



PRIVACY POLICY

The evolution of technology, and telecommunications in particular, has led to the issuance of diversified norms that aim to regulate the due and diligent handling of personal information in order to ensure privacy and the right of each person to decide the use of their personal data. These norms are mandatory and must be observed by all obligated parties that possess personal data, such as America Móvil's subsidiaries that provide telecommunications services.

The protection of personal data and the privacy of communications is crucial to maintain the trust and prestige that have characterized our company since it began operations. Therefore, considering the protection of personal data of our clients and employees as a fundamental right, America Móvil has established guidelines that our operations must follow:

- **Integrity:** Personal information must be kept complete and accurate for which

corresponding measures will be established.

- **Availability:** The information must be available to its owners or authorized users on an as needed basis.
- **Confidentiality:** Personal data will only be used by authorized personnel and with good reason for doing so.

In the face of the challenge of continuous innovation our industry endures, America

Móvil strives to maintain in its operations the appropriate measures necessary to protect personal data in compliance with the applicable laws.

For purposes of this policy, the terms "America Móvil", "company" and "us" mean America Móvil, S.A.B. of C.V., individually and/or in conjunction with its subsidiaries and their respective employees, suppliers, authorized third parties and subcontractors, depending on the context.

OBJECTIVE

The current Privacy Policy aims to establish the necessary guidelines for the proper use of personal information, as well as the physical, technical and administrative security measures to which we must adhere to guarantee the protection of personal data that is entrusted to us in order to create and maintain trustful relationships and comply with the applicable legal provisions.

This policy establishes the guidelines on the privacy of communications.

Scope of application

This policy is applicable to all our operations in all the countries in which we operate. All our employees, subcontractors and authorized third parties are obligated to know, understand, promote and implement the guidelines contained herein.

About the information collected

America Movil collects different types of information coming from different sources, for numerous purposes, depending on the context, including:

- Hiring the service and compliance with the obligations arising out of the provision of such service.

- Customizing and improving our services according to the clients' needs.
- Identifying and promoting services that may be of interest to our clients.
- Selecting and managing human resources.

On the processing of the information collected

The collection and management of personal data of our clients and employees is subject to:

- Consent of the owner of the personal data is necessary when required by applicable provisions.
- Collecting personal data should not be done through deceptive or fraudulent means and within the legally established limits in order to protect the owners' interests at all times.
- The data must be collected and stored according to the internal procedures of each operation, kept intact, seeking its update, as appropriate, and eliminated when it is no longer necessary for the fulfillment of its purposes.

- Physical, logical and organizational security measures are established and maintained to protect personal data against damage, loss, alteration, destruction or use, access or unauthorized processing. In case of any security incident related to personal data, steps should be taken in accordance with the Information Security Policy of America Movil and the policy and/or procedure that each operation determines for it.

On the information of the use of the personal data and the duty of confidentiality

In the countries where we operate and there is a specific regulation in place applicable to the case, the Privacy Notice and/or the Privacy Policy is made available, which contains detailed information on the uses we give to the information collected.

Notwithstanding the foregoing, all of our subsidiaries are obligated to comply with this policy, the Information Security Policy and the duty of confidentiality with respect to personal data that they find in their custody, including:

- Have agreements and/or confidentiality clauses with personnel who have access to personal data.

- Ensure that the employee personnel understand, acknowledge and accept their obligations with respect to the information to which they have access, and require that the use of said information be exclusively for authorized purposes.
- Implement corrective mechanisms in case personnel incur any violation of the duty of confidentiality.

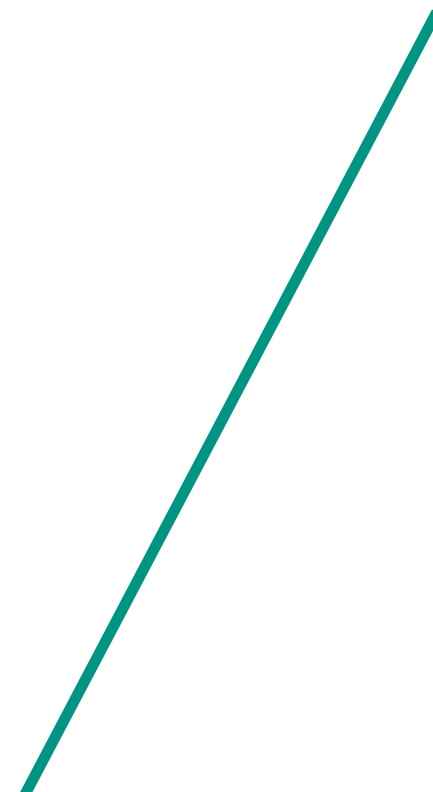
Access to our clients and employees' personal information is limited exclusively to those employees whose job duties cannot be fulfilled without it.

On the suppression of personal data

Once personal data has ceased to be necessary for the purposes for which it was collected, it will be deleted, unless there is any legal or contractual provision that requires its blocking and preservation.

On the transfer of personal data

All transfer and/or transmission of personal data will be regulated through a suitable legal instrument in which the obligations and responsibilities of the parties with respect to protection of personal data will be identified according to the applicable legislation.



On the rights of our clients and employees

The privacy notice and/or corresponding privacy policy will inform our clients and employees how they can access their personal data, rectify it, suppress it and/or oppose any of its processing purposes.

On the privacy of communications

The privacy of our clients' communications is a fundamental principle that governs us, not only because we are bound by law, but because it entails the trust that the public has placed in us.

The guidelines established by America Movil with respect to privacy of communications are:

- No one can listen to or monitor any conversation, data transmission or other form of communication, nor reveal its existence or content, except by reasoned order of a competent authority delivered in writing.
- Notwithstanding the foregoing, it will be possible to deliver information from private individuals, perform the geolocation of a mobile communication

line, block it, restrict it or keep a record and control of communications when said actions are required in terms of the applicable legislation and by reasoned order of a competent authority delivered in writing.

Procedure of compliance, implementation and control of the data privacy policy

In addition to making the present policy public so that it is known and complied with by our personnel and the company's stakeholder groups, we carry out frequent campaigns of diffusion, training and awareness regarding personal data protection and privacy so that its understanding is global and updated.

Any breach of this policy must be reported through the reporting lines that each subsidiary has enabled.

America Movil will review this policy on an annual basis, as well as the way in which it is being enforced in order to verify its validity and effectiveness.

If you have any concerns, please email privacy@americamovil.com