

NEWROSPINE PRIVACY NOTICE

Data Controller:

Operadora Newrospine S.A. de C.V., with registered address at Hacienda Vigil No. 102, Colonia Jardines de la Hacienda, C.P. 76180, Querétaro, Querétaro, is responsible for the processing of your personal data in accordance with the principles of lawfulness, consent, information, quality, purpose, loyalty, proportionality, and accountability established by the Federal Law on the Protection of Personal Data Held by Private Parties (LFPDPPP).

Purpose of Personal Data Processing:

The personal data we collect from you will be used for the following essential purposes:

- To provide healthcare services, diagnosis, and treatment.
- To comply with contractual and legal obligations.
- To maintain your medical file in accordance with applicable regulations.
- To conduct quality assessments of our services.
- For billing and collection purposes.

Additionally, we may use your information for the following secondary purposes, which are not necessary for the primary services but allow us to provide better service:

- To send promotional information or information about new services.
- To conduct satisfaction surveys or market research.

If you do not wish your data to be processed for these secondary purposes, you may inform us via email at **contactodiagnostico@newrospine.com** or at our physical address.

Collected Personal Data:

For the purposes outlined above, we may collect the following categories of personal data:

- **Identification data:** name, age, gender, address, phone number, email.
- **Health data:** medical history, diagnoses, procedures, lab and imaging results.
- **Biometric data,** when applicable.

Medical Record:

The medical record is the property of the healthcare facility. According to Section 5.4 of the Official Mexican Standard NOM-004-SSA3-2012, patients have the right to access their medical file through a medical summary, including personal data, which must be delivered within 48 hours of the request.

The information in the medical record is confidential and will be handled according to the principles of lawfulness, consent, information, quality, loyalty, and accountability.

Personal and sensitive data included in the record will only be used for:

1. Providing multidisciplinary medical care, including diagnostic, therapeutic, surgical, and/or palliative services.
2. Issuing medical certificates, letters, and related documents.
3. Fulfilling legal, health, and administrative obligations.
4. Statistical, academic, or research purposes.
5. Internal and external audits to assess quality and regulatory compliance.

The information in the medical record will not be disclosed or transferred to third parties without the express consent of the data subject, except in cases provided by law, as stated in Articles 136 and 137 of the General Health Law and Article 9 of the Federal Law on the Protection of Personal Data Held by Private Parties.

Call Recordings:

Phone calls made to or received from Operadora Newrospine S.A. de C.V. may be recorded and stored solely for quality control, internal process monitoring, and incident resolution.

These recordings will not be shared with third parties unless expressly required by competent authorities and will be securely and confidentially stored.

Video Surveillance:

Please be informed that both the interior and perimeter of our facilities are under 24/7 video surveillance. The captured images and audio are used exclusively for security purposes. These recordings are property of the institution and will not be shared with third parties unless requested in writing by a legal representative or required by competent authorities.

The publication or dissemination of such recordings by third parties is not authorized by Operadora Newrospine. Likewise, no recordings will be published or distributed by us.

Transfer of Personal Data:

Your personal data may be transferred and processed within or outside of Mexico by parties other than this company solely for the following purposes:

- With medical institutions, laboratories, or insurance companies for contracted services.
- With competent authorities as required by law.

In all cases, we will ensure such transfers comply with the LFPDPPP and the guidelines established by the appropriate authorities.

ARCO Rights (Access, Rectification, Cancellation, and Opposition):

You have the right to know what personal data we hold about you, how we use it, and under what conditions (Access). You also have the right to request correction of inaccurate or incomplete information (Rectification); deletion of your data when it is not being properly used (Cancellation); and to object to the use of your data for specific purposes (Opposition).

To exercise any of your ARCO rights, you may submit a request via email to contactodiagnostico@newrospine.com or in person at our office, including a copy of your official identification.

Limiting Use or Revoking Consent:

At any time, you may limit the use or disclosure of your personal data or revoke the consent previously granted for its processing, unless a legal obligation prevents it. You must submit your request using the means described above.

Security Measures:

Operadora Newrospine S.A. de C.V. implements administrative, technical, and physical security measures to protect your personal data from damage, loss, alteration, destruction, or unauthorized use, access, or processing.

Changes to the Privacy Notice:

We reserve the right to amend or update this privacy notice at any time to reflect legislative changes, internal policies, or new service requirements. Updates will be available on our website: www.newrospine.com.mx

Contact:

If you have any questions regarding this privacy notice, please contact our Data Protection Department at **contacto@newrospine.com** or visit us at Hacienda Vigil No. 102, Colonia Jardines de la Hacienda, C.P. 76180, Querétaro, Querétaro.