PRIVACY NOTICE

1. Identity and address of the controller

Truffle CX, S.A.P.I. de C.V. (“Random Truffle”; “we”), with its address at Orizaba 115, Int. 8, Roma Norte, Cuauhtémoc, 06700, Mexico City, is the controller of your personal data.

For any communication concerning privacy and personal data protection, you may contact us at legal@randomtruffle.com.

Personal data will be processed in accordance with the Federal Law on Protection of Personal Data Held by Private Parties (in Spanish, Ley Federal de Protección de Datos Personales en Posesión de los Particulares), its bylaws, and other applicable provisions in Mexico, with reference to international best practices in privacy and information security.

2. Scope

This Privacy Notice applies when you visit our website (https://randomtruffle.com/), contact us, request information, schedule a demo, engage our services, participate in commercial or recruitment processes, interact with our platforms, or maintain a professional relationship with Random Truffle. It applies exclusively to the processing of personal data for which Random Truffle acts as the data controller.

3. Personal data we may process

Identification and contact information	Name, job title, company, email address, telephone number, city, country, and contact information.
Browsing and digital usage	IP address, device identifiers, browser, operating system, pages visited, and interactions with the website.
Billing and contracts	Payment, billing, and banking information necessary to process payments related to the services and comply with legal, contractual, or tax obligations.
Professional information	Curriculum vitae, experience, education, portfolio, professional links, references, and any other professional information you choose to share.

Random Truffle does not request or intentionally collect sensitive personal data, and its services are not designed to process it. We ask that you refrain from including it in messages, documents, prompts, files, or integrations. If we receive unsolicited sensitive personal data, we will limit its processing to what is strictly necessary to identify, address, and, where applicable, block or delete such information, unless its processing is necessary for a legitimate and specific purpose, the data subject has been informed in advance and the consent required by applicable law has been obtained, or its retention is required by such law.

4. Primary purposes

Random Truffle will use your personal data to make available and operate our website; respond to requests; assess business needs; provide and improve our services; manage access and integrations; administer contractual relationships; process payments and billing related to the provision of the

services; comply with legal obligations; prevent security incidents; and manage recruitment processes, where applicable.

These purposes are necessary to request, engage, and maintain a relationship with Random Truffle. By requesting, engaging, or using our services or products, and by providing us with your personal data, you acknowledge that it will be processed only to the extent strictly necessary for those purposes and in accordance with applicable law.

5. Secondary purposes

Additionally, we may use your personal data to send commercial communications not connected to a current request or relationship; follow up on business opportunities; measure and improve our campaigns, forms, and digital channels; personalize communications and website experiences; and generate metrics, aggregated reports, and business intelligence. By making this Privacy Notice available to you and if you do not object to the processing of your personal data for these purposes, we will understand that you provide your tacit consent as provided under applicable law.

You may object to the use of your data for secondary purposes at any time by sending an email to legal@randomtruffle.com with the subject line: Objection to secondary purposes. Random Truffle will process the request and cease using the data for those purposes.

6. Preferences banner and cookies

The use of cookies and similar technologies is disclosed and managed through the preferences banner available on the Random Truffle website. Through that banner, you may accept, reject, or modify your preferences regarding non-essential cookies. Strictly necessary cookies will be used to make the website available, maintain its basic functionality, remember essential preferences, and protect the website's security. By continuing to browse the website, you acknowledge that these cookies are necessary for its operation and that their use forms part of the provision of the website.

7. Technological tools and automation

To fulfill the purposes described in this Privacy Notice, Random Truffle may rely on technological, automated, and artificial intelligence tools. Such tools may be used to operate services, respond to requests, provide support, analyze information, generate reports, improve functionality, protect systems, and optimize internal or customer processes. Personal data processing through these tools will be carried out in accordance with this Privacy Notice and applicable law.

8. Roles in data processing

Random Truffle acts as a **controller** when it processes data of users, prospective customers, customers, suppliers, partners, candidates, or business contacts for its own purposes.

Random Truffle may also act as a **processor** when it processes personal data on behalf of the customer, for example, when making available products, services, platforms, integrations, or technological tools through which the customer processes personal data. When Random Truffle acts as a processor, such processing will be governed by the Data Processing Agreement ("DPA"), in the version accepted under the applicable agreement with the customer.

9. Processors and third-party processing

Random Truffle may disclose personal data to suppliers, service providers, technology partners, affiliated companies, and professional advisors ("processors"), when necessary to provide our services, conduct our operations, perform a legal relationship, or meet legal obligations, in accordance with applicable law. Such processors will process personal data on behalf of and in accordance with Random Truffle's instructions, under the applicable legal instruments, and may not use personal data for their own purposes. Random Truffle will require such processors to implement security, confidentiality, and personal data protection measures in accordance with applicable law.

Random Truffle does not make transfers of personal data to third parties other than its processors. If, in the future, it becomes necessary to make a transfer of personal data that requires the data subject's consent, Random Truffle will update this Privacy Notice and obtain that consent. Notwithstanding the foregoing, Random Truffle may transfer personal data to competent authorities when there is a legal obligation, a duly substantiated request, or a circumstance permitted under applicable law.

10. Retention and security

Random Truffle will retain personal data only for as long as necessary to fulfill the purposes described in this Privacy Notice and, where applicable, to meet legal, tax, contractual, or regulatory obligations, resolve disputes, assert rights, or maintain security records.

To protect personal data, we will implement reasonable administrative, technical, and physical measures appropriate to the nature of the data and our services. These measures may include access controls, authentication, monitoring, encryption where appropriate, backups, confidentiality agreements, vendor management, and other practices intended to prevent loss, misuse, unauthorized access, alteration, or improper disclosure of personal data.

11. ARCO request, withdrawal, and/or limitation

At any time, you may request access, rectification, cancellation, or objection with respect to your personal data, as well as withdraw your consent or limit the use or disclosure of your data. To exercise these rights, you must send a request to legal@randomtruffle.com, including:

1. Full name of the data subject.
2. Means for communicating the response.
3. Document establishing your identity or, where applicable, legal representation.
4. Clear description of the right you wish to exercise.
5. Personal data with respect to which you wish to exercise the right.
6. Information that facilitates locating your data.
7. In the case of rectification, documentation supporting the request.

Random Truffle will respond to your request within a maximum period of 20 business days from its receipt. If the request is granted, it will be implemented within the following 15 business days from the date on which the response is communicated. These time periods may be extended for equivalent periods when circumstances justify it, in accordance with applicable law.

You may also unsubscribe from commercial communications through the unsubscribe link included in our emails, where available. Withdrawal does not have retroactive effect and may be limited by legal or contractual obligations.

12. Minors

Our products and services are intended for businesses and professional users. Random Truffle does not intend to collect personal data from minors. If you believe that we have received data from a minor without appropriate authorization, you may contact us at legal@randomtruffle.com to request its deletion.

13. Changes to the Privacy Notice

We may update this Privacy Notice to reflect legal, technical, operational, or commercial changes. Changes will be communicated by publication on our website (https://randomtruffle.com/es/legal); when material, they will also be communicated by email or other reasonable available means.

Last updated: October 1, 2026