

Customer Data Privacy and Security Policy

KWT BIOREACTORES DE MÉXICO S.A. DE C.V.

At KWT BIOREACTORES DE MÉXICO S.A. DE C.V., we are committed to protecting our customers' information, ensuring its confidentiality, security, and proper use. This policy is part of our commitment to ethics, transparency, service quality, and compliance with the applicable regulations on personal data protection.

It applies to all clients, suppliers, and third parties who interact with the company through our services, contracts, projects, or website.

1. Legal Basis

The collection and processing of personal data are carried out in accordance with Articles 15 and 16 of the LFPDPPP.

KWT Bioreactores de México S.A. de C.V. is responsible for the handling, custody, and protection of the personal data provided, which are collected solely for legitimate purposes that have been previously disclosed.

2. Purpose of Data Processing

Personal data will be used exclusively for the following purposes:

- Maintaining communication and follow-up with customers and prospects.
- Fulfilling services, contracts, and acquired obligations.
- Invoicing, technical support, and product or service updates.
- Ensuring the confidentiality and security of information.

3. Confidentiality and Use of Information

All information provided by customers is considered confidential and will only be used for the purposes mentioned. Information will not be shared with third parties without explicit authorization.

The use of the customer's name or logo for promotional or marketing purposes requires written consent.

4. Data Protection and Security

The company implements physical, technical, and administrative measures to protect data against unauthorized access, loss, or misuse. All personnel and contractors are required to comply with this policy and with internal information-handling procedures.

5. Contractual Confidentiality

Service contracts include clauses that protect the customer's technical, commercial, or financial information. Such information may only be used for the purposes established in the contract.

6. Integration with the Code of Ethics and Reporting Channels

Any misuse of information will be considered a serious violation of the Code of Ethics and may be subject to sanctions.

KWT BIOREACTORES DE MÉXICO S.A. DE C.V. has a Customer Comments and Complaints Mechanism available for those who wish to report irregularities or file complaints.

7. Consent

By providing information, customers grant their consent for the processing of their data in accordance with this policy and with the Privacy Notice published on our website.

8. Changes to the Policy

KWT BIOREACTORES DE MÉXICO S.A. DE C.V. may modify this policy at any time. Updates will be communicated in a timely manner through the website or official channels.