

Cybersecurity and Data Protection Practices



Every journey involves information. From booking a flight and making a payment to checking in and receiving travel updates, **our passengers trust us with their data throughout their experience with Volaris.**



Protecting this information and keeping our digital systems secure is part of how we protect that trust.

Our cybersecurity approach combines technology, clear processes, and people. We continuously work to protect our systems, identify potential threats, and respond to incidents when needed. Our practices are aligned with recognized frameworks, including **ISO/IEC 27001** and the **NIST Cybersecurity Framework**.



Our approach to cybersecurity

We focus on three key areas: **prevention, detection, and response**. This includes protecting our technology infrastructure, monitoring potential threats, conducting vulnerability assessments and security testing, and maintaining response protocols for potential incidents.

People are also an important part of our security culture. Our Ambassadors receive mandatory cybersecurity and privacy training, complemented by phishing simulations and awareness activities throughout the year.

Cybersecurity and data protection are overseen through our **IT and Cybersecurity Working Group**, which regularly reviews emerging risks, strategic initiatives, regulatory developments, and our overall security and privacy approach.



Protecting personal data

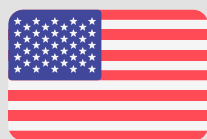
We manage personal data throughout its lifecycle, from collection to secure disposal. Privacy and security considerations are incorporated into our projects through risk reviews, while customers are informed about how their information is used and can exercise their applicable privacy rights.

Third parties that process customer information on our behalf are also required to follow our data protection requirements.

Our approach follows applicable privacy and cybersecurity requirements in the jurisdictions where we operate, including:



México: *Ley Federal de Protección de Datos Personales en Posesión de los Particulares (LFPDPPP)* and *Circular Obligatoria CO SA-17.18/24*.



United States: California Consumer Privacy Act (CCPA), as amended by the California Privacy Rights Act (CPRA).



Costa Rica: *Ley de Protección de la Persona frente al Tratamiento de sus Datos Personales (Ley No. 8968)*.



El Salvador: *Ley de Protección de Datos Personales*.