

SHELL SOLUTIONS MÉXICO, S.A. DE C.V.
PRIVACY NOTICE FOR FUEL PREPAID CARD CUSTOMERS

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1. Identity of the Data Controller

Shell Solutions México, S.A. de C.V. hereinafter the “Data Controller,” with address at Av. 2 de Octubre 711, Zona Industrial, San Pedro Garza García, Nuevo León, Mexico, C.P. 64650, establishes the terms applicable to the processing of personal data in compliance with the Federal Law on the Protection of Personal Data Held by Private Parties (LFPDPPP) and observes the principles of data protection, including maintaining information that is pertinent, correct, up-to-date, accurate, and complete.

2. Personal data subject to processing

To fulfill the purposes described in this Privacy Notice, the Data Controller may collect and process the following categories of personal data:

- Identification data
- Contact data
- Authentication data
- Employment data
- Operational data
- Location data
- Patrimonial/financial data
- CCTV images

Sensitive Personal Data

We do not collect or process sensitive personal data. If, in the future, it becomes necessary to process this type of data, the Data Controller will inform the data subject in advance and request express consent, in accordance with applicable legislation.

3. Purposes of the Processing

These purposes are necessary to process the request, formalize the contractual relationship, or enable the use of the fuel card. Therefore, they do not require the data subject’s consent.

Primary Purposes

- Process the application for the use of the fuel card.
- Identify you, verify your identity, and establish communication with you.
- Manage your profile and user account, allowing you to access and use the associated services.
- Establish your identity as a cardholder when requested by the company for which you work or with which you have a contractual relationship.
- Conduct credit checks on key individuals of the customer (e.g., company board members).
- Provide and manage fuel card services, including fuel purchases and the fulfillment of contractual obligations.
- Operate associated accounts and facilitate access to online services related to the fuel card.
- Continuously evaluate and review the status of the card and/or associated purchase records.
- Register and enable other related services and different payment methods.
- Monitor volume and spending information for service administration.
- Prevent fraud, perform audits, conduct internal investigations, resolve disputes or litigation, and defend claims.
- Conduct tax verifications, comply with regulatory obligations, and submit mandatory reports to competent authorities.
- Identify and prevent money laundering and fraud in accordance with applicable regulations.
- Process information for health and safety purposes, to protect personnel, assets, and customers, particularly when handling fuels or products requiring special handling (e.g., hydrogen).
- Conduct statistical, historical, or scientific research to improve services and internal processes.
- In the case of vehicles equipped with telematic devices, collect and analyze vehicle data, including:
 - o location, routes, stops;
 - o acceleration, braking, turning;
 - o seat belt usage;
 - o engine, electrical system information, or warning indicators;
 - o fuel refills or replenishment events.
- Integrate and combine telematics data with transactional fuel card information to provide analyses requested by the customer’s company regarding driving behavior, safety, vehicle performance, and routes.

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Secondary Purposes

These purposes are not essential for the contractual relationship or for providing the service. Their processing requires your consent, which you may refuse or revoke without affecting your access to or use of the fuel card.

- Conduct and analyze market studies to improve customer experience.
- Evaluate and develop marketing strategies related to associated products or services.
- Offer promotions, additional benefits, or contests related to the Data Controller's services.
- Analyze your participation in loyalty programs, promotions, surveys, or other commercial initiatives.
- Send marketing communications, offers, or commercial messages on behalf of the corresponding corporate client.

Refusal or Revocation of Consent for Secondary Purposes

You may refuse or revoke your consent for secondary purposes at the time your data is collected or at any later time by submitting a request to the following email address: privacidad-datos@iconn.com.mx, clearly indicating the purpose(s) for which you wish to exercise such objection or revocation.

4. Source of Obtaining Personal Data

If you did not provide your personal data directly to the Data Controller, such data may have been obtained through your employer, your leasing company, or your fleet-management service provider, within the framework of the commercial relationship that these entities maintain with the Data Controller.

5. Transfer of Personal Data

The Data Controller may carry out national and international data transfers necessary for the purposes described. Transfers to (i) companies within the same corporate group operating under common processes and policies; (ii) competent authorities; (iii) insurance companies and benefit providers; (iv) third parties with whom there is a legal relationship linked to the employment relationship; and (v) processors acting on behalf of the Data Controller (e.g., medical service providers, psychometric evaluation providers, and information technology services) will be carried out in accordance with the legal provisions that do not require the data subject's consent.

In all cases, only the necessary and proportional information will be transferred, adopting contractual, administrative, technical, and physical measures to safeguard confidentiality, integrity, and availability.

When transfers do not fall under a legal exemption, the Data Controller will provide the data subject with a clause allowing acceptance or refusal of the transfer of personal data, in accordance with Article 35 of the current LFPDPPP.

For such cases, the Data Controller will implement clear, free mechanisms to obtain acceptance or refusal prior to performing the transfer.

6. Limitation of Use or Disclosure of Data

The primary purposes arising from the employment relationship cannot be subject to limitation, as they are based on the Data Controller's legal, contractual, or administrative obligations. However, with respect to secondary purposes, you may request at any time the limitation of the use or disclosure of your personal data.

To exercise this right, you may send a written request to the email address privacidad-datos@iconn.com.mx, indicating the scope of the limitation you wish to establish and attaching a copy of valid official identification. The Data Controller may request additional information when necessary to verify your identity or clarify the scope of your request.

Your request will be reviewed by the Data Privacy Officer and, provided that no legal exception applies and no legal provision requires the Data Controller to continue processing your personal data, your request will be approved. The corresponding resolution will be communicated to you within a maximum period of 10 business days through the contact method you have indicated.

7. Rights of Access, Rectification, Cancellation, and Opposition (ARCO)

The data subject or his/her legal representative may exercise ARCO Rights by submitting a request to the email privacidad-datos@iconn.com.mx, or by delivering it in person at Av. 2 de Octubre 711, Zona Industrial, San Pedro Garza García, Nuevo León, Mexico, C.P. 64650, Monday through Friday from 10:00 a.m. to 1:00 p.m.

The request must contain at least the following information:

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- Full name of the data subject
- Preferred means to receive the response (email, telephone, or address)
- The right to be exercised (one per request)
- A copy of valid official identification; if a representative acts on behalf of the data subject, documentation proving representation
- If applicable, documents supporting the requested rectification or update
- Information that facilitates the location of the personal data

If additional information is required, the Data Controller will contact the data subject within 5 business days following receipt of the request. The data subject will have 10 business days to respond to the request for additional information.

The Data Controller will issue a resolution within 20 business days from receipt of the request or from the date the additional information was provided, and, if applicable, will enforce the granted right within 15 business days thereafter. The response will be provided through the same means used by the data subject unless another method is indicated.

For general questions about this Privacy Notice or ARCO Rights—including the right to object to automated processing—the data subject may write to privacidad-datos@iconn.com.mx using the subject line “ARCO Rights Information”.

8. Changes to this Privacy Notice

The Data Controller may modify or update this Privacy Notice when there are changes in applicable legal requirements, internal processes, new data processing purposes, or when additional personal data is collected.

Any modification will be published and made available to data subjects through the same means used for the original notice, and, where applicable, on the website where this document is hosted.

The current version of this Privacy Notice will remain continuously available for consultation.

9. Retention, Blocking, and Deletion of Personal Data

Personal data will be retained only for the time necessary to fulfill the purposes described in this Privacy Notice, during the commercial relationship, and for any additional periods established by applicable legal provisions. During this time, the Data Controller will seek to maintain accurate and complete information in accordance with the quality standards established by current legislation.

When the data is no longer necessary, it will be subject to a blocking period, during which it may not be processed and will be retained solely to determine potential liabilities until the applicable statutes of limitations expire.

Once that period has ended, the data will be permanently and securely deleted, in accordance with applicable regulations and the Data Controller’s internal policies.

10. Cookies Use

Our website uses cookies and similar technologies to improve the user experience, analyze website usage and performance, remember user preferences, and, where applicable, display content or advertising related to users’ interests. These technologies do not collect information that directly identifies you and are used solely to optimize site functionality and better understand visitor preferences.

You may disable, block, or delete cookies at any time through your browser settings, following the procedures provided by each browser. Please note that disabling certain cookies may affect the functionality of some website features or limit availability.

11. Competent Authority

If, after exercising your rights with the Data Controller, you believe that the Federal Law on the Protection of Personal Data Held by Private Parties has been violated, you may file a complaint with the Secretariat of Anti-Corruption and Good Governance, the competent authority in matters of personal data protection.

Last updated: June 1, 2026