



CLIENT/SUBSCRIBER AGREEMENT

Mr. / Mrs. with D.N.I on
behalf of the following organization.....

VAT ID	
Company Name	
Address	
Zip/Postal Code	
Landline phone Not required	
Cell phone	
E-mail	
Web Not required	

1. Undertakes to contract the services provided by the DIGITAL COMPLAINTS OFFICE registered under the ownership of LAC (Intellectual Property Register. Principado of Asturias. Spain, System of Control and Prevention of Corruption R. N 05/2016/58, LAC Integral Management System R. N 05/2016/384).
2. The DIGITAL COMPLAINTS OFFICE is committed to provide clear, transparent, and quick solutions in accordance with the LAC Standard Working Procedures for the effective protection of citizens, public and private entities against all types of corruption, fraud or abuse of power.



Claims & Complaints

Simple Claim
Complex Complaint
Sustainability Report /
Extrajudicial claim
Mediation/ Arbitration
Procedure

DCO
DIGITAL
COMPLAINTS
OFFICE

*"From the problem
to the solution"*

Outcomes

Complainant & Claimed

- Simple and fair solutions to unnecessarily complex problems are provided.
- Complaint resolution (min 1 day max 5 days)
- Access to all information on the file in real time

Subscriber/Client

- Internal cost savings, reducing the cost of running your complaints and claims office
- The continuous improvement of the work processes of the subscriber / client

Citizens

- Real-time subscriber/customer performance information

Intellectual Property Registry Principado de Asturias. Spain
System of Control and Prevention of Corruption R. N 05/2016/58
LACF Integrated Management System R. N 05/2016/384



3. LAC Fees

3.1 REGISTER of LAC WHITE SEAL for DCO

WHITE SEAL for DIGITAL COMPLAINT OFFICE	FEE	
	Mínimo	+ 1.500 Complaints per year
Issuance LAC White Seal for DCO. (1)	€1,500	+1€ / complaint
Review LAC White Seal for DCO (2)	€1,000	+0.65€ / complaint
Appeal to LAC (2)	€75-€300	-

(1) Issuance White Seal for DCO

1. Complaints and Grievance Handlers Training Course
2. Access to DCO software application Complaint file manager and outcomes publication.
3. LAC set up as an appeal body

(2) Review White Seal for DCO

1. Refresher Course for Complaints Handlers
2. Verification of published results and complaints (Appeals) addressed to LAC

3.2. DCO COMPLAINT HANDLERS TRAINING

LAC TRAINING		TIME	FEE *	PRICE
DCO Complaint Handlers	1-25 students	6 Hours	125€/Hour	750€
Practical Workshop	1-25 students	3-6 Hours	125€/Hour	375€-750€



3.3 OUTSOURCING your DCO- DIGITAL COMPLAINT OFFICE

SERVICES	TIME MIN	FEE	PRICE
Simple Claim	1 Hours	75€/ Hour	75€
Complex Complaint	4 Hours	75€/ Hour	300€
Sustainability Report / Extrajudicial claim	6 Hours	75€/ Hour	450€
Mediation / Arbitration Procedure	10 Hours	75€/ Hour	750€

(...) The selection of the level of service to be provided by the FP-Claim Handler will be determined by the complexity (Allegations, number of documents to be reviewed, financial amount, etc.) of the complaint submitted and admitted for processing by the Complaints Office.



4.Payment System

(1) Contract for service rendered the payment of the fee will be made prior to the start of the service.

(2) Annual Contract. The payment of the fee will be made prior to the start of the service and, at the subscriber's choice, will be paid on a monthly/quarterly/biannual/annual basis.

LAC SERVICES	TIME MIN	FEE		Choose Service	Units
REGISTER of LAC WHITE SEAL for DCO ISSUANCE (1)	20 Hours	75€/Hour	1500€		1
REGISTER of LAC WHITE SEAL for DCO . REVIEW (1)	14 Hours	75€/Hour	1000€		1
APPEAL TO LAC (1)	1-4 Hours	75€/Hour	75€-300€		
DCO COMPLAINT HANDLER TRAINING COURSE (1)	6 Hours	125€/Hour	750€		1
OUTSOURCING your DCO DIGITAL COMPLAINT OFFICE (2)	200 Hours/Month	75€/Hour	12.500€/Month 37.000€/Quarterly 73.500€/Semester 145.000€/Annual		1

***(VAT included)**

Travel expenses

Travel costs of the project trainer will be paid by the Accounting Area of the LICENSED TRAINING CENTER. before the provision of the service, and their total cost can be significantly reduced if there is adequate coordination with the Client regarding the provision of the corresponding service.

AVAILABILITY of the trainer (travel time)

- 30 Euros/Hour (VAT included)
- 9.00 to 17.00 hours- Monday to Friday
- 42 Euros/Hour (VAT included)
- 17.00 to 9.00 hours- Saturday, Sunday, and Holidays.

TRAVEL (Transportation, Lodging, Per Diem): S/C According to Cost.



5.- GDPR -DATA PROTECTION CLAUSE-

In accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (RGPD2016/679), we inform you that the data directly provided by you - and which you expressly authorize to be processed - and for which LAWYERS AGAINST CORRUPTION is the Data Controller, are legitimately processed based on a business relationship and the performance of the tasks agreed in this contract, to carry out the necessary procedures for the provision of the services agreed, as well as the administrative procedures linked to said services. Said data will be processed in a mixed format and managed for the purpose described above, and access to the same by unauthorized third parties will not be permitted.

You have the right to access, rectify, modify, delete, limit, and cancel all this data, to exercise your right to portability, to be forgotten and/or not to have profiles created, as well as to revoke your consent, by simply sending your request to the Data Controller, LAWYERS AGAINST CORRUPTION, via its e-mail address: rgpd@lawyersagainstcorruption.com , putting the right you wish to exercise in the subject line.

You, as the data subject, are obliged to provide up-to-date, accurate, and truthful data.

We will keep your data active for as long as we maintain our professional relationship with you.