



# Triptlan Privacy Notice

## Summary:

At TRIPTLAN, we take your privacy seriously. Here's a clear explanation of how we protect your data:

- We only collect the necessary information to provide our travel services.
  - We do not sell your information.
  - We share your data only with providers involved in your experience (hotels, transportation, insurance).
  - You can access, correct, or delete your data at any time.
  - We use secure technologies to protect your information.
- You can read the full privacy notice below:

## TRIPTLAN PRIVACY NOTICE<sup>1</sup>

TRIPTLAN values and respects its users. Committed to safeguarding and protecting your personal data and privacy, we have developed this privacy policy to comply with the *Federal Law on the Protection of Personal Data Held by Private Parties*, its Regulations, and other applicable provisions. This document describes how we collect, use, store, and protect your personal data, as well as the mechanisms to exercise your rights.

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**Important:** This privacy notice is governed by Mexican law. If you access our services from another country, you free that your data will be processed in accordance with this law.



When you use TRIPTLAN's services in any of its forms, certain personal data is collected to be used later. This privacy notice is intended to help you understand how your personal data is handled.

By accepting this Privacy Policy, you authorize TRIPTLAN to process your personal data for all or some of the purposes outlined in this policy.

### **COMPANY INFORMATION**

Company name: TRIPTLAN

Address: GAVIOTAS MANZANA 4 LOTE 8, LAGUNA DE CHICONAUTLA, ACOLMAN, MÉXICO, ZIP CODE 55883.

Contact email: [triptlanmx@gmail.com](mailto:triptlanmx@gmail.com)

Contact phone: +52 55 984 164 5802 (MX) / +1 310 810 9954 (USA)

### **KEY DEFINITIONS**

**Data Subject:** You, the individual whose personal data is being processed.

**Personal Data:** Information that identifies you, such as your name, address, phone number, email, age, photograph, or any other identifying information.

**Data Controller:** The entity responsible for decisions related to the handling and processing of your personal data. For this policy, that is TRIPTLAN.

**Processing:** Any action TRIPTLAN takes with your data, including collecting, storing, using, sharing, or deleting it.

### **PERSONAL DATA WE COLLECT**

To provide our travel services, TRIPTLAN may collect the following categories of personal data:

- Identification data: full name, nationality, date of birth.
- Contact data: email address, phone number, physical address.
- Billing data: RFC (Mexican tax ID), tax address.



- Travel data: dates, destinations, number of companions.
- Payment data: payment method details (when processed directly through our website).
- Third-party data: companions indicated by the data subject.
- **Health (sensitive data):** Information related to allergies, medical conditions, physical discomfort, disabilities, or illnesses that may be relevant for the safety and personalization of your travel experience.

This data will only be used to prevent risks during the tour, provide appropriate care in case of emergency, and adapt services to your needs. Such data will be processed with strict confidentiality and your express consent, as required by law.

## **PROCESSING OF PERSONAL DATA**

TRIPTLAN is committed to protecting and responsibly handling your personal data, ensuring it is processed in accordance with applicable law. We operate with full transparency and professionalism and are available to respond to any inquiries or clarifications.

Below are the purposes for which your personal data may be used:

### **Primary purposes:**

- To book and coordinate your travel experiences and tours.
- To issue invoices and tax receipts.
- To confirm, modify, or cancel services.
- To comply with legal, tax, and regulatory obligations.
- To attend to emergencies or medical situations during the service.



### **Secondary purposes (with express consent):**

- To send promotions and advertising related to our services.
- To conduct satisfaction and follow-up surveys.
- Market research.

### **TRANSFER OF PERSONAL DATA**

To provide you with better service, TRIPTLAN may transfer your personal data to third parties, both national and international, only when necessary for the provision of the contracted services, including:

- Hotels, transportation operators, insurance companies, and other travel service providers.
- Mexican authorities, when required by law.

In cases where consent is required for data transfers, it will be explicitly requested.

### **ARCO RIGHTS & WITHDRAWAL OF CONSENT**

ARCO rights refer to your ability as a user to **Access, Rectify, Cancel, or Object** (ARCO) to the processing of your personal data, as well as to revoke previously granted consent. To exercise these rights, send a request via email to [triptlanmx@gmail.com](mailto:triptlanmx@gmail.com) or to our physical address, including:

- Your full name and contact information.
- A clear description of the request.
- A copy of an official ID.



Exercising ARCO RIGHTS is free of charge; however, the Data Subject must cover shipping, reproduction (simple copies), and, if applicable, document certification costs. Suppose the same person repeats a request within less than 12 months. In that case, the cost will be equivalent to three (3) times the current unit of measure and update value, unless substantial changes to the Privacy Policy justify new consultations.

Requests will be addressed Monday to Friday from 08:00 to 16:00 hours. TRIPTLAN will respond to your ARCO request within 20 (twenty) business days from the date it is received. If the request is approved, the corresponding changes will be made within 15 (fifteen) business days from the date of notification. This period may be extended once for an additional 15 (fifteen) business days if necessary and justified, with prior notice to the Data Subject.

The timeframe will pause if the request lacks sufficient information or required documents. The Data Subject will be notified, and the process will resume once the missing information is provided.

### **SECURITY MEASURES**

TRIPTLAN implements physical, technical, and administrative security measures to protect your personal data and prevent damage, loss, alteration, destruction, or unauthorized use. These measures include the use of secure servers and encryption during data transmission.

### **CHANGES TO THE PRIVACY NOTICE**

TRIPTLAN reserves the right to modify this Privacy Notice to reflect legislative or jurisprudential changes or internal practices. These modifications will be available on our website, indicating the date of the latest update.





## USE OF COOKIES AND SIMILAR TECHNOLOGIES

Our website may use cookies to:

- Enhance your browsing experience.
- Analyze usage statistics.
- Show you relevant content.

You can disable cookies in your browser settings. By continuing to use our site, you agree to the use of cookies in accordance with this notice.

## GENERAL INFORMATION

Please note that your relationship with third-party service providers is governed solely by the terms and agreements you make directly with them.

TRIPTLAN websites and/or apps may include links to third-party pages with their own privacy policies. We recommend reviewing those policies carefully when visiting other sites, as this Privacy Policy does not apply to third parties, even if they share information with TRIPTLAN.

If you lose control of your account or the password used to access social networks, your personal data may be exposed, and transactions may be made in your name with legal validity. Therefore, if your password is compromised, you must:

- Immediately update it and modify your registration information.
- Contact us through any of our communication channels.

## DATA SUBJECT CONSENT

By using this website and providing your personal data, you give your **implied consent** for the processing of your data according to this Privacy Notice. For





sensitive data, international transfers, or secondary purposes, we will request your **express consent**.

### **WHEN DATA IS DELETED**

If the Data Subject does not exercise their ARCO rights as outlined above, please be advised that the Data Controller will delete your personal data within a maximum period of **five (5) years** after the commercial relationship between the parties ends, in accordance with the *Federal Law on the Protection of Personal Data Held by Private Parties*.

