



OFICINA SOLUCIONES DIGITAL

REGISTRO PROPIEDAD INTELECTUAL PRINCIPADO DE ASTURIAS.  
Asientos Registrales N°05/2016/58 y 05/2016/384

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05/2016/58 and R.N. 05/2016/384



DIGITAL SOLUTION OFFICE

## 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 <b>Not required</b>	
Cell phone	
E-mail	
Web <b>Not required</b>	

1. Undertakes to contract the services provided by the DIGITAL SOLUTIONS 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 SOLUTION OFFICE is committed to provide clear, transparent, and quick solutions in accordance with the DSO Standard Working Procedures for the effective protection of citizens, public and private entities against all types of corruption, fraud or abuse of power.



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### Claims & Complaints

1. Simple Claim
2. Complex Complaint
3. Sustainability report. Extrajudicial claim
4. Mediation/ Arbitration Procedure



### Outcomes

**Claimant & Respondent**

Simple solutions to unnecessarily complex problems provided

- Resolution/Solution of the complaint ( min 1 day max 6 days)
- Access to all file information in real time

**Client-Subscriber**

The solutions provided in the complaint process facilitate

- Continuous improvement of the certified entity's work processes.
- Internal cost savings
- Reducing the cost of running the complaints office.

**Citizens**

- Real-time information on Certified Organisation performance

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### Ethical and Transparent Management for Public and Private Entities

Real-time monitoring of Project, People and Procurement Management linked to objective results committed by DSO Customer-Subscribers.



**CUSTOMERS-SUBSCRIBERS**

Transparency in Financing: Real-time publication of the economic results obtained in Project Management, People and Procurement.

Continuous Improvement and Effectiveness, DSO ensures that all projects are managed for effective results and aligned with their objectives.

**Board of Directors, Employees, Suppliers, and Public Administrations.**

Control in real time the effective fulfillment of the Objectives and Projects assumed by the Client-Subscriber linked to economic and social results.

#### Fees

10€/ file (first year)

2€/performance record (first year)

7.5€/ file (2nd year and following years)

1.5€/ performance record (2nd year and following years)

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### 3. DSO Fees

#### 3.1 DSO WHITE SEAL for Digital Complaint Office

DSO WHITE SEAL for DIGITAL SOLUTION OFFICE	FEE	
	Mínimo	+ 150 Complaints per year
Issuance DSO White Seal . (1)	€1,500	+10€ / complaint
Review DSO White Seal (2)	€1,000	+6.5€ / complaint
Appeal to DSO (2)	€75-€300	-

##### (1) Issuance DSO White Seal

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

##### (2) Review DSO White Seal

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



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### 3.2 DSO WHITE SEAL ETHICAL AND TRANSPARENT MANAGEMENT OF PUBLIC AND PRIVATE ENTITIES

ETHICAL and TRANSPARENT MANAGEMENT for PUBLIC and PRIVATE ENTITIES	TARIFA	
	Min	+ de 150 Files per year
Issuance DSO White Seal . (1)	€1,500	+10€ / File
		+2€ / Performance record
		-
Review DSO White Seal (2)	€1,125	+7.5€ / File
		+1.5€ / Performance record

#### (1) Issuance DSO White Seal

1. DSO training for Complaint-Handlers
2. Access to DSO software application Employee, Suppliers, file manager.and outcomes publication.

#### (2) Review DSO White Seal

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

### 3.3. DSO COMPLAINT HANDLERS TRAINING

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

### 3.4 OUTSOURCING your DSO- DIGITAL SOLUTION 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) Retainer by amount of 1.500€** <https://buy.stripe.com/00g9BD55y54t0mYcMR>

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

**(3) 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.**

DSO SERVICES	TIME MIN	FEE		Select Service	Units
<b>DSO WHITE SEAL for COMPLAINT OFFICE</b>					
<b>ISSUANCE (1)</b>	N/A	<b>10€/File</b>	.....€		
<b>REVIEW (2)</b>	N/A	<b>7.5€/ File</b>	.....€		
<b>APPEAL managed by DSO (2)</b>	1-4 Hours	<b>75€/Hour</b>	<b>75€ -300€</b>		
<b>DSO WHITE SEAL . ETHICAL and TRANSPARENT MANAGEMENT.</b>					
<b>ISSUANCE (1)</b>	N/A	<b>10€/File</b> <b>2€/ performance record</b>	.....€		
<b>REVIEW (2)</b>	N/A	<b>7.5€/ File</b> <b>1.5€/ performance record</b>	.....€		
<b>TRAINING</b>					
<b>DSO COMPLAINT HANDLERS (2)</b>	6 Horas	<b>125€/Hour</b>	<b>750€</b>		<b>1</b>
<b>DSO OUTSOURCING for COMPLAINT OFFICE (3)</b>	200 Hours/Month	<b>75€/Hour</b>	<b>180.000€/Year</b>		<b>1</b>

**\*(VAT included)**



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### **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 DIGITAL SOLUTION OFFICE 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, DIGITAL SOLUTION OFFICE, via its e-mail address: [rgpd@digitalsolutionoffice.com](mailto:rgpd@digitalsolutionoffice.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.