



APPLICATION TO EXERCISE "ARCO" RIGHTS

"Access, Rectification, Cancellation or Opposition"

Date of Application: _____

Full Name of Holder: _____

Full Name of Legal Representative (if applicable): _____

The answer to this request is preferred: _____ Mailing Address _____ E-mail address

Street address: _____

Town or City: _____ State: _____

Zip Code: _____ Telephone number: _____

E-mail address: _____

Right to exercise:

_____ Access _____ Rectification _____ Cancellation _____ Opposition

Detail of the application: (use additional sheets for description if necessary).

Please indicate clearly and accurately the personal data that you want to protect:

Indicate the valid official document, of which a copy is attached as Holder ID

_____ Voting Credential _____ Professional License

_____ Passport _____ Immigration document

The Legal Representative must add, besides his official identification, one of the following:

_____ Power of Attorney signed before two witnesses _____ Public Deed

Name and Signature of Holder
or his Legal Representative

Federal Law of Protection of Personal Data Held by Private Parties ("The Law")

Under Article 32 of the Law, you will receive a response to this request within 20 business days once it has been received and in accordance with Article 45 of Law and Article 100 of its Regulation, you may initiate a process of data protection before the Federal Institute of Access to the Information and Data Protection.



ARCO RIGHTS (Access, Rectification, Cancellation or Opposition)

To exercise of your ARCO rights, you must submit the request called ("Application to Exercise ARCO Rights") to **Riviera Hotels** via email or in person to our **Personal Data Department**, located at Best Day Building Av Bonampak Mz. 2 Lt. 7, Building A, Locale A, B and C, Third Floor, Cancun Quintana Roo Mexico, Zip Code 77500, Email: personaldata@rivierahotels.net Attention to **Riviera Hotels**, Operating hours: Monday to Friday from 9:00 to 18:00 hrs., and Saturdays from 9:00 to 14:00 hrs, Phone number: **998-272-8000**.

Requirements for submission of applications.

1. - Full name and complete address, email address, the latter must be provided, in case its authorized to receive the information you require or notifications.
- 2.- In case that the person who is submitting the application, is the holder, attach the ID that proves your identity, which may be: Voting Credential issued by the Federal Electoral Institute ("IFE"), valid passport, Professional Certificate, or in the case of foreign nationality, valid immigration documentation;
3. - In case that the person who is submitting the application is not the holder, the legal representative must present the document certifying the existence of the representation, that could be a public deed or a power of attorney signed before two witnesses, along with the identification of the holder and the Legal Representative, which may be: IFE credential, valid passport, Professional Certificate, or in case of foreign nationality, valid immigration documentation;
- 4.- Clear and accurate description, of the personal data for which you wish to exercise any of the ARCO Rights, which is the right you wish to exercise and the reasons why.
5. - Any document or information demonstrating that your personal data is in the possession of **Riviera Hotels**;
6. - In case of request of correction of data, you shall also indicate the modifications to be made and the documentation to support your request (birth certificate, proof of residence, or one that attests and motivates the change to be performed in your personal data).

Response Time.

Riviera Hotels will respond to your request within a period of twenty (20) business days, counted from the date of acknowledgement of receipt. If the request is appropriate, the response time will be effective within the next 15 (fifteen) days from the date on which the approval of action is communicated. The response may be sent via e-mail or personally.



Riviera Hotels, may request you, to give an answer, to show the original documents sent along with your request, to collate them, at the address stated above, within 5 (five) business days from the date they are required. If you have not submitted the documents after the term, your application will be filed considering it as inadmissible.

Procedures of Unconformity.

In case that i) an answer is not given to your request within the period specified by The Law, ii) you consider the response not satisfactory, iii) you consider that there is no valid reason to postpone the delivery of the information that was required, you can file a grievance with our Personal Data Department for its review, in any of the forms of reception of the applications, (e-mail and / or in person). The unconformity may also be interposed before the Federal Institute for Access to Information (IFAI), through a grievance procedure.