



## PRIVACY NOTICE

**HESCA ENVIRONMENTAL SERVICES DE MEXICO S.A. DE C.V.**, or commercially known as "HESCA" company dedicated to the services of industrial maintenance cleaning specialized in HazMat, training industrial safety and emergency response high risk in transportation and industry, remediation environmental contaminated soil, with address at Carretera Federal Libre Salamanca Celaya KM 81, building B, Mexicanos, Postal Code 38271, Villagrán, Guanajuato, country Mexico; with website [www.hescaing.com](http://www.hescaing.com), in its capacity as responsible for collecting, using and protecting your personal data in relation to the products and services that you contract, in accordance with the provisions of the Ley Federal de Protección de Datos Personales en Posesión de los Particulares, its regulations and other applicable provisions, in this regard we inform you of the following:

### NOTICE OF PRIVACY

#### What purposes will we use your personal data for?

The personal data we collect from you, we will use for the following primary purposes, as necessary for the service you request: **(i)** Establish, verify and confirm the real identity of the users. **(ii)** Record in the electronic and/or physical system (logbooks) of visits **(iii)** Celebrate sales, services and assistance operations correctly. **(iv)** Open, maintain, manage and follow up on questions, information requirements, comments or suggestions. **(v)** Commercial prospecting. **(vi)** Offering, promotion of goods and services.

Additionally, we will use your personal information for the following secondary purposes that are not necessary for the requested service, but that allow us and facilitate us to provide you with better service: **(i)** Maintain the security and integrity of our systems, facilities and personnel. **(ii)** Record in the electronic system and, in case of availability, access to the company's parking lot. **(iii)** Open, maintain, manage and follow up questions, information requirements, comments or suggestions. **(iv)** Obtain a point of view on satisfaction in the product purchased. **(v)** Advise in a personalized way on the possible doubts in the commercial transaction. **(vi)** Share advertising information, send product updates, promotions or offers notices. **(vii)** To improve our website or social networks taking into account your preferences.

In case you do not want your personal data to be processed for these secondary purposes, from this moment you can communicate the above through the following mechanism:

In order for the incumbent to express his refusal to process his personal data for secondary purposes, it is necessary that you call to the phone number 411 164 3411 ext.

121, in direct line with the attendant of the Department of Personal Data with the clients, with which, after identification of the parties, you may express your opposition to the processing of their personal data for secondary purposes.

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

### **What personal data will we use for these purposes?**

To carry out the purposes described in this privacy notice, we will use the following personal data:

-  Home or office phone
-  Personal address
-  Date of birth
-  Clave única de Registro de Población (CURP)
-  Registro Federal de Contribuyentes(RFC)
-  Name of legal representative or natural person
-  Cellphone
-  Email address
-  Position or function at work
-  Work and/or tax address
-  Tax information
-  Data of your legal representative

### **How can you access, rectify or cancel your personal data, or oppose its use?**

You have the right to know what personal data we have about you, what we use them for and the conditions of use we give them (Access). It is also your right to request the correction of your personal information if it is outdated, inaccurate or incomplete (Rectification); that we remove it from our records or database when it considers that it is not being used properly (Cancellation); as well as oppose the use of your personal data for specific purposes (Opposition). These rights are known as ARCO rights.

It is important to note that in **HESCA ENVIRONMENTAL SERVICES DE MEXICO**, we commit ourselves in terms of this Privacy Notice, to comply with the corresponding security and confidentiality measures. In any case, we commit not to transfer your personal information to third parties without your consent, except in the case of the exceptions provided in Article 37 of the Ley Federal de Protección de Datos Personales en Posesión de los Particulares, as well as to perform this transfer in the terms established by that Law.

Since the processing and transfer of your personal data is essential to fulfill the purposes set forth in this Privacy Notice, your limitation could prevent us from complying with them and provide you with the quality services that you expect from us.

You have the right to access your personal data and the details of your treatment, as well as to rectify them if they are inaccurate or incomplete, or cancel them when you

consider that they are not required for any of the purposes indicated in this notice of privacy; they are being used for non-consensual purposes or the contractual or service relationship has ended, or they are opposed to their treatment for specific purposes (ARCO Rights).

For the exercise of any of the ARCO rights, you must submit the respective request (in writing or email) to the person in charge of the Department of Personal Data with Clients, an area that is responsible for the document administration and personal data of **HESCA ENVIRONMENTAL SERVICES DE MEXICO**.

You can contact our person in charge of the Department of Personal Data with Clients at 411 164 3411 ext. 121, from Monday to Friday (working days) from 10:00 to 15:00 and 15:00 to 20:00 hours, or send an email to [jrodriguez@hescaing.com](mailto:jrodriguez@hescaing.com), or the address of the company within of the times indicated above.

The procedure and requirements for the exercise of ARCO rights may be exercised, through the data and elements that we make available to you the following means:

The request either in writing or by email that you submit for the exercise of the ARCO Rights must indicate: **(i)** Your name and the address or email address where you wish to receive all the information related to the procedure. **(ii)** Be accompanied by the document or documents that prove your identity or the personality of your legal representative. **(iii)** We would be grateful to include a clear and precise description of the data for which one of the ARCO rights is sought; and any other element that allows us to identify or locate the personal data in question. **(iv)** When it comes to rectification of your personal data, you must also tell us what the exact modification you are looking for and submit the documentation that supports the request.

We ask you to consider that, for your protection and benefit, we may request additional documentation that allows us to fully identify the data you wish to access, rectify and/or cancel, or those for which you wish to object to your treatment.

Likewise, we inform you that it is possible that **HESCA ENVIRONMENTAL SERVICES DE MEXICO** cannot cancel or block your personal data in accordance with the provisions of the Ley Federal de Protección de Datos Personales en Posesión de Particulares and its Regulations.

Upon receipt of your complete and duly integrated application, our Department of Personal Data with Clients will communicate the corresponding response within a maximum period of 20 business days. If it is appropriate, within the next 15 days you can make your requested right effective.

If **HESCA ENVIRONMENTAL SERVICES DE MEXICO**, must deliver documentation as a result of the duty exercised, it will through digital documents or copies that will be sent by mail or delivered to the address for it has indicated in his application within the aforementioned period. While the exercise of ARCO rights and the delivery of information is free, HESCA ENVIRONMENTAL SERVICES DE MEXICO reserves the right to charge shipping costs and photocopying costs.

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

You can revoke the consent that, in your case, you have granted us for the treatment of your personal data.

However, it is important that you keep in mind that not in all cases we will be able to attend your request or terminate the use immediately, since it is possible that for some legal obligation we require to continue treating your personal data.

Likewise, you should consider that, for certain purposes, the revocation of your consent will imply that we cannot continue to provide the service you requested, or the conclusion of your relationship with us.

To revoke your consent you must submit your request through the following means: You can contact our person in charge of the Department of Personal Data, through the email [jrodriguez@hescaing.com](mailto:jrodriguez@hescaing.com), by means of a freely written request, which must indicate at least following: **(i)** Your name and email in which you wish to receive all the information related to the procedure. **(ii)** Be accompanied by the document or documents that prove your identity or the personality of your legal representative (digital). **(iii)** We would be grateful to include a clear and precise description of the data for which you are seeking to revoke your consent; and any other element that allows us to identify or locate the personal data in question.

We ask you to consider that, for your protection and benefit, we may request additional documentation that allows us to fully identify the data you wish to revoke or those in respect of which you wish to oppose your treatment.

Likewise, we inform you that it is possible that **HESCA ENVIRONMENTAL SERVICES DE MEXICO** cannot cancel or block your personal data in accordance with the provisions of the Ley Federal de Protección de Datos Personales en Posesión de Particulares and its Regulations.

Upon receipt of your complete and duly integrated application, our Department of Personal Data with Clients will communicate the corresponding response within a maximum period of 20 business days. If it is appropriate, within the next 15 days you can make your requested right effective.

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

You may at any time limit the use or disclosure of your personal data, with the understanding that these are necessary for the purposes described above and its limitation could make it difficult for us to fulfill the purposes for which we collect them and the provision of the services we provide and you expect from us.

In case you want to limit the use or disclosure of your personal data, we provide you with the following means:

The request either in writing or by email that you submit to limit the use or disclosure of your personal information, must indicate: **(i)** Your name and the address or email address where you wish to receive all the information related to the procedure. **(ii)** Be accompanied by the document or documents that prove your identity or the personality of your legal representative. **(iii)** We will appreciate include a clear and precise description of the data for which it seeks to limit its use or disclosure; and any other element that allows us to identify or locate the personal data in question. **(iv)** When it comes to rectification of your personal data, you must also tell us what the exact modification you are looking for and submit the documentation that supports the request.

We ask you to consider that, for your protection and benefit, we may request additional documentation that allows us to fully identify the data you wish to limit.

Likewise, we inform you that it is possible that **HESCA ENVIRONMENTAL SERVICES DE MEXICO** cannot cancel or block your personal data in accordance with the provisions of the Ley Federal de Protección de Datos Personales en Posesión de Particulares and its Regulations.

Upon receipt of your complete and duly integrated application, our Department of Personal Data with Clients will communicate the corresponding response within a maximum period of 20 workinf days. If it is appropriate, within the next 15 days you can make your requested right effective.

If **HESCA ENVIRONMENTAL SERVICES DE MEXICO**, must deliver documentation as a result of the right exercised, it will do so through digital documents or copies that will be sent to you by email or delivered to the address that you have indicated in your request within the aforementioned period. While the exercise of ARCO rights and the delivery of information is free, **HESCA ENVIRONMENTAL SERVICES DE MEXICO** reserves the right to charge shipping costs and photocopying costs.

The contact details of the person or department of personal data, which is in charge of processing the aforementioned requests, are the following: **a)** Name of the person of the department of personal data: JULIO CESAR RODRÍGUEZ OÑATE, **b)** Address: Carretera Federal Libre Salamanca Celaya KM 81, building B, Mexicanos, Postal Code 38271, Villagrán, Guanajuato, Mexico, **c)** Email address: [jrodriguez@hescaing.com](mailto:jrodriguez@hescaing.com) and **d)** Telephone number: 411 164 3411 ext. 121.

You can revoke the consent that, in your case, you have granted us for the treatment of your personal data. However, it is important that you keep in mind that not in all cases we will be able to attend your request or terminate the use immediately, since it is possible that for some legal obligation we require to continue treating your personal data.

It should be noted that you can also stop receiving promotional messages by any means, such as email, landline or cellphone, and postal mail, by sending an email to [jrodriguez@hescaing.com](mailto:jrodriguez@hescaing.com).

Or, if you wish, you can register with the Registro Público para Evitar Publicidad, of the Procuraduría Federal del Consumidor in the following link: <http://rpc.profeco.gob.mx/rpc.jsp>

In accordance with Article 8 of the Ley Federal de Protección de Datos Personales en Posesión de Particulares, we require your express consent for the processing of your personal data of a financial and patrimonial nature. If you do not express your opposition to the processing of your personal data of a financial and patrimonial nature, it will be understood that you grant us your express consent for it. In any case, we undertake not to process this data for other purposes than those indicated in this Privacy Notice, except in the case of the exceptions provided for in article 37 of the Ley Federal de Protección de Datos Personales en Posesión de los Particulares.

### **How can you know the changes in this privacy notice?**

This privacy notice may undergo modifications, changes or updates derived from new legal requirements; of our own needs for the products or services we offer; of our privacy practices; changes in our business model, or other causes.

We undertake to keep you informed about the changes that this privacy notice may undergo, through: **(i)** the website [www.hescaing.com](http://www.hescaing.com) -privacy notice section-, **(ii)** visible advertisements in the establishment or **(iii)** announcements that we can send to the last email address you provided.

The procedure through which notifications about changes or updates to this privacy notice will be carried out is the following: At any time **HESCA ENVIRONMENTAL SERVICES DE MEXICO**, you can make modifications or updates to this Privacy Notice for the attention of legislative news, internal policies or new requirements for the administration of customer complaints and claims, which will be published on the **(i)** website [www.hescaing.com](http://www.hescaing.com) -privacy notice section-, **(ii)** visible advertisements in the establishment or **(iii)** we can send them to the last email address you provided.

### **Use of dialogue profiles in social networks**

#### **Facebook**

If you click on the "Follow" button you will establish a connection with us and you will become a follower of our page. The connection will appear on your profile and on your wall and your friends can receive a notification about it. Although you may appear in the list of "people who like this page" or in advertisements on it, we will not be able to see your profile or your personal information, only the identifying data that Facebook allows and that you share according to the privacy settings that you have selected in that social network. Nor will we have access to the "latest news" section with information about your activity. However, we can see the information that you have made available to "Everyone" in your profile, publish content on your wall or communicate with you through messages or periodic updates of our state, which will also be published on your wall.

By becoming a fan of our page, by clicking on the "Follow" button on this page, you consent:

1. The processing of your personal data in the Facebook environment in accordance with their privacy policies <https://www.facebook.com/privacy/explanation>;
2. That the dialogue access to the data contained in your environment and that you publish on our page;
3. That the information we publish appear on your page or wall;
4. That you can receive personal and individual messages through Facebook that we will send you with those contents that we consider may be interesting about our training activities, breakfasts, round tables, seminars and cultural events based on Spanish-French relations, and receive updates from the state of this page, which will be published on your wall.

Therefore, in case of not accepting such conditions please do not request to become a fan of this page.

If you wish to stop being a follower of this page, just click on the hyperlink that appears below on the left "Stop following this page". To manage your privacy as well as block or unblock a page follow the steps indicated <http://es-es.facebook.com/help/privacy/pages>.

Remember that you can always control your connections, remove content that you no longer like and restrict who you share your connections with in your privacy settings <https://www.facebook.com/privacy/explanation>.

In the context of this treatment you should keep in mind that the dialogue can only check or cancel your data as a fan. Any rectification of the same must be done through the settings of your user.

## **Twitter**

If you "click" the "Follow" button you will establish a connection with us and you will become a follower of our profile. The connection will appear on your profile. We will have access to those identifying data that Twitter allows and that you share according to the privacy settings that you have selected in said social network. For more information about privacy settings on Twitter you have this link <https://twitter.com/privacy?lang=en>.

By following our profile by clicking on the "Follow" button, you consent:

1. That the treatment of your personal data in the Twitter environment according to its privacy policies <https://twitter.com/privacy?lang=en>;
2. That the dialogue access to the "Tweets" that you share with our profile;

3. That the "Tweets" that we publish appear on your profile; and
4. That dialogue can follow you and you can receive private messages from our profile with those contents that we consider may be interesting about our activities.

Therefore, if you do not accept such conditions, please do not request to "Follow" our profile.

If you want to stop being a follower of this page, you just have to enter our profile and click on "Following" once you do this, it will be marked red and you can stop following us. To manage your privacy you can do it as indicated in <https://twitter.com/privacy?lang=en>.

Remember that you can always control your connections, remove content that you no longer like and restrict who you share your connections with in your privacy settings <https://twitter.com/privacy?lang=en>.

### **Security measures**

**HESCA ENVIRONMENTAL SERVICES DE MEXICO** has established and maintains the security, administrative, technical and physical measures that allow you to protect your personal data against damage, loss, alteration, destruction or against the use, access or unauthorized treatment, in terms of the applicable legislation.

Last update: 14/10/2019.