

## Privacy Policy

Operbes SA de CV and / or Bestphone SA de CV and / or Services Operbes SA de CV | (" Bestel") residing in Montecito Street number 38th, 28th floor office 1 Colonia Nápoles, Delegación Benito Juárez, PC 03810; Mexico, Distrito Federal, is convinced to protect personal data provided by its users and is responsible for its processing for the following purposes:

- Consulting, distribution, marketing, buying and selling telecommunications products and services, technologies and information security.
- Development of new telecommunications products and services, technologies and information security.
- Notification and information about changes and modifications in telecommunications products and services, technology and information security.
- Negotiation, formalization, administration and execution of transactions, contracts, covenants and all kinds of agreements.
- Advertising and Marketing:
  - Web portal administration: [www.bestel.com](http://www.bestel.com) y [www.bestel.com.mx](http://www.bestel.com.mx)
  - Determination of consumption profiles, creation and implementation of analytical and statistical processes required for the development of telecommunications products and services, technologies and information security, quality surveys and customer satisfaction.
  - Telecommunications products and services, technologies and information security offer through any medium.
  - Application and updating of data and identification documents.
  - Monitoring of any call with the customer and by the customer.
- Job applications and formats carefulness regarding the past, present and/or future employment with Bestel through any means, recruitment, personnel selection, payroll management and evaluation of Bestel personnel.
- Conducting Credit History investigations, opening credits and insurance contracts.
- Sub-contracting, billing and collection services with suppliers.
- Statistical and financial reporting.
- Provision of telecommunications products and services, technologies and information security required.
- Consultation, investigation and reviews regarding complaints and claims.
- Updating records and systems about customers and suppliers.
- Development of foreclosure listings in order to register for free the refusal by a holder to the processing of personal data for commercial purposes, including offering and promoting products and telecommunications services, technologies and information security.
- Fulfillment of our obligations to the customers.
- Contact and tracking of any topic related to the Telecommunications Products and Services, Technology and Information Security marketed by Bestel, and
- Contact and track any topic related to this Privacy Policy.