PRIVACY POLICY

Customers, Prospects, Suppliers, and Business Contacts

TSIM Internacional, with its address at Av. Los Angeles #303, Col. Garza Cantu, C.P. 66480, is responsible for the processing and protection of personal data collected from customers, prospects, suppliers, representatives, business contacts, and other individuals with whom it maintains or intends to maintain a business relationship. Processing is carried out in accordance with Mexico's Federal Law on the Protection of Personal Data Held by Private Parties and other applicable provisions.

1. IDENTITY AND ADDRESS OF THE DATA CONTROLLER

The data controller is TSIM Internacional. For matters related to this notice, data subjects may contact the privacy contact at privacidad@tsim.com.mx or at Av. Los Angeles #303, Col. Garza Cantu, C.P. 66480. Office hours: Monday through Friday, 8:00 a.m. to 6:00 p.m., and Saturday, 8:00 a.m. to 1:00 p.m.

2. PERSONAL DATA COLLECTED

Depending on the relationship with TSIM Internacional and the services requested, the following categories may be collected:

- Identification and contact data: name, company, position, address, email, telephone number, and business contact details.
- Commercial and contractual data: inquiries, quotations, purchase orders, contracts, transaction history, deliveries, communications, and commercial references.
- Tax data: Mexican Taxpayer Registry (RFC) number, tax status certificate, tax address, and information required for invoicing and legal compliance.
- Financial data, where necessary: bank account details, CLABE interbank code, payment receipts, and payment references.
- Data relating to customer and supplier representatives: name, position, signature, identification details, and documents evidencing authority to represent an entity, where applicable.

TSIM Internacional should collect only data that is appropriate, relevant, and necessary for the purposes described. This notice does not assume that sensitive personal data is collected. If such data is collected, it should be expressly identified, its necessity justified, and any legally required consent obtained.

3. PRIMARY PURPOSES OF PROCESSING

Personal data may be processed for purposes necessary to the commercial, contractual, administrative, and operational relationship with TSIM Internacional, including:

- Identifying and contacting customers, prospects, suppliers, and their representatives.
- Responding to inquiries, preparing quotations, and presenting commercial proposals.
- Managing orders, purchase orders, contracts, services, deliveries, and logistics operations.
- Creating and maintaining commercial, contractual, and supplier records.
- Managing invoicing, collections, payments, reconciliations, and transaction records.
- Following up on requests, incidents, claims, clarifications, and after-sales service.
- Complying with legal, tax, accounting, and regulatory obligations or valid requests from competent authorities.
- Conducting audits and internal controls, preventing fraud, and defending rights arising from the business relationship.

Purposes that are not necessary for the legal or commercial relationship will be treated as secondary purposes, with the opt-out options described in this notice.

4. SECONDARY PURPOSES

Where applicable, TSIM Internacional may use contact details on an optional basis to:

- Send information about products, services, news, events, or promotions.
- Conduct satisfaction surveys, quality studies, and commercial statistical analyses.
- Keep contact lists updated and assess customer and supplier experience.

To opt out of these secondary purposes, email privacidad@tsim.com.mx, stating your name and the purpose for which you wish to opt out. This choice will not, by itself, affect the provision of contracted products or services.

5. TRANSFERS OF PERSONAL DATA

TSIM Internacional may disclose personal data when necessary for the purposes described and as permitted by applicable law, including to:

- Banks and payment service providers to process payments and collections.
- Providers of administrative, technology, storage, messaging, logistics, invoicing, or support services, subject to confidentiality and data-protection obligations.
- Professional advisors, auditors, or insurers when necessary for the business relationship or legal compliance.
- Competent authorities when required by law, under a valid request, or when necessary to defend legal rights.

Where consent is required for a transfer, TSIM Internacional will obtain it beforehand unless a legal exception applies. Recipients must process the information according to authorized purposes and applicable obligations.

6. OPTIONS TO LIMIT USE OR DISCLOSURE

To limit the use or disclosure of your personal data, send a request to privacidad@tsim.com.mx with the subject “Limitation of Use of Personal Data,” including your name, contact details, and the requested limitation. You may use the same channel to stop promotional communications. Requests will be handled under applicable law; data needed to comply with legal or contractual obligations may be retained where appropriate.

7. ARCO RIGHTS AND WITHDRAWAL OF CONSENT

You or your duly authorized legal representative may request to exercise the rights of Access, Rectification, Cancellation, or Opposition (ARCO rights under Mexican law), and withdraw consent where applicable. Submit your request to privacidad@tsim.com.mx or at Av. Los Angeles #303, Col. Garza Cantu, C.P. 66480, addressed to the privacy contact. Include:

- The data subject's name and a means to receive a response.
- Documents proving identity and, if applicable, legal representation.
- A clear description of the personal data concerned.
- The right to be exercised and a description of the request.
- Any information that may help locate the data.

TSIM Internacional may request additional information to verify identity or clarify the request. Responses will be provided within the time limits and under the procedure established by applicable law. Cancellation or opposition may be subject to legal exceptions. Some data may be retained in a blocked state to address legal obligations or liabilities. Withdrawal of consent is not retroactive and may affect services for which the data is essential.

8. SECURITY MEASURES AND CONFIDENTIALITY

TSIM Internacional will adopt reasonable administrative, technical, and physical measures to protect personal data against damage, loss, alteration, destruction, use, access, or unauthorized processing. Individuals involved in processing must maintain confidentiality as required by applicable obligations. No transmission or storage system can guarantee absolute security; any breach that must legally be reported will be communicated as required by law.

9. DATA RETENTION

Personal data will be retained for as long as necessary to fulfill the purposes for which it was collected and for applicable legal, tax, accounting, contractual, or limitation periods. When no longer necessary, data will be deleted or blocked, as appropriate under applicable law.

10. COOKIES AND SIMILAR TECHNOLOGIES

The website https://tsim.com.mx does not use cookies, as stated in the supplied reference notice, which describes it as an informational portal exclusively for customers and suppliers.

11. CHANGES TO THIS PRIVACY NOTICE

TSIM Internacional may amend this notice to reflect legal or operational changes or changes in data-processing practices. The current version will be available at https://tsim.com.mx or may be requested at privacidad@tsim.com.mx. Where required by law, data subjects will be notified through appropriate means.

12. CONSENT AND CONTACT

By providing personal data and having access to this notice, you are informed about the processing described herein. Where express consent is required by law, including for certain financial data where applicable, TSIM Internacional will obtain it in the appropriate manner. For questions or requests, contact privacidad@tsim.com.mx or visit Av. Los Angeles #303, Col. Garza Cantu, C.P. 66480.