and where will we get it from?

For the purposes outlined in this privacy notice, we may collect your personal information in several ways: when you provide it to us directly; when you visit our website; and when we obtain information from other sources that are permitted by law.

Personal data we collect directly:

We collect your personal information directly from you when you provide it to us yourself by various means, such as when you provide us with information as part of the recruitment process, or in order for us to provide you or you provide us with a service.

The data that we will obtain by this means may be, among others:

- Name, address, telephone, age, Federal Taxpayer Number (R.F.C.), Population Registration Number (CURP), bank account number.

Request for counterpart information.

- Name, position, address, telephone number and corporate e-mail address of the principal officers of the company.
- Major shareholders of the company.
- Codes of Ethics and Conduct
- Copy of the Articles of Incorporation and Bylaws (including information on individuals).
- Family or business relationship of shareholders or employees of the company with personnel of any of the companies of PMI group.
- Financial statements (including information on individuals) name of auditor, officers and shareholders of the company, etc.
- If applicable, financial statements of the corporation to which it belongs.
- Annual report of the company.
- Partial financial statements.

Bank and business references.

- Banking (bank, address, contact name, telephone and corporate e-mail).
- Business (company, address, contact name, telephone, corporate email, business relationship and annual amount of transactions).

Personal data we collect from other sources:

We may obtain information about you from other sources permitted by law, such as telephone or

employment directories. The information we obtain from these sources may include, but is not limited to:

- The data of natural persons included in the request for information of counterparties, collected through Information Services with third parties.

With whom do we share your personal information and for what purposes?

Your personal data may be transferred and processed inside and outside the country, by persons other than this company. In this sense, your information may be shared with:

- Credit insurers.
- Financial institutions.
- Supervisory bodies.
- For the following purposes:
 - Obtaining credit insurance for customers.
 - Obtaining credit lines for PMI group.
 - Attention to audits carried out by the auditing agencies to the company.
- We undertake not to transfer your personal information to third parties without your consent, except for the exceptions provided in Article 37 of the Federal Law on Protection of Personal Data Held by Private Parties, as well as to carry out this transfer in the terms set forth in that law.

“Article 37.- National or international transfers of data may be carried out without the consent of the data owner in the following cases:

- I. When the transfer is provided for in a Law or Treaty to which Mexico is a party;*
- II. When the transfer is made to controlling companies, subsidiaries or affiliates under the common control of the responsible party, or to a parent company or to any company of the same group of the responsible party that operates under the same internal processes and policies;*
- III. When the transfer is necessary by virtue of a contract entered or to be entered into in the interest of the owner, by the data controller and a third party;*
- IV. When the transfer is necessary or legally required for the safeguarding of a public interest, or for the procurement or administration of justice;*
- V. When the transfer is necessary for the recognition, exercise or defense of a right in a legal proceeding, and*
- VI. When the transfer is necessary for the maintenance or fulfillment of a legal relationship between the data controller and the holder.”*

If you do not express your opposition to the transfer of your personal data, it will be understood that you have given your consent to do so.

In case you do not want your personal data to be transferred, from this moment you can communicate this to us by sending a request through the following e-mail address datospersonales@pmicim.com
Your request must contain the information indicated in the next section:

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

At any time, you may revoke the consent you have given us for the processing of your personal data, so that we stop using them. Provided that it is not prevented by a legal provision. To do so, it is necessary that you submit your request to the following e-mail address: datospersonales@pmicim.com, accompanied by the following information:

- I. Name of the owner and e-mail, address or other means to communicate the response to your request.
- II. Documents proving the identity or the representation of the holder.
- III. The clear and precise description of the personal data with respect to which the right is sought to be exercised.

We will respond to you within 35 business days from the date we receive your request.

How to access or rectify your personal data or cancel or oppose its use?

You have the right to access your personal data in our possession and the details of their treatment, as well as to rectify them in case they are inaccurate or incomplete; cancel them when you consider that they are not required for any of the purposes stated in this privacy notice, are being used for purposes not consented or have finished the treatment of them for specific purposes.

The mechanisms that have been implemented for the exercise of these rights are through the presentation of the respective request at the following e-mail address: datospersonales@pmicim.com

Your application must contain the following information:

- I. Name of the owner and e-mail, address or other means to communicate the response to your request.
- II. Documents proving the identity or the representation of the holder.
- III. The clear and precise description of the personal data with respect to which the exercise of any of the rights is sought.

Any other element or document that facilitates the location of personal data. In case of requests for rectification of personal data, the holder must indicate the modifications to be made and provide the documentation supporting his request.

The deadlines for responding to your request are as follows:

Within a maximum period of 20 business days from the date we receive your request, we will inform you of the decision taken, and the effect that, if it is appropriate, it will be made effective within 15 business days from the date on which the response is communicated. In the case of personal data, the delivery will be made upon accreditation of the identity of the applicant or legal representative, as appropriate. We will respond to your request and will inform you about the origin of the same through the e-mail, address or other means that you have provided us.

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

For you to limit the use and disclosure of your personal information, we offer you the following means:

Your registration in the exclusion list so that your personal data will not be used for marketing, advertising or commercial prospecting purposes by us. For further information, please call us at (52) 5519440000, send an e-mail to the following address: datospersonales@pmicim.com or consult our web page www.pmicim.com.mx

Use of cookies

A *cookie* is a small piece of data sent from a web page and stored in the user's web browser while the user is browsing. Each time the user loads the page the browser sends the cookie back to report the user's previous activity.

Cookies can store various information, some examples are the activities that are carried out on a web page (such as clicking on particular buttons), the indication of whether you have previously logged in, the display preferences of the pages or the registration of web browsing histories, among others.

Please note that we use cookies to remember your viewing preferences for our business portal. These cookies and other technologies can be disabled. To find out how to do this, please consult the following e-mail addresses depending on your web browser:

Google Chrome (on computers and mobile devices):

<https://support.google.com/chrome/answer/95647hl=es-419>

Internet Explorer:

<http://windows.microsoft.com/es-mx/internet-explorer/delete-manage-cookies#ie=ie-11>

Firefox:

<https://support.mozilla.org/es/kb/cookies-informacion-que-los-sitios-web-guardan-en>

Safari (for mobile devices):

<https://support.apple.com/es-mx/HT201265>

How can you find out about changes to this privacy notice?

Modifications to the privacy notice

We reserve the right to make changes or updates to this privacy notice at any time, in order to comply with new legislation, policies or new requirements for the provision or offering of our services or products.

These modifications will be available to the public through the following means:

- On our website (privacy notice section) o;
- We will send them to the last e-mail address you have provided us.