

PRIVACY POLICY OF AILEENN_Healthcare

AILEENN USA, Inc.

AILEENN USA, Inc. respects your privacy as the entity responsible for AILEENN_Healthcare, which offers maps, symptom monitoring, and community-based services (the "Website"), together referred to as the "Services". When you use our Services, you entrust us with your data. We know that this is a great responsibility, and we work hard to protect your information and to give you control over it.

The purpose of this Privacy Policy is to inform you about what data we collect, why we collect it, and how you can update, manage, and delete it.

This Privacy Policy forms part of the terms of use of AILEENN_Healthcare (the "Terms of Use" or the "Terms"). Your use of the Services is subject to the Terms of Use, the copyright policy, and this Privacy Policy, and implies your acceptance of all of them.

Contacting AILEENN_Healthcare for privacy matters

We are pleased to inform you that we have a Specialized Public Attention Unit, which is responsible for safeguarding the privacy, integrity, processing, and protection of your Personal Data in accordance with applicable data protection law, including, where applicable, the Mexican Federal Law on the Protection of Personal Data Held by Private Parties (LFPDPPP), its regulations and guidelines, as well as applicable United States privacy laws described in this Policy.

You may contact the responsible unit by email at **privacy@aileenn.com**. The unit is administered directly by the designated data protection officer.

It is very important for you to know that, because of the nature of the information collected, it will be treated as "sensitive" at all times. Nonetheless, we maintain electronic mechanisms whereby, immediately after data is entered in the "My Symptoms" section, an automatic dissociation (de-identification) process is performed, and the information is likewise encrypted for your security and confidence.

What personal data is obtained and from where?

When you access the link and enter your data on the website, AILEENN_Healthcare will create an anonymous account associated only with your email and/or telephone number (the "Account" or the "AILEENN_Healthcare Account"). Once you have accessed the website link, AILEENN_Healthcare will collect and use your information, including metadata (as described below), in accordance with this Privacy Policy.

AILEENN_Healthcare may allow you to use the application based on your email and/or telephone number for registration purposes, requesting additional information that will be encrypted and confidential at every moment, so rest assured all your information will be Anonymized, so no one can link the data back to a specific person.

- AILEENN_Healthcare will continue linking all of your information to your Account and to a unique encrypted identifier generated by AILEENN_Healthcare in accordance with this Privacy Policy.
- You are fully responsible for your login credentials, as well as for any use or misuse made of your Account. You must keep your login credentials confidential and not disclose them to third parties. Change your password often, or at least every six months.

Information collected by AILEENN_Healthcare

The personal data that AILEENN USA, Inc. may collect is only that which is strictly necessary to retrieve medical and health information, keep statistics, follow up on the symptoms you present, the doctors and hospitals you attend as well as medical studies, and will inform you of statistics in a given geographic area. The personal data we collect belongs to the following categories:

- **Mobile telephone number and age.** Indispensable only to create a user.
- **Location.** Location information is collected by allowing the browser's location system (Safari/Chrome) to report your location through your mobile phone or computer. The types of location data collected depend in part on your device settings and your Account configuration.
- **Symptoms.** Symptoms and medical history you have presented and on the basis of which you consider that you are important for your health monitoring.

For what purposes does AILEENN_Healthcare collect and use my personal data?

We may use the personal information we collect or that you provide to us for the following purposes:

Primary Purposes

- Your telephone number is necessary to create an account.
- Your age is necessary for statistical purposes.
- We use your location data or your search query history to offer you real-time monitoring services for the location of symptoms occurring in the geographic environment where you are.
- To send you relevant information about the application.
- To ensure that our services function correctly, monitor network interruptions, or resolve the problems you report to us.

Secondary or Ancillary Purposes

We may process your personal data to carry out any or all of the following purposes, which do not necessarily derive from the services we offer, such as statistical, scientific, and research purposes. However, for such purposes a dissociation process is carried out so that the information or data collected cannot identify any particular person and is fully anonymized.

- We use data in analytics and measurement tools to understand how our services are used. We analyze your usage data of the Services to optimize product design.

- We also use your data to send you news, notices, notifications, and additional information related to the Services.
- To contact you when we deem it necessary.
- To comply with applicable laws and to assist public bodies responsible for law enforcement under any applicable law, when we believe in good faith that cooperating with these bodies is our legal duty or complies with applicable legal standards and procedures.
- To take any action in the event of a dispute or legal proceeding of any kind between the user and the Services, or between the user and other users or third parties in relation to the Services.
- To help improve the security and reliability of our Services. This includes detecting, preventing, and responding to security risks and technical problems that could harm AILEENN_Healthcare, our users, or the general public.

Your personal data will be retained for both primary and secondary purposes; or you can request full deletion of your data if a Cancellation request is submitted by you, under the procedure for exercising ARCO rights specified below.

We will request your express written consent before using your information for a purpose not included in this Privacy Policy.

PROCESSING OF SENSITIVE DATA

It is very important for you to know that the information you provide within the "SYMPTOMS" and "MEDICAL HISTORY" section, which refers to your present health status and, where applicable, recovery, will be treated as "sensitive" at all times. We likewise guarantee discretion and confidentiality, that is, for other purposes we collect the data without associating it with a particular profile or account and automatically pass it through a dissociation process before making it public or including it in the statistics produced by the application.

Nonetheless, in that section we will previously request your express consent to this privacy notice for the processing of your Personal Data, with high security measures in place to prevent unauthorized use.

MECHANISMS FOR THE DATA OWNER TO EXPRESS REFUSAL FOR SECONDARY OR ANCILLARY PURPOSES

If you do not wish your personal data to be processed for secondary purposes, you may at this time send an email to privacy@aileenn.com, stating the above, so that the corresponding annotations are made. If you do not express your refusal for such purposes within 5 business days from the date your personal data was collected, we will understand that you have granted your tacit consent.

TRANSFER OF PERSONAL DATA

We are pleased to inform you that your personal data will in no case be shared inside or outside the country; in this regard, the party responsible for processing your information will at all times be AILEENN USA, Inc.

It is important to note that the only ones who may publish or disseminate information are the users with respect to their own information; or they may share statistical information found on the same portal; however, this information already has the appropriate dissociation and encryption process.

AILEENN_Healthcare does not share your personal information with third parties without your permission. In the following cases, we will contact you to obtain your express written consent:

- In the event that AILEENN_Healthcare reasonably considers that you have breached the Terms of Use (or is investigating a possible breach thereof), or that you have abused your rights to use the Services or have taken any action or omission that it reasonably considers infringes any applicable law, rule, or regulation. In such cases, AILEENN_Healthcare may share your information with public bodies responsible for law enforcement and other competent authorities, as well as with any third party if necessary to remedy any harm resulting from your infringement.
- If the law requires AILEENN_Healthcare to share or disclose your information, or if AILEENN_Healthcare reasonably considers this to be a legal requirement.
- In the event of a dispute or legal proceeding of any kind between the user and AILEENN_Healthcare, or between the user and other users in relation to the Services.
- To detect, prevent, or otherwise resolve fraud and technical or security problems.
- To collect, store, retain, and manage your personal information through cloud or hosting services, or through a third party or an affiliated or related party of AILEENN_Healthcare (as reasonable for business purposes), whether located in the European Union, the United States, or countries outside your jurisdiction.

How can I exercise my rights of Access, Rectification, Cancellation, and Opposition (ARCO)?

- **Access.** You have the right to know what personal data we hold about you and the conditions of its use; therefore, at any time, you may request information about the personal data that AILEENN_Healthcare keeps in its databases.
- **Rectification.** It is likewise your right to request the correction of your personal data if it contains any error or is outdated, inaccurate, or incomplete.
- **Cancellation.** This is the right you have for us to delete all or part of your data in our databases, or to delete your user account, when you consider that it is not being used in accordance with the principles, duties, and obligations set forth in data protection regulations.
- **Opposition.** Finally, you also have the right to object to the use of your personal data for specific purposes.

All of these rights are known as ARCO rights and you may exercise them at any time, as well as your right to revoke any consent previously granted that may have been necessary for the processing of your data, considering that some data is "sensitive" in nature, as well as to limit the use or disclosure of your data.

The above is done by means of a request submitted to the Specialized Public Attention Unit, whose details appear at the beginning of this notice; or by sending a request via email to the following address: **privacy@aileenn.com**.

The request must be submitted in a free, simple, and brief writing in which you: (1) describe precisely which ARCO right(s) you wish to exercise; (2) indicate the personal data with respect to which you wish to exercise the aforementioned rights; (3) provide any element or document that facilitates the location of the personal data; (4) correctly prove your identity as the holder of the rights, or, where applicable, provide documents proving your legal representation (which may be as a guardian); (5) provide a mailing address; and (6) provide an email address for the purpose of sending a response to the request.

The maximum period to respond to your request is 20 days, counted from the date the request is received, informing you whether or not it is admissible, via the email address provided when submitting your request.

Please note that exercising your ARCO rights, or your right to revoke consent, is free of charge, on the understanding that AILEENN_Healthcare may charge you only for justified shipping expenses or reproduction costs of the information you request.

If you exercise the right of access to information and a favorable resolution is issued, considering that some of your personal data is sensitive, except in cases of force majeure, it must be delivered personally within a period no longer than 15 days following the response date; therefore, if you require the issuance of simple copies, it is important that you state this in your request, so that they can be prepared, reproduction costs calculated, and the place and time where they will be made available communicated to you.

Access by third parties unrelated to the user will only take place if the patient has expressly and in writing stated their consent, or by judicial or administrative order of a competent authority.

Likewise, please be advised that we will not be able to address your request or discontinue the use immediately in all cases, since it is possible that, due to some legal obligation, we may need to continue processing your personal data. You should also consider that, in certain cases, the revocation of your consent will mean that we can no longer provide you with our services offered through the platform.

Your privacy rights under United States law (CCPA/CPRA and other state privacy laws)

This section applies to residents of U.S. states with comprehensive consumer privacy laws, including California (California Consumer Privacy Act, as amended by the California Privacy Rights Act, "CCPA/CPRA"), Virginia, Colorado, Connecticut, Utah, and other states with substantially similar laws. Where the terms of this section conflict with the general provisions above for these residents, this section controls.

Categories of personal information we collect

In the preceding 12 months, we may have collected the following categories of personal information, as defined under applicable U.S. law:

- **Identifiers:** such as a mobile telephone number and a unique identifier generated by AILEENN_Healthcare.
- **Characteristics of protected classifications:** such as age.
- **Geolocation data:** precise or approximate location data reported by your device browser.
- **Sensitive personal information:** health-related information, including symptoms and health status entered in the "My Symptoms" section. This information is treated as sensitive and is automatically de-identified (dissociated) and encrypted.
- **Internet or other electronic network activity information:** analytics, usage patterns, and interactions with our Services.

Sources, purposes, and disclosure

We collect personal information directly from you when you use the Services, and automatically from your device (for example, browser location and usage data). We use this information for the business and commercial purposes described in the "Primary Purposes" and "Secondary or Ancillary Purposes" sections above.

We do not sell your personal information, and we do not share it for cross-context behavioral advertising, as those terms are defined under the CCPA/CPRA. We do not use or disclose sensitive personal information for purposes other than those permitted under applicable law. We may disclose personal information to service providers and contractors who process it on our behalf, and to authorities as described in the "Transfer of Personal Data" section.

Your rights as a U.S. consumer

Subject to applicable law and verification of your identity, you have the following rights:

- **Right to know / access:** to know the categories and specific pieces of personal information we have collected, the sources, the purposes, and the categories of third parties to whom we disclose it.
- **Right to delete:** to request deletion of the personal information we have collected from you, subject to legal exceptions.
- **Right to correct:** to request correction of inaccurate personal information.
- **Right to opt out of sale/sharing:** to opt out of the sale or sharing of your personal information. (Note: we do not sell or share personal information.)
- **Right to limit use of sensitive personal information:** to direct us to use your sensitive personal information only for permitted purposes.

- **Right to non-discrimination:** we will not discriminate against you for exercising any of your privacy rights, including by denying services, charging different prices, or providing a different level or quality of service.
- **Right to opt out of profiling:** (where provided by state law, such as in Virginia, Colorado, and Connecticut) to opt out of profiling in furtherance of decisions that produce legal or similarly significant effects.

How to exercise your U.S. privacy rights

To exercise any of these rights, submit a verifiable consumer request to **privacy@ailleenn.com**. We will confirm receipt within 10 business days and respond to verifiable requests within 45 calendar days; if we need more time (up to an additional 45 days), we will inform you of the reason and the extension in writing. We may need to verify your identity before fulfilling your request, and may decline requests we cannot verify.

You may use an authorized agent to submit a request on your behalf. We may require the agent to provide proof of your written permission and may require you to verify your own identity directly with us. There is no fee to exercise your rights unless a request is manifestly unfounded or excessive.

Appeals

If we decline to take action on your request, and you are a resident of a state that provides an appeal right (such as Virginia, Colorado, or Connecticut), you may appeal our decision by contacting us at **privacy@ailleenn.com**. If your appeal is denied, you may contact your state Attorney General to submit a complaint.

Minors

Our Services are not directed to children. We do not knowingly sell or share the personal information of consumers under 16 years of age. We do not knowingly collect personal information from children under 13 without verifiable parental consent, consistent with the Children's Online Privacy Protection Act (COPPA). If you believe a child has provided us with personal information, please contact us at **privacy@ailleenn.com** so that we may delete it.

California "Shine the Light"

California Civil Code Section 1798.83 permits California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. We do not disclose personal information to third parties for their own direct marketing purposes.

Is there security in the processing of my personal data?

Given that part of your Personal Data is sensitive information, it is our obligation to adopt and maintain the administrative, technical, and physical security measures necessary and within our reach to protect personal data against damage, loss, alteration, destruction, or unauthorized use, access, or processing. In any case in which there is a breach of our security that significantly affects your rights, you will be informed immediately in order to take the corresponding measures to defend your rights.

There are other ways to control the information AILEENN_Healthcare collects (regardless of whether you have logged in with a AILEENN_Healthcare Account), such as device settings. Your device may have controls that determine the type of information AILEENN_Healthcare collects. For example, you can modify the location settings on your device.

Deleting your information (mobile application)

If you want AILEENN_Healthcare to delete your Account, you must use the "Delete account" function available on the AILEENN_Healthcare Website. Upon receiving this request, AILEENN_Healthcare will take the measures it deems reasonable to delete such information. AILEENN_Healthcare's goal is to begin the deletion process as soon as it receives your request. From that moment, your data can no longer be used to personalize your experience in AILEENN_Healthcare. Afterward, a process designed to securely and completely delete the data from AILEENN_Healthcare's storage systems will begin. As with all deletion processes, factors such as routine maintenance, unexpected power outages, errors, or protocol failures may cause delays in the processes and periods defined in this Privacy Policy.

How AILEENN_Healthcare retains the data it collects

Some data you can delete at any time, while other data is deleted automatically or retained for longer periods, if necessary. This section describes why AILEENN_Healthcare retains different types of data for different periods of time.

- **Information AILEENN_Healthcare keeps until you delete it.** This may be your access key and other account-related data. This data is kept in your AILEENN_Healthcare Account until you delete or modify it.
- **Information kept until your AILEENN_Healthcare Account is deleted.** AILEENN_Healthcare may retain some data that allows it to know how users interact with its features and how it can improve the services.
- Data entered within the "MY SYMPTOMS" tab is not saved, because at the moment of entry it passes through a dissociation system and becomes part of the statistics. When you enter again you can answer the survey once more, but the information will again be dissociated, so no history is kept in this regard, neither in your account nor in our database.

How AILEENN_Healthcare uses aggregated information

AILEENN_Healthcare processes your information anonymously, statistically, or in aggregate form (including anonymous location data), so that it is impossible to identify users, in order to provide the Services correctly, improve their quality, optimize your experience, create services and features (including personalized services), modify or cancel content or services, and for other internal, commercial, and statistical purposes (such as advertising).

Information security

Information security is one of AILEENN_Healthcare's main priorities. AILEENN_Healthcare's services include powerful security features that constantly protect your information. AILEENN_Healthcare

implements systems, applications, and procedures to protect your personal information and minimize the risk of theft, damage, loss of information, and unauthorized access or use in relation to the information.

AILEENN_Healthcare reviews its data collection, storage, and processing practices (including physical security measures) to prevent unauthorized access to its systems. AILEENN_Healthcare obtains information from the maintenance of its services that helps it automatically detect and block security threats before they can affect you.

However, these measures cannot guarantee absolute protection. Therefore, although AILEENN_Healthcare makes great efforts to protect your personal information, it cannot guarantee (and it is not reasonable for you to expect) that its databases are free from breaches, failures, illegal access or interception, or other types of abuse and improper use.

Do you have a complaint about the improper processing of your personal data?

If you believe that your personal data protection rights have been harmed by any of our conduct or resolutions, we appreciate you submitting your corresponding request to **privacy@aileenn.com**, which will be addressed as promptly as possible. You may also, as an option, file a complaint with the competent data protection authority. In Mexico, this is the National Institute for Transparency, Access to Information and Personal Data Protection (INAI); for more information, visit www.inai.org.mx. In the United States, you may contact your state Attorney General.

Changes to this Privacy Policy

AILEENN_Healthcare may modify this Privacy Policy periodically. For those changes that we consider important, notice will be given in the following ways:

- An SMS message to the registered telephone number, or an in-system notice to users, informing them of the modifications made to the Privacy Policy; and
- A notice on the main page or on another relevant page of the Website explaining the modifications made to the Privacy Policy.

If you do not agree with any of the modified terms, you may write to **privacy@aileenn.com**.

Do we use Cookies, Web Beacons, or any other similar or analogous technology?

We inform you that AILEENN_Healthcare uses cookies, web beacons, and other technologies to monitor your behavior as an Internet user, in order to provide you with a better service and user experience when browsing our page, as well as to offer you new products based on your preferences.

The personal data we obtain from these tracking technologies is particularly the following: browsing time, time spent browsing our website, sections consulted, and web pages accessed prior to ours. For your peace of mind, this information is not transferred, so its processing is limited to our internal use.

Finally, we inform you that these technologies may be disabled through your browser settings. Where required, a notice or warning will appear when opening the page indicating that Cookies, Web Beacons, or any other similar technology is being used.

Last modified: August 5, 2026.