

## Privacy Notice

Voluntrek knows that your privacy is very important; therefore we have created this Privacy Notice in which we detail the use that will be given to all the personal information we collect or is provided to us.

By filling in and sending us the Contact Form, you are accepting this Privacy Notice.

Please read it carefully and contact us if you have any questions.

Voluntrek, S.A. de C.V., whose domicile is Mariano Escobedo 501 Mezzanine, Col. Chapultepec Morales, C.P. 11570, México, D.F.; is responsible of your personal information, including sensitive personal data, that may be collected and used in order to:

- Find a suitable CSR Activity or Volunteer Program for you and confirm that the Partner Organization where you will be placed meets your needs and expectations.
- Confirm that you satisfy all the requirements for the volunteer placement with our Partner Organization.
- Provide the support and services you might require for your safety and well-being.
- Provide future clients the opportunity to contact previous clients in order to solve any questions they might have.
- Create alliances with new Partner Organizations based on our Volunteers' and potential Volunteers' profile.
- Help us understand your needs and interests in order to provide a better service and communication.
- Fulfill internal purposes, including but not limited to, data analysis, auditing, statistics, research, service and communications improvement.
- Contact you, for service and support.
- Notify you about our latest CSR Activities, new programs, updates, services, news, promotions and any other information we might consider important for you to know. Find out your opinion about Voluntrek and its service. You will always be able to request your removal from our mailing list in order to stop receiving this type of communication.
- Notify you about any changes in our service.
- Comply with any contractual obligations we have with you.

In order to comply with all of the above, Voluntrek needs to collect the following personal information that includes sensitive personal data: name and last name, country of origin, country of residence, date of birth, address, telephone, mobile phone, e-mail, gender, marital status, occupation, education, subject of university studies, work experience, first language, foreign languages spoken, Spanish level, hobbies, skills, abilities and qualifications, experience working and/or travelling abroad, areas of interest, previous volunteering experience, motivations and expectations of volunteering in Mexico, living and housing preferences, special diets, prescribed or non-prescribed medications, pre-existing medical conditions, medical history, disabilities or infirmities, psychological or psychiatric illness, criminal record, emergency contacts and personality traits, group size, hotel, time available for the activity, among others.

The personal information collected online may also be combined with the personal information that you provide us through other means of communication such as e-mail, telephone, Skype, personal interaction, social networks, among others.

The sensitive personal data collected by Voluntrek may be used in its database, which is created with legitimate and concrete purposes and with the finality of Voluntrek's activities.



Failure to provide the personal information mentioned above, will prevent us from placing you in a CSR Activity that matches yours and our Partner Organization's needs and expectations. It will also prevent us from providing the required services to guarantee your well-being during the CSR Activity.

At any time, you may revoke your consent for Voluntrek to use the personal data you provided through a written request that must include:

- Name, address and contact information where we may answer you request.
- Official documents that confirm your identity.
- Clear and precise description of the personal information you would like Voluntrek to stop using.

This request should be sent via e-mail or courier to the **Contact Information** displayed at the end of this document. We will process your petition within fifteen labor days upon receipt and we will inform you through the contact information you provided once your request has been completed.

### Sharing Information

Voluntrek will not sell or lease your personal information to any third party.

Voluntrek will not lend or share your personal information with any third party that is not listed below:

- Our Partner Organizations: to make sure that you satisfy their requirements to work as a Volunteer with them
- Service Providers: those that will be providing you a service before, during or after your CSR Activity, including but not limited to, Meals, Accommodation, Transportation, Tour and Spanish Lesson Providers, as well as the Insurance Company.
- Suppliers: it may be possible that we need to share your information with our suppliers in order to provide the desired service; these suppliers include but are not limited to, information processing, website management and development, delivering products to you, customer service, immigration lawyers, customer research and newsletters administrators.

Nevertheless, these companies are obligated to protect your information.

Your personal information will be disclosed to the corresponding parties for any of the following reasons:

- Visa or immigration.
- Litigation.
- Legal process.
- Law enforcement.
- National security.
- Issues of public importance.
- Request from the Mexican government or any other countries' governments.
- Enforce our terms and conditions.
- Protect our operations or users.
- Merger or acquisition (all the information will be transferred to the third party).

- As a result of an existing or future agreement of interest to Voluntrek, celebrated by the Volunteer and a third party.
- To recognize, use or defend a right during a legal proceeding.

By filling in and sending us the Contact Form, you are accepting the sharing of your personal information with the parties mentioned above.

### **Limit the Use or Disclosure of your Personal Information**

You have the right to request Voluntrek not use your personal information for promotional purposes. We will generally inform you (before collecting your data) if we intend to use your information for this purpose or if we will be sharing it with a third party not mentioned under **Sharing Information**.

You may enforce your right to avoid the use or disclosure of your information for promotional purposes by checking the boxes on the formats we use to collect it. You may also enforce this right at any moment by contacting us at the **Contact Information** displayed at the end of this document or by unsubscribing from our mailing list through the link provided on our mails.

### **Measures needed to exercise the access, rectification, cancellation and disputation rights**

You may ask Voluntrek to access, rectify, cancel or dispute the personal data you provided at any time through a written request that must include:

- Name, address and contact information where we may answer you request.
- Official documents that confirm your identity.
- Clear and precise description of the personal information you would like to access, rectify, cancel or dispute.

This request should be sent via e-mail or courier to the **Contact Information** displayed at the end of this document.

### **Personal Information Delivery**

Mexican Law gives you the right to access the personal information we have from you. Any request for personal information delivery is free of charge; you will only have to cover the delivery and/or reproduction expenses. Nevertheless, if you make a second request less than 12 months after your last request, you will have to pay the amount equaling to three days of the current minimum wage set for Mexico City, unless important modifications to the Privacy Notice have been made.

### **Changes in Our Privacy Notice**

We reserve the right to make changes to this Privacy Notice. Any future changes made will be published on this website [www.voluntrek.com.mx](http://www.voluntrek.com.mx), and you will be notified via e-mail when appropriate. This Privacy Notice was last updated February 18, 2016



### Contact Information

If you have any questions, comments or requests in regards to this Privacy Notice please contact us at:

**Voluntrek, S.A de C.V.**

**Privacy Inquiries**

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