

PRIVACY NOTICE AND LETTER OF RIGHTS

(CONTENTS OF PRIVACY NOTICE)

1. Receive, with respect to the listed properties, accurate, clear, and up-to-date information and publicity, regardless of the communication method, including digital media, thus permitting the client to adopt the best buying decision with full knowledge of the characteristics of the property that he/she/it is acquiring, according to the provisions of the Law.
2. Receive information regarding the characteristics of the property, including the extent of the land, built area, type of structures, installations, finishes, accessories, parking spaces, common use areas, services, and general physical condition of the property.
3. Freely elect the property that best suits the needs of the client and adjusts to the client's buying capacity.
4. Refrain from making any payments until the contractual relation is set forth in writing, excepting down payments or operation expenses, according to the terms provided in the Federal Law of Consumer Protection (LFPC).
5. Sign an adhesion contract under the adhesion contract model filed with the Federal Consumer Protection Agency setting forth the terms and conditions of the purchase and sale of the property. Once such contract has been signed, the service provider is obligated to provide copy of the signed contract to the client.
6. Acquire a property with the characteristics of safety and quality contained in the applicable codes and regulations and set forth in the information and advertising received by client.
7. Receive the property within the period of time and under the conditions agreed with the provider in the respective contract of adhesion.
8. If applicable, enforce the warranties for properties established in the Federal Law of Consumer Protection (LFPC), considering the specifications stipulated in the respective contract of adhesion.
9. Receive the corresponding bonus or compensation in terms of the Federal Law of Consumer Protection (LFPC) if, once the warranty has been enforced, the property continues to have defects or flaws. In addition, the client has the right to have any necessary repairs accomplished in case of defects or flaws attributable to the service provider, or the client may elect to have the property substituted, or rescind the contract, if applicable.
10. The client has the right to gratuitous and accessible customer service channels and mechanisms for purposes of consultation, requests, claims, and suggestions to the service provider, and the right to know the address of service provider for the service of process.
11. The client has the right to be protected by the competent authorities according to the applicable laws, including the right to file claims and accusations before such competent authorities.
12. The client has the right to be provided a Privacy Notice informing client of the treatment that will be given to the personal data provided by client and to grant his/her consent, if applicable, to such treatment; client has the right to have his/her personal data treated according to the applicable regulations, and to know the available mechanisms to exercise client's Rights of Access, Rectification, Cancellation, and Opposition.
13. The client has the right to be treated free from discrimination, without any refusal or conditioning of customer's attention or the sale of a house based on gender, nationality, ethnicity, sexual preference, religion, or any other particularity in terms of the applicable legislation.
14. The client will be free to elect the notary public responsible for the closing process.

LETTER OF RIGHTS LITERAL REPRODUCTION OF REGULATIONS

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