

## Privacy Notice

### Data Protection Policy

UNÍSONO SOLUTIONS GROUP S.L., respects the privacy of users and the secrecy and security of personal data, in accordance with the provisions of the applicable legislation on data protection, specifically, Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (hereinafter, RGPD), and the Organic Law 3/2018 on the Protection of Personal Data and Guarantee of Digital Rights (hereinafter, LOPDGDD), having adopted the necessary technical and organisational measures to prevent the loss, misuse, alteration, unauthorised access and theft of the personal data provided, taking into account the state of technology, the nature of the data and the risks to which they are exposed.

Through this Data Protection Policy, we detail all the information that applies to the use that we make in UNÍSONO SOLUTIONS GROUP S.L., of the personal data of the people who contact or make use of our services, or use the website [www.grupounisono.es/](http://www.grupounisono.es/) (hereinafter, the "Website").

#### 1. Who is responsible for processing your data?

The person responsible for the processing of data relating to the different processes with respect to the management of Users, Potential Customers, Customers and Suppliers (collectively, "data subjects") is UNÍSONO SOLUTIONS GROUP S.L., with registered office at en C/ Julián Camarillo 29-31 c 28037 Madrid (province of Madrid), and holder of Tax Identification Number B87312278, a company duly registered in the Commercial Register of Madrid. The company is registered in the Mercantile Register of Madrid, in volume 33.657, folio 8, eighth section, time number M-605.829, first inscription.

UNÍSONO SOLUTIONS GROUP S.L., is an entity belonging to the Intelcia Group, and may intervene jointly with any of these companies for specific purposes, in accordance with the user's configuration and under the terms and conditions of the corresponding privacy notice. Intelcia Group" (hereinafter 'Intelcia') is understood to include the total list of companies that are part of this business group, in accordance with the provisions of Article 42 of the Commercial Code. The list of companies that make up the Intelcia Group is as follows: Unísono Solutions Group, S.L. (NIF B87312278); Unísono Soluciones de Negocio, S.A. (Tax ID No. A82365412); Unísono Life Agencia de Seguros Exclusiva, S.L. (Tax ID No. B87977815); Estrategias de Mediación Agencia de Seguros Vinculada, S.L. (Tax ID No. B87369872); Estrategias Contact Center, S.L. (Tax ID No. B85246676); Grupo Unísono Centro Especial de Empleo, S.L. (NIF B88027842); Unísono UK Ltd (ID 551411); Unísono Soluciones de Negocio Chile (NIF 76.538.330-7).

You can contact our Data Protection Officer by sending a written communication to the following e-mail address:

[dpo-spainlatam@intelcia.com](mailto:dpo-spainlatam@intelcia.com) or by post to en C/ Julián Camarillo 29-31 c 28037 Madrid (province of Madrid).

#### 2. How have we obtained your data?

We have obtained all the personal data processed either directly from you, for example, through the forms available on the Website, by submitting a commercial offer, contractual proposal, etc. or through your company by providing us with the identification data and other information necessary to carry out the object of the contractual relationship between the parties. It shall be your or your company's obligation to provide us with updated data in the event of changes. With regard to the data of job applicants, we have obtained your data by means of your submission of a CV or by obtaining your application through the services of a job portal. In the latter case, you have consented to this transfer of your data to our company by registering for our job offer on the job portal.

#### 3. For what purpose and on what basis do we process your data?

At UNÍSONO SOLUTIONS GROUP S.L., we process the data provided to us by the interested parties in order to manage different activities derived from specific procedures carried out in terms of service provision, supplier management, personnel selection management, service quality, etc.

The processing of personal data carried out by UNÍSONO SOLUTIONS GROUP S.L., is based on the different bases of lawfulness of art. 6.1 of the RGPD. For the purposes of the processing of data related to the Website, we can identify the following processing and their respective basis of legitimacy:

Purpose of Processing	Legal basis
Contact management: sending the information requested through the contact form on the Website or any other means of contact with our company.  In the case of requests for information or if the User expressly indicates this by ticking the corresponding box, their data will be transferred to other companies in the Intelcia Group, which can be consulted at <a href="http://www.grupounisono.es/quienes-somos">http://www.grupounisono.es/quienes-somos</a> .	Consent of the data subject (art. 6.1.a RGPD), which is provided by the action of sending the contact request.

Marketing Operations: To provide both potential customers and our customers with offers of products and services of interest to them.	Consent of the data subject (art.6.1.a RGPD)
To comply with our legal obligations: we process and share data where we are required to do so by law, or where it is necessary to protect our rights.	Fulfilment of a legal obligation (art. 6.1.c GDPR)
Management of personnel selection processes.  In case of sending CVs, your data may be shared with your consent with other companies of the group that you can consult at <a href="http://www.grupounisono.es/quienes-somos">http://www.grupounisono.es/quienes-somos</a> .	Application at the worker's request of pre-contractual measures or the intention to conclude a contract (art. 6.1.b GDPR).

#### 4. How long will we keep your data?

The personal data that UNÍSONO SOLUTIONS GROUP S.L., collects through the various contact forms and / or collection of information from the Website will be kept for the time necessary to fulfill the purpose reported in the previous section, and even after, duly blocked, for the period that could result in liabilities for UNÍSONO SOLUTIONS GROUP S.L.,

In the event that you consent to the sending of commercial communications, we will process your personal data for this purpose until you revoke said consent, and even afterwards, duly blocked, for the period of time in which liabilities may arise for UNÍSONO SOLUTIONS GROUP S.L.,

In relation to the processing of data carried out by UNÍSONO SOLUTIONS GROUP S.L., in order to comply with legal obligations, personal data will be kept in accordance with the terms established in the regulations.

In the event that you send us your application for a position in Intelcia Group we will keep your data during the selection process. If you are not selected, we may ask for your consent to keep your personal data for future applications that match your profile.

#### 5. To whom will your data be communicated?

UNÍSONO SOLUTIONS GROUP S.L., will never share your personal data with any third party company that intends to use them in their direct marketing activities, except in the case that you have expressly authorised us to do so.

We inform you that we may provide your personal data to Public Administration bodies and competent authorities in those cases where UNÍSONO SOLUTIONS GROUP S.L., receives a legal requirement from these authorities; to answer any claim or legal demand; or to protect the rights of UNÍSONO SOLUTIONS GROUP S.L., or its clients and the general public.

UNÍSONO SOLUTIONS GROUP S.L., may provide access to your personal data to third party companies on our behalf to provide services to us (e.g. Internet service providers that help us administer our website or carry out contracted services, IT support and maintenance companies, logistics companies, tax and accounting consultancies, etc.). In any case, these third parties must maintain, at all times, the same levels of security as UNÍSONO SOLUTIONS GROUP S.L., in relation to your personal data and will be bound by legal commitments to keep your personal data private and secure, and to only use the information following specific instructions from UNÍSONO SOLUTIONS GROUP S.L., as our data processors. In the event that any of these data processors is established outside the European Economic Area, UNÍSONO SOLUTIONS GROUP S.L., provides additional guarantees to carry out this international transfer of data by formalising standard contractual clauses.

In the case of requests for information, if the User expressly indicates this by ticking the corresponding box, their data will be transferred to other companies of the Intelcia Group, which can be consulted at <http://www.grupounisono.es/quienes-somos>, including:

- UNÍSONO SOLUCIONES DE NEGOCIO CHILE, S.A.; Avda. Alameda Bernardo O'Higgins 3322, 3º Piso, Santiago de Chile, Chile.
- ESTRATEGIAS CONTACT CENTER, S.L.; Calle 100, nº 13-2, Piso 9. Edificio Megatower, Bogotá, Colombia.

The security of your personal data in the context of the transfer to these entities outside the European Economic Area is guaranteed by the formalisation of standard contractual clauses approved by the European Commission.

#### 6. What are your rights as a data subject?

Any person has the right to obtain confirmation as to whether or not UNÍSONO SOLUTIONS GROUP S.L. is processing personal data concerning them.

Specifically, interested parties may request the **right of access** to their personal data, as well as to receive them in a common format and machine-readable if the processing is carried out by electronic means (**right of portability**).

Likewise, data subjects may request the **right to rectify** inaccurate data or, as the case may be, request their **deletion** when, among other reasons, the data are no longer necessary for the purposes for which they were collected.

Additionally, in certain circumstances, data subjects may request **the limitation of the processing of their data**. Likewise, in certain circumstances and for reasons related to their particular situation, interested parties may exercise their **right to oppose** the processing of their data, in which case UNÍSONO SOLUTIONS GROUP S.L. will stop processing the data, except for compelling legitimate reasons, or the exercise or defence of possible claims or in those exceptions established in the applicable regulations.

Likewise, we inform you that you have the right to withdraw your consents granted at any time, without this affecting the lawfulness of the processing based on the consent prior to its withdrawal.

Likewise, the User is informed that at any time he/she may exercise the aforementioned rights by writing to us using the contact details that appear in Section 1, 'Data Controller' of this Data Protection and Privacy Policy of UNÍSONO SOLUTIONS GROUP S.L., attaching a copy of his/her ID card. You can also send us an email to [dpo-spainlatam@intelcia.com](mailto:dpo-spainlatam@intelcia.com).

You also have the right to file a complaint with the Spanish Data Protection Agency, especially when you have not obtained satisfaction in the exercise of your rights, at the following address: Agencia Española de Protección de Datos, C/ Jorge Juan, 6, 28001 - Madrid.

## **7. Other information of interest about our Data Protection Policy**

### **8.1 Security Measures**

UNÍSONO SOLUTIONS GROUP S.L., adopts the security levels required by current European and Spanish legislation on data protection taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of the processing described, as well as the risks of varying likelihood and severity for your rights and freedoms as an individual.

### **8.2 Modifications to our Data Protection Policy**

From time to time, UNÍSONO SOLUTIONS GROUP S.L., may make changes and corrections to this section of the Data Protection Policy. Without prejudice to the fact that we will inform you of any substantial changes that may affect you, please check this section regularly to consult the changes that may have been made and how they may affect you.

## **8. Applicable law**

This Data Protection Policy shall be governed at all times by the provisions of Spanish and European legislation on the protection of personal data and privacy.