

PRIVACY POLICY¹

In compliance to the Mexican Law of Protection of Personal Data in the Possession Private Parties (hereinafter, the “**Law**”), **ENDOHELP** (hereinafter, “**EndoHelp**”); is aware of the safety of your personal, sensible, confidential, or reserved data (hereinafter, “**Data**”).

Therefore, we take seriously the protection of the “**Data**” we gather, and we are interested that **You** know everything regarding your protection. In this “**Privacy Policy**”, we inform you about our safety measurements, in compliance to the articles 2nd, 6th, 7th, 8th, 9th, 11th, 12th, 14th, 15th, 16th, 17th, 19th, 29th, 36th and others regarding the “**Law**”.

“**EndoHelp**”, through this “**Privacy Policy**” and/or “**Simplified Privacy Policy**”, we inform You as the owner of the “**Data**” accept expressly and/or tacitly the treatment of these, according to what it is stated in this documents, when at your disposal, opposition is not manifested through the request known as “**Exercising the A.R.C.O. rights**” (**Access, Rectification, Cancellation and Opposition**), which may be obtained at the operations office of “**EndoHelp**”.

Therefor, and in compliance to the obligation of protecting the personal data of customers, user, visitors and/or beneficiaries of any of the products, services, or contracts regarding the operation of our company, we inform you of the following:

<p>CORPORATE ENTITY RESPONSIBLE FOR THE PRIVACY OF YOUR PERSONAL DATA:</p> <p>(In compliance to the Art. 16 of the Law)</p>	<p>“ENDOHELP”, Civil Corporation</p>
<p>WHO ARE WE? AND WHAT SERVICES DO WE PROVIDE?</p> <p>(In compliance to the Art. 16 and 30 of the Law)</p>	<p>We are a corporation whose purpose -namely but not limited to- is: (I) SERVICES OF SURGICAL ACTS. Performing of all kinds of medical services without any limitation, whether it is clinical, surgical and/or hospitalization; (II) Performing all kinds of laboratory services to practice laboratory tests without any; (III) Performing all kinds of services of detection of organic diffusions through X-rays, ultrasound or through any other appropriate scientific method; among others.</p>
<p>RESPONSIBLE OF THE PRIVACY AND TREATMENT OF PERSONAL DATA</p> <p>(In compliance to the Art. 16 and 30 of the Law)</p>	<p>“EndoHelp” has appointed a responsible for the treatment of your personal data, known as “Responsible of Privacy”:</p> <p>Area Responsible for personal data:</p> <p>Person in charge: «MARIANA TEUTLE ZAMORA»</p> <p>Position: «GENERAL ADMINISTRATOR»</p> <p>Therefore, it is very important that You, contact us with the corresponding form on the section “Contact Us.”</p>

¹ All singular words include their plural and vice versa, and the male pronouns include feminine and neutral and vice versa.

<p>HOW TO CONTACT US? To exercise your ARCO Rights, opposing the treatment of your personal data or revoking the previously given consent, you may do it through the Request Form implemented by “EndoHelp” (In compliance to the Art. 16 of the Law)</p>	<p>The main office of “EndoHelp” is located in: Boulevard Paseo de los Héroes No. 9111, Local 100, Zona Río, Tijuana, Baja California, Mexico.</p> <p>However, you may contact us through the following contact information:</p> <p>Phone(s): (664)454-5608 Business hours: Monday to Friday from «6:00» to «18:00» hrs. Email: mariana@cyntar.mx ▪ Website: https://www.EndoHelp.org/</p>
<p>HOW CAN YOU LIMIT THE USE OR DIVULGATION OF YOUR PERSONAL AND SENSIBLE?</p> <p>Since the “Law” comes into effect, You and/or the User may exercise your “A.R.C.O.” Rights.</p>	<p>You and/or the user may limit the use or divulgation of the information through a document addressed to the “Responsible of Privacy” through the procedure previously established in this “privacy policy.”</p> <p style="text-align: center;">A.R.C.O. = Access, Rectification, Cancellation and Opposition</p> <ul style="list-style-type: none"> • Access your “data”; • Request the Rectification of incorrect or incomplete “data.” • Request the Cancellation of the “data”, that may involve for them to be blocked for a period or completely deleted; and • Opposing the use of “data” in any form and of any kind of treatment.

“EndoHelp” gathers their personal and/or sensible data, according to its origin, for the following purposes:

I. If you are a User of “EndoHelp”:

- To perform socioeconomic studies.
- To register on our database.
- To gather an administrative / digital-medical file.
- To inform about changes on the structure and staff of “EndoHelp”.
- To control and verify access to the establishments of “EndoHelp”.
- To have a log of the assistance-administrative programs.
- Processes related to surveys and evaluation of the service’s quality.
- Activities related with the services that have been requested and offered by “EndoHelp”;
- To create videocalls, videoconferences or groups (“chats”) of information through new platforms or technological apps called WhatsApp / Telegram / Zoom / Teams / Google Meet and others.
- For statistical, marketing, promotion and diffusion ends, or any other medium that helps us improve the services of “EndoHelp”. In this sense, advertising is a secondary objective that may be revoked through the mechanisms established in this hereby privacy policy.
- For purposes of acquisition of goods or services: The personal data gathered with this end are needed to form a file of each user and/or customer, facilitating with this the use of our website. It is very important that you know that it is not possible to request cancelation of your personal data without ending the contract that unites you to us legally, since it is indispensable to have the database to be able to control the corresponding information and provide an adequate service.
- That your personal data, referring to the donation and laboratory work results will be treated confidentially. Therefore, there is the possibility to correct the date recorded on the blood bank, blood post or transfusion service or laboratory service.
- For billing purposes: Since the tax authorities request us your personal data so we can issue a bill, it is important to gather this information, which is not possible to cancel during the period established on the current tax laws.
- For collection purposes: Information related to your credit card and payment method is collected to be able to charge for the goods and services that were purchased.
- To use the **User's** personal image in various digital media (photos, videos, among others) in the informative and promotional material of "EndoHelp"; without the desire to make a profit from its dissemination or publicity. For the purposes of this particular point, "EndoHelp" will issue a letter called "**Letter of authorization for the use of personal image**" or, according to the various documents prepared by “EndoHelp.”

II. If you are a worker of “EndoHelp”:

- To prepare a single work file;
- To hire and follow up on them;
- Control and verification of access to “EndoHelp” establishments.
- To carry out procedures before various Federal/Local/State authorities;
- To carry out administrative control and make payments/transfers/invoicing;
- To verify employment references, or to expedite and assist with the administrative operation of “EndoHelp”;
- To create video calls, video conferences or work groups through the new technological platforms or applications called WhatsApp / Telegram / Zoom / Teams / Google Meet or others.
- To use the **Worker's** personal image in various digital media (photos, videos, among others) in the informative and promotional material of “EndoHelp”; without the desire to make a profit from its dissemination or publicity. For the purposes of this particular point, “EndoHelp” will issue a letter called "**Letter of authorization for the use of personal image**" or, according to the various documents prepared by “EndoHelp”.

**PURPOSES OF THE
STORAGE OF PERSONAL
DATA IN “EndoHelp”
(In compliance to the Art. 16 of
the Law)**

<p style="text-align: center;">PROTECTION AND PROCESSING OF PERSONAL AND SENSITIVE DATA</p>	<p>The personal data in possession of “EndoHelp” will be treated under confidentiality controls, including the sensible data that the “Law” establishes. For this reason, and very important to point out, “EndoHelp” does not provide data of any kind to public or private, national, or international organizations, or government institutions or bodies, without prior court order or that by disposition, are expressly and legally authorized.</p> <p>As the person responsible for the processing of your personal and sensitive data, “EndoHelp” is committed and undertakes to keep your data confidential, as well as to maintain the security measures that guarantee and protect them against any damage, alteration, loss, or unauthorized processing.</p>
<p style="text-align: center;">HOW DO WE PROTECT THE PERSONAL AND SENSITIVE DATA OF USERS OF OUR SERVICES?</p>	<p>The “data” is not provided to third parties in any way, except for the purposes of the activities and functions of “EndoHelp”, unless we have your consent or authorization, tacit or express, to do so. We have ensured that we follow, through technical and organizational means, control, and responsibility for the use of any personal information you provide to us, under the legal framework that governs us.</p>
<p style="text-align: center;">TRANSFER OF PERSONAL DATA ACCORDING TO THE LAW (In compliance to the Art. 16 of the Law)</p>	<p>“EndoHelp” may, in accordance with Article 37 of the “Law”, transfer personal data when:</p> <ul style="list-style-type: none"> • Is provided for in a law or treaty to which Mexico is a party; • It is necessary for the recognition, exercise, or defense of a right in a judicial proceeding; • It is necessary for the maintenance or fulfilment of a legal relationship between the staff and the owner; • It is necessary by virtue of a contract concluded or to be concluded in the interest of the Data Controller, the Data Controller and a third party; • It is necessary for prevention or medical diagnosis, the provision of health care, medical treatment, or the management of health services; and • Is carried out by holding companies, subsidiaries, or affiliates under the common control of the controller, or to a parent company or any company in the same group as the controller operating under the same internal processes and policies. <p>In the same way, and for the purposes of this “privacy notice”, we inform you that some data may be transferred to certain authorities when they request it properly justified and motivated.</p>
<p style="text-align: center;">YOUR CONSENT IS NOT REQUIRED FOR THE PROCESSING OF PERSONAL DATA: (In compliance to the Art. 16 of the Law)</p>	<p>In accordance with Article 16 of the “Law”, consent is not required when:</p> <ul style="list-style-type: none"> • A decision is issued by the competent authority; • The data is contained in publicly accessible sources; • It is provided for in a law or other legal system; • The personal data is subject to a prior de-identification procedure; • It has the purpose of fulfilling obligations of a legal relationship between the owner and the responsible party; • There is an emergency that could potentially harm an individual's person or property; and • They are essential for medical care, prevention, diagnosis, the provision of health care, medical treatments, or the management of health services, as long as the holder is not able to give consent (the person carrying out such activity will be subject to professional secrecy or equivalent obligation).

PERSONAL
(Any information concerning an identified or identifiable natural person.) **AND SENSITIVE DATA**
(data of racial or ethnic origin, present or future health status, genetic information, religious, philosophical, and moral beliefs, trade union membership, political opinions, and sexual preference/orientation) **THAT WE COLLECT**

We inform you that to comply with the purposes set forth in this "**privacy policy**", as well as for the achievement and performance of our function, we require to collect and process, among others, personal data that are considered personal, confidential, or sensitive according to the "**Law**", including but not limited to, such as:

- **General data of natural persons, such as:** Name; Surnames; Age; Marital status; Nationality; Place and date of birth; Marital status; Federal Taxpayer Registry (R.F.C.); Unique Population Registry Code (C.U.R.P.); Official identification; Private or tax domicile; Landline or cell phone, and/or fax number(s); Affiliation number to the Mexican Institute of Social Security (I.M.S.S); Names of relatives, dependents and/or beneficiaries and email address.
- **General data of legal entities, such as:** Company name, Trade name; R.F.C.; Type of company (Commercial / Civil); Legal and/or fiscal management; scope of operation; telephone; fax; email; web page; main activity; Articles of incorporation (public deed number, name of notary public; notary number; date of deed; registration in the Public Registry of Property and Commerce; details of the legal representative (name, nationality, official identification data)
- **Sensitive Data of Individuals, such as:** Data of racial or ethnic origin, present or future state of health (among which are the elements indicated in various **Official Mexican Standards**); Medical Certificates; Medical and Psychiatric Examinations); Medical history; PCR tests or Rapid Tests to detect COVID-19 or other infectious-contagious diseases; Medical Treatments or Diagnosis(s); Medical or Cabinet Studies; Genetic information; religious, philosophical, or moral beliefs and sexual preference/orientation.
- **Data related to means of payment (credit/debit cards):** Account numbers to make charges/credits; Standardized Bank Code(s), all of them to relate them to the products or services provided by "**EndoHelp**", among others.
- And all the information that "**EndoHelp**" considers useful to achieve the social objectives and purposes in accordance with this Privacy Notice.

<p>HOW DO WE COLLECT PERSONAL DATA?</p>	<p>For the purposes indicated above in this "privacy policy", we may collect your data in different ways:</p> <ul style="list-style-type: none"> • When you provide them directly to us. • By direct channeling of federal and local authorities. • Directly through the institutional visits carried out. • Through alliances of institutions and personal and institutional agreements. • By personnel linked to "EndoHelp" (Worker, Volunteer and Social Service Providers). • Through the personal and direct channeling of Private Assistance Institutions or civil society organizations. • When you visit our website or use our online services, and when we obtain information through other sources that are permitted by the "Law." • By direct and personal reference and delivery, by means of official letters and documents from the competent authorities that have legal and jurisdictional powers for such purposes. • Indirectly, through telephone calls or any other means of electronic or digital communication (social networks that you make public/applications or public platforms that you provide, which does not violate privacy at any time). • Directly when the parents, guardians or legal representatives of the users provide them to us in writing or verbally through a personal interview on the request for the "EndoHelp" service or formats.
<p>INFORMATION RETENTION</p>	<p>We only retain personal data for as long as it is necessary for us to provide the services indicated in this "privacy policy", granting your consent, unless provided by "Law", otherwise we keep the information and documentation for a period of 5 years as far as medical "data" is concerned.</p>
<p>SAFETY</p>	<p>"Data" shall be recorded on physical or electronic media and stored in controlled databases with limited access; That is why "EndoHelp" uses technical and organizational security measures to protect them from accidental or deliberate manipulation, loss, destruction, or access by unauthorized persons. The "data" will be processed based on the principles of legality, consent, information, quality, purpose, loyalty, proportionality, and responsibility in terms of the Legislation of the matter and therefore, the confidentiality of your personal data will be maintained by establishing and effectively maintaining administrative, technical, and physical security measures, to avoid its damage, loss, alteration, destruction, use, access, or improper disclosure.</p>
<p>EXPENSES AND COSTS (In compliance to the Art. 35 of the Law)</p>	<p>The revocation and exercise of the "A.R.C.O." Rights will be free of charge, and you will only have to cover – if applicable – the justified shipping costs or the cost of reproduction in copies or other established formats.</p>

<p style="text-align: center;">ADMINISTRATIVE PROCEDURE FOR THE REQUEST FOR INFORMATION AND PROCEDURES FOR THE REVOCATION OF YOUR CONSENT AND THE PROCESSING OF YOUR DATA AND "A.R.C.O." RIGHTS AT "ENDOHELP" (In compliance to the Art. 16 of the Law)</p>	<p>You must submit in the pre-established format to the "Responsible of Privacy", the request called: "Exercise of A.R.C.O. Rights", which must be accompanied by the original documentation (for comparison) and their respective copies, in addition to containing the following information:</p> <ul style="list-style-type: none"> • Name and full address to attend to the request; • Any documents and information that facilitate the location of your personal data; • Documents that prove the identity and/or relationship with the User or Owner of the "data"; • A clear and precise description of the "data" in respect of which one seeks to exercise any of the "A.R.C.O." rights; • In the case of requesting a rectification of "data", the modifications to be made must also be indicated and the documentation supporting the request must be provided;
<p style="text-align: center;">REFUSAL OF ACCESS TO THE REQUEST FOR INFORMATION (In compliance to the Art. 34 of the Law)</p>	<p>The "Responsible of Privacy" will deny access to personal, confidential, or sensitive information in the following cases:</p> <ul style="list-style-type: none"> • When the rights of a third party are violated; • When the rectification, cancellation or opposition has been previously made; • When the personal data is not in the database of the "Responsible of Privacy"; • When you are not the owner or responsible for the personal data or cannot prove the representation of the owner; and • When there is a legal impediment or the resolution of a competent authority that restricts the "A.R.C.O." rights.
<p style="text-align: center;">PARTIAL RESPONSE TO THE REQUEST FOR INFORMATION</p>	<p>We inform you that the refusal may be partial, in which case, the "Responsible of Privacy" will carry out the Access, Rectification, Cancellation or Opposition of the appropriate party(ies).</p>
<p style="text-align: center;">TERM FOR SUBMITTING REFUSAL OR DISAGREEMENT TO THE PROCESSING OF PERSONAL DATA</p>	<p>At any time, you may revoke the consent you have given us for the processing of your "data", in order to register your request and respond to it as soon as possible. To do so, you must submit your request in writing to the "Responsible of Privacy" area or by email indicated in the "Contact us" section, following the previously established procedure.</p>
<p style="text-align: center;">DEADLINES FOR RESPONDING TO THE REQUEST FOR INFORMATION:</p>	<p>Once you have submitted your application in the pre-established format:</p> <ol style="list-style-type: none"> a) If the request is admissible, within a period of no more than 10 business days, "EndoHelp" will exercise the "A.R.C.O." right that you have requested, which will be notified to you by the means of contact you have established. b) If the requirements established in this "privacy policy" are not met, the application will be considered as not submitted.

<p>TO WHOM CAN YOU SUBMIT YOUR COMPLAINTS AND COMPLAINTS ABOUT THE IMPROPER PROCESSING OF YOUR PERSONAL DATA?</p>	<p>If you consider that your right to "data" protection has been injured or violated by any conduct of our employees or actions, it is presumed that in the processing of your personal data there is a violation of the provisions provided for in the "Law", you may file the corresponding complaint or complaint with the National Institute of Transparency, Access to Information and Protection of Personal Data (INAI).</p>
<p>IMPORTANT ASPECTS</p>	<p>In the event of a security breach occurring at any stage of the processing of personal data that significantly affects your economic or moral rights, the "Responsible of Privacy" will immediately notify you by telephone of the event of a security breach, so that you and/or the User can take the corresponding legal measures or actions for the defense of your "data".</p> <p>Financial or patrimonial data will require your express consent, except for the exceptions set out in the "Law".</p>
<p>Virus SARS-CoV-2 (COVID-19)</p>	<ul style="list-style-type: none"> ■ It is pertinent to clarify that COVID-19 had no record of existence, having its first confirmed outbreak in China, currently reaching millions of infected people and thousands of deaths, with an infection index (R0) of 3.8, which means that it is highly infectious-contagious and dangerous. ■ "EndoHelp" establishes actions in order to prevent and mitigate -as far as possible- said virus or any infectious-contagious disease; That is why adjustments are made to this "privacy policy", since new ways of collecting information and maintaining contact and communication with the "EndoHelp" community are implemented. ■ "EndoHelp" – in accordance with current regulations – comply with any regulatory provision issued by the Federal and/or Local authority; therefore, it is possible that the services provided by "EndoHelp" may be "conditional" or limited.

CONSENT

It will be understood that **you**, as the owner of the personal and/or sensitive data, expressly authorize the processing of your personal data in accordance with the provisions of this "**privacy policy**", when, having made it available to you, you do not express your opposition. The voluntary submission of this information constitutes acceptance of this "**privacy policy**" and consequently, it will be understood that you have given your express consent for the processing of personal data and authorization for the use of the same. In this sense, there are different means to obtain your consent:

a) Acceptance via electronic means

When requesting the subscription or acquisition of our goods and services, the system itself will not give access to the contracting of the same, unless it is through the acceptance of this privacy notice, since it is essential to have the database of our customers to offer them the best experience. You may also request our personal data department to send you a copy of this notice to your email, regardless of whether this "**privacy policy**" exists and is published on our website.

b) Acceptance or rejection of the Privacy Policy by physical means

The acceptance or rejection of the Privacy Policy by physical means will necessarily be carried out in person at our offices previously identified in this document, with attention to the person responsible for the personal data. In our offices, you will also be able to physically consult the "**privacy policy**", of which you will be given a true copy if requested.

c) Tacit Acceptance

Based on the provisions of the "**Law**", the content of this Privacy Notice, as well as any modification or addition to it, will be made known to you by any of the means established in the preceding paragraphs, and in the event that you do not express opposition to the content, it will be understood that you grant your tacit consent for the "**Responsible of Privacy**" to carry out the processing of your "data" based on the established Processing Purposes in the "**Privacy Policy**."

d) Retroactive Acceptance

For all our **users** and/or **customers** who prior to the notification or publication of this Privacy Notice have provided us with their Personal Data, either by filling out the forms to obtain goods or services and subscriptions, the Privacy Notice will be made known to them in accordance with the provisions of the aforementioned sections in order for you to grant or deny us your tacit and express consent so that "**EndoHelp**" may or may not continue to carry out the processing of your Personal Data based on the Purposes of Processing established in the "**Privacy Policy**."

<p>Cookies and Web beacons</p>	<ul style="list-style-type: none"> ■ Access to our website may involve the use of cookies, which are small amounts of information that are stored in the browser used by the user, so cookies facilitate navigation, make it more user-friendly, and do not damage the browsing device; To do this, they may collect information to access the website, store the user's preferences, as well as the interaction that the user has with the website, such as: the date and time in which the page is accessed, the time it has been used, the sites visited before and after it, the number of pages visited, the IP address accessed by the user, the frequency of visits, etc. ■ This type of information will be used to improve the website, detect errors, and possible needs that the user may have, to offer users better quality services and content. In any case, the information collected will be anonymous and will not identify individual users. ■ If the user does not wish this type of information to be collected, he/she must disable, reject, restrict and/or delete the use of cookies in his/her internet browser. The procedures for performing these actions may differ from browser to browser; Consequently, it is suggested to review the instructions provided by the browser developer. If the user rejects the use of cookies (in whole or in part), the user may continue to use the website, although some of its functions may be disabled. ■ It is possible that in the future these policies regarding cookies may change or be updated, so it is advisable to review the updates that are made to this Privacy Notice, as well as to the Terms and Conditions of the website, in order to be adequately informed about how and for what purpose we use the cookies that are generated when entering or using the website.
<p>MODIFICATIONS TO THE PRIVACY POLICY</p>	<p>This "Privacy Policy" may be modified, changed, or updated as a result of new legal requirements; our own needs and practices for the services we offer or for other reasons.</p> <p>You should regularly review this "Privacy Policy" as it may change or update at any time. We undertake to keep you informed of any changes to this document in a personal and direct manner.</p> <p style="text-align: right;">Respectfully Privacy Policy updated by the General Management of "ENDOHELP"</p>