

UK

I. General Terms and Conditions of Use

These General Terms and Conditions of Use (hereinafter "the General Terms"), together with the Privacy Policy, govern the access and use by Users of the website www.unisonobpo.com (hereinafter, "the Website"). By accepting these General Terms, the user (hereinafter, 'the User') declares:

- That they have read, understood and comprehended the information contained herein
- That they accept all of the obligations expressed herein.

Use of the website constitutes your agreement as a user to the entire contents of these General Terms and Conditions of Use. Users must carefully read these General Terms each time they access the Website, as they may be modified at any time.

The owner of the Website reserves the right to make any change or update at any time and without the need for any prior notification to the contents and services thereof, to these General Terms and Conditions of Use, and in general to any elements included in the design and configuration of the Website.

1. General information about the website

Pursuant to the provisions of applicable state and federal laws and regulations, we provide the following general information in relation to the Website:

Owner UNISONO UK LTD (hereinafter referred to as "Unisono").

Registered address: Glenbervie Business Centre, Ramoyle House, Larbert, FK5 4RB, Scotland, UK

Telephone: 0141 565 1078

E-mail: info@unisonobpo.com

2. Conditions of Use

2.1. Access to the Website

Access to the Website is free, except for the cost of connecting to it via the telecommunications network provided by the service supplier contracted by the User.

2.2. Registration

In general, Users do not need to register in order to access the services and contents of the Website. All data entered by the User must be exact, up to date and truthful at all times.

2.3. Website Rules and Regulations

Users are obliged to use the Website and all of its contents and services in accordance with the rule of law, ethical standards and public order, and with these General Terms and Conditions. Users are also required to make proper use of the services and/or contents of the Website and to refrain from using them for any kind of illicit or criminal purposes, which may affect the rights of third parties and/or infringe any laws regarding intellectual and industrial property, or any other type of applicable legislation.

Users must not transmit, introduce, distribute and make available to third parties any kind of material and information (data, contents, messages, illustrations, sound and image files, photographs, software, etc.) that may be contrary to the law, ethical standards, public order and these General Terms and Conditions. Users agree to abide by the following requirements, including without limitation:

I.- Not to upload or distribute content or propaganda of a racist, xenophobic or

pornographic nature, which supports terrorism or violates human rights.

II.- Not to upload or distribute data programs over the Internet (viruses and harmful software) liable to cause damage to the computer systems of the access provider, its providers or third party Users of the Internet.

III.- Not to distribute, transmit or provide third parties with any type of information, elements or contents that infringe the fundamental rights and public liberties recognized constitutionally and in international treaties.

IV.- Not to distribute, transmit, or provide third parties with any type of information, elements or contents that constitute illegal or unfair advertising

V. – Not to transmit unsolicited or unauthorized publicity, advertising material, junk mail, chain letters, pyramid structures or any other type of solicitation, except in areas (such as commercial spaces) that have been expressly designed for this purpose.

VI.- Not to upload or distribute any type of false, ambiguous or inaccurate information or content that may be misleading to persons receiving this information

VII.- Not to impersonate other Users by using their passwords in other services and/or contents of the Website

VIII.- Not to distribute, transmit or provide third parties with any type of information, elements or content that represent any type of infringement of intellectual and industrial ownership rights, patents, trademarks or copyright corresponding to the owners of the Website or any third parties.

IX.- Not to distribute, transmit or provide third parties with any type of information, elements or content that represent a breach of secrecy of communications and data protection legislation.

Users undertake to hold UNISONO harmless against any claims, fines, penalties or sanctions that may arise as a result of any infringement on the part of the User of any of the regulations for use indicated above, with UNISONO further reserving the right to seek compensation for any corresponding damages.

2.4. Liability Waiver

Access by the User to the Website shall not imply any obligation on the part of UNISONO to control the absence of viruses, worms or any other type of harmful computer element. In any event, the User is responsible for having the necessary tools available for the detection and removal of harmful computer programs.

UNISONO accepts no liability for any damage caused to the software and computer equipment of Users or third parties in making use of the services offered on the Website.

UNISONO accepts no liability for any type of damage caused to Users as a result of faults or disconnections in telecommunications networks resulting in the suspension, cancellation or interruption of the service of the Website during or prior to the provision of the same.

2.5. Contents and services linked via the Website

The service to access the Website includes technical elements providing links, directories and even search engines that allow Users to access other sites and web portals (hereinafter, 'Linked Sites'). In these cases, UNISONO shall only be liable for the contents and services provided on the Linked Sites to the extent that it is effectively aware of any unlawful activity and that the link has not been deactivated with due diligence. In the event of the User considering that a Linked Site includes unlawful or unsuitable content, they may inform UNISONO of this situation, without any such notification entailing any obligation to remove the corresponding link.

Under no circumstances may the presence of Linked Sites be considered as signifying the formalization of agreements with the owners or supervisors of the same, or any recommendation, promotion or identification on the part of UNISONO with the declarations, contents or services provided.

UNISONO is unaware of the contents and services offered by the Linked Sites, and therefore cannot accept any liability for any damage caused as a result of the contents and/or services of these Linked Sites being unlawful, of poor quality, outdated, unavailable, erroneous or useless, or for any other damages that are not directly attributable to UNISONO.

2.6. Intellectual and Industrial Property

All of the contents of the website, including but not limited to the texts, photographs, graphics, images, icons, technology, software, links and other audiovisual or sound contents, as well as its design and source code, are the intellectual property of UNISONO or of third parties, without the transfer of any intellectual property rights to the User as recognized by law with regard to the intellectual ownership of the same.

All trademarks, brands or distinctive symbols are the property of UNISONO or third parties, without access to the Website attributing any rights in relation to the same.

3. Severability

In the event of any clause contained in these General Terms and Conditions being declared wholly or partially unenforceable, any such unenforceability shall only affect the clause or part thereof considered to be unenforceable, with the remainder of the General Terms and Conditions still applying.

4. Governing Law and Jurisdiction

These General Terms and Conditions shall be governed and interpreted in accordance with the Laws of the United Kingdom.

II. Privacy Policy

UNISONO and its divisions, subsidiaries and affiliates, is committed to maintaining your confidence and trust. It has adopted the following privacy policy to explain its practices relating to the information it collects, and the information you provide to it, through this website or other means.

1. Data Controller

The Controller of the data collected through this website is:

Data controller: UNISONO UK LTD (hereinafter referred to as "Unisono").

Postal address: Glenbervie Business Centre, Ramoyle House, Larbert, FK5 4RB, Scotland, UK

Telephone number: 0141 565 1078

E-mail: info@unisonobpo.com

UNISONO UK LTD. (hereinafter referred to as "Unisono", with offices at Glenbervie Business Centre, Ramoyle House, Larbert, FK5 4RB, Scotland and contact email address info@unisonobpo.com

We have appointed a data protection officer (DPO) who is responsible for overseeing questions in relation to this privacy policy. If you have any questions about this privacy policy, including any requests to exercise your legal rights, please contact our DPO: DPO@grupounisono.es

2. Contact details or requests for information

You may request to review information pertaining to you by sending an e-mail to UNISONO at info@unisonobpo.com. All of the requests for information remitted by Users via the e-mail address info@unisonobpo.com, will be received by: Glenbervie Business Centre, Ramoyle House, Larbert, FK5 4RB, Scotland.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

3. Purpose of the treatment and data retention

The personal data provided to Unisono shall be used to:

1. To handle information requests and/or queries made by the User. The data processed for such purpose will be stored for the storage term and the statute of limitations stipulated by Law.
2. To keep the user informed of Unisono's services and news by digital means. The data processed for such purpose shall be stored until the User withdraws consent. The User may expressly indicate if he/she authorises such data processing or not at any given time.
3. If sending a CV via this website, the data provided by the User shall be treated to handle such application and, where applicable, allow his/her to select a position at Unisono. The data processed for such purpose shall be stored until the User withdraws consent.

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

4. Legal basis and international transfers

The legal basis for personal data processing is the User's consent. The data may be communicated to the following third-party recipients: The Public Authorities to comply with legal obligations. Furthermore, they may be communicated to the following processors: Communications and office systems providers, hosting, SaaS such as CRM/ERP and consultancy firms. For the specified purposes, Unisono may transfer personal data to the other Unisono's Group companies, which are located around the world (Please, check the list in www.unisonobpo.com), included:

- UNISONO 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 User may, at any time, exercise his/her right to access, rectification, deletion, limitation, objection or data portability by means of an email addressed to dataprotection@unisonouk.com or through a letter sent to UNISONO UK LTD., Glenbervie Business Centre, Ramoyle House, Larbert, FK5 4RB, Scotland. In processing data, the legitimation for which is consent, the User shall have the right to withdraw such consent at any moment. The User has right to lodge a complaint with

the supervisory authority.

5. Protection of personal information. Unisono takes precautions to protect the personal information it collects. It has implemented commercially reasonable physical, technological, and administrative procedures to safeguard and secure the personal information we collect. For example, Unisono uses firewalls to safeguard the confidentiality of this information. However, no method of transmission or electronic storage provides certainty of security. Therefore, we cannot guarantee the absolute security of the information that we collect.

6. Data communicated by the User

Before providing the website with any personal data relating to third parties, the User must obtain their prior and express consent for this purpose, having informed them of the terms and conditions of this Privacy Policy. The User is obliged to hold UNISONO harmless against any possible claims, fines or sanctions that may arise as a result of any breach on the part of the User of the obligations expressed in this paragraph.

7. Children's privacy

The safety of children is very important to us. We are committed to protecting children's privacy on the Internet and we comply fully with the Children's Online Privacy Protection Act. We do not knowingly collect personal information from children under the age of 13. If a child has provided us with personal information, we ask that a parent or guardian send us an e-mail at info@unisonobpo.com, or write to us at UNISONO UK LTD Glenbervie Business Centre, Ramoyle House, Larbert, FK5 4RB, Scotland, and we will delete the information about the child from our files. Please refer to Children's Privacy in your subject line.

8. Changes to our privacy policy.

If Unisono decides to change its policy privacy policy, it will post those changes on this page so that you are always aware of what information it collects, how it uses it, and under what circumstances it discloses it.

Privacy policy changes will apply to the information collected from the date Unisono posts the revised privacy policy, as well as to existing information we hold.

9. Rights of data subjects

The User may, at any time, exercise his/her right to access, rectification, deletion, limitation, objection or data portability by means of an email addressed to dataprotection@unisonouk.com or through a letter sent to UNISONO UK LTD., Glenbervie Business Centre, Ramoyle House, Larbert, FK5 4RB, Scotland. In processing data, the legitimation for which is consent, the User shall have the right to withdraw such consent at any moment. The User has right to lodge a complaint with the supervisory authority.

10. How to contact us.

If you have other questions, concerns or would like to request prior versions of our privacy policy, please write us at: UNISONO UK LTD. (hereinafter referred to as "Unisono", with offices at Glenbervie Business Centre, Ramoyle House, Larbert, FK5 4RB, Scotland

III. Cookies Policy

Accessing this website may involve the use of cookies. This Website uses first-party and third-party cookies in order to improve the services provided thereby in analysing browsing habits, advertising for managing the advertising on this Website and to offer behaviour-based advertising.

What is a cookie?

Cookies are small files that are stored in the browser used by each User so that the server can remember certain types of information, making access easier and improving the browsing experience. Cookies generally expire after a certain period of time. No cookies make it possible to contact you via your e-mail or by any other means (they operate anonymously).

What type of Cookies does this Website use?

This website may use cookies to help users browse the site anonymously. However, users may configure their browsers to accept or reject the cookies they receive (through their browser's preferences or options menu).

Analytical Cookies: These are Cookies that are either processed by Unisono or third parties and allows for the number of users to be quantified and the measure and statistically analyse how they use the Website. For such purpose, their browsing of the Website is analysed in order to improve the offer of content, products or services displayed thereon.

Advertising Cookies: These cookies allows for the most effective management possible of the advertising space that, where applicable, the developer has included on a web page, application or platform from which the service requested is provided based on criteria such as the content published or the frequency at which adverts are shown.

Behavioural Advertising Cookies: These cookies allows for the most effective management possible of the advertising space that, where applicable, the developer has included on a web page, application or platform from which the service requested is provided. These Cookies store information about users' behaviour obtained through continuously observing their browsing habits, which allows us to develop a specific profile to display advertising based on this.

THE FOLLOWING TABLE EXPLAINS THE COOKIES WE USE AND THEIR PURPOSE

Purpose	Further information
To gather browsing data anonymously in order to be able to analyze the information obtained for the purpose of improving the website. Statistical uses.	Privacy Policy of Google Analytics

How can I block or remove the cookies used by the website?

Below are a series of links with instructions on how to turn off cookies depending on the type of browser you use:

- Microsoft Internet Explorer: <http://windows.microsoft.com/es-es/windows7/how-to-manage-cookies-in-internet-explorer-9>
- Mozilla Firefox: <http://support.mozilla.org/es/kb/cookies-informacion-que-los-sitios-web-guardan-en>
- Google Chrome: <https://support.google.com/chrome/answer/95647>
- Apple Safari: <http://support.apple.com/kb/ph11913>
- Opera: <http://help.opera.com/Windows/11.50/es-ES/cookies.html>