

TERMS OF USE – ETHICS HOTLINE

Ethics Hotline/Reporting Channel Resguarda is an anonymous, confidential and independent complaints channel to report irregularities of all kinds that are generated within the scope of the organizations that contract its service and that may occur between employees, suppliers and other interested parties.

The service has a portal for receiving and following up the complaints, with high security standards (ISO 27001 - SGSI Certificate).

The access to the module to make complaints may require the entry of certain personal data that will make it possible to identify the person or group of people you are reporting. This information will only be used internally within the organization for its management and resolution of the problem or situation reported. In all cases that you provide personal information, in accordance with the current legislation of your country, you declare that the information provided is true. When making a complaint about an irregularity, the reported situation will be considered as a real fact to be verified, being treated by specialists.

It is not mandatory that you identify yourself, your report can be made anonymously and will always be treated securely and confidentially. In the cases in which you wish to enter your personal data, you may accept and give your free, express, and informed consent so that said information is used solely for the purpose of investigating the case reported internally by the designated persons of the organization to which you are addressing the complaint. Such data will not be shared with other third parties by Resguarda. Resguarda guarantees users who enter their data on the website that they will be encrypted to preserve the security, integrity and confidentiality of data considered personal. You may access your personal data, rectify, cancel or oppose its processing, by notifying the person responsible for the database at the following email addresses datospersonales@resguarda.com (Latam), arco@resguarda.com (Mexico) dataprotection@resguarda.com (Rest of the world), free of charge. You will respond, in any case, for the veracity of all the data provided, reserving Resguarda the right to exclude any user who has provided false data, without prejudice to initiating legal actions.

Resguarda will make every effort to avoid adulteration, loss, consultation, or unauthorized processing of data, which will allow the detection of deviations, intentional or not, of information, whether the risks come from human action or from the technical means used. Resguarda reserves the right to provide information to control agencies of any country and/or judicial authorities that require it and when there are well-founded reasons related to public safety, national defense, or public health.