

## PRIVACY NOTICE REGARDING RECEPTION OF COMPLAINTS OF THE TOURISM DEPARTMENT

### PRIVACY NOTICE

In compliance with the General Law for the Protection of Personal Data in Possession of Obligated Subjects and the Law on the Protection of Personal Data in Possession of Obligatory Subjects for the State of Quintana Roo, the tourism department of the municipal government, in its capacity as Subject Obligated that collects and exercises treatment on personal data, issues the following:

### NOTICE OF PRIVACY

The department of tourism, with address in the 5th avenue between 1st streets and Juárez avenue, at plaza del sol plaza, # 21, zip code 77600 located in Cozumel Quintana Roo, Mexico, informs that it is responsible for the treatment of the Personal Data you provide, which will be protected in accordance with the provisions of the General Law for the Protection of Personal Data in Possession of the Obligated Subjects, the Law on Protection of Personal Data in Possession of Obligated Subjects for the State of Quintana Roo and other regulations that may be applicable.

What personal data are collected and for what purpose?

The personal data requested are:

- Full name of the tourist
- Address
- Phone number
- Email

The data will be used only in the terms of the applicable regulations to give attention to the request, make notifications and delivery of information about the investigation of complaints and denunciations, for probable breach of obligations of the providers of tourist services, as well as the investigation of the administrative faults of the service providers.

Fundamental for the processing of personal data

The tourism department, deals with the personal data mentioned above based on the Tourism Regulation of the municipality of Cozumel, Article 7, Section VIII, Article 12, Section I, Article 38, section I.

### Data transfer

It is reported that transfers of personal data will not be made, except those that are necessary to meet information requirements of a competent authority, which are fully founded and motivated.

Where can the rights of access, rectification, correction and opposition of personal data be exercised?

You may exercise your rights of access, rectification, correction and opposition of personal data (ARCO rights) directly to the transparency unit of this municipality, located at 13 South S / N between Rafael E. Melgar and Gonzalo Guerrero Street, Colonia Andrés Quintana Roo, City of Cozumel, Zip code 77664 or through the information request system of the state of Quintana Roo. <https://www.plataformadetransparencia.org.mx/> or in the email [transparencia@cozumel.gob.mx](mailto:transparencia@cozumel.gob.mx)  
If you want to know the procedure for the exercise of these rights you can go to the transparency unit, send an e-mail indicated above or call 987) 8726100

Changes to the privacy notice.

In case there is a change in this privacy notice, you can get it by visiting the Transparency Unit or you can check it on our website: <http://cozumel.gob.mx> in the "Privacy Notices" section.