



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

## DSO FREELANCE AGREEMENT

ID/ PASSPORT	
Name	
Surname 1	
Surname 2	
Address	
Zip/Postal Code	
Landline phone <b>Not required</b>	
Cell pone	
E-mail	
Web <b>Not required</b>	

1. Undertakes to cooperate professionally with the DIGITAL COMPLAINTS OFFICE registered under the LAC ownership (*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* ) and to comply with the Working Procedures established in its Integrated Management System for the effective protection of victims and citizens.

PLEASE MARK YOUR AREA OF PROFESSIONAL INTEREST WITH AN X BELOW.

WORKING ÁREA	x
DSO Trainer&Consultant	
DSO Technician	
KUARTECH software engineer. DSO Digital Platform,	
T-SAC (Customer Service)	
Other category	

## 2. TUITION for DSO Free Professional

Undertakes to participate in and pay for training courses organised by LAC to ensure their diligent professional involvement in the management of the Digital Complaints Office.

DSO TUITION
DSO Technician (Mk, Ac, Cs)
DSO Trainer & Consultant
Workshops : Creative Solutions, Complainant-Claimant Care, etc...
KUARTECH software engineer. DSO Digital Platform

## 3. Business relationship DSO freelancers

- All freelancers shall maintain a business relationship with DSO
  - The freelancer undertakes to carry out and develop his/her professional activity in accordance with the criteria set out in the DSO working procedures.
  - The freelancer undertakes to perform his or her services in a results-oriented manner for clients/beneficiaries.
  - The freelancer undertakes to justify the services performed for DSO, by means of the work performed settlement form (I-01 Freelance Professional Settlement).
- DSO's accounting department **will authorise payment by bank transfer within 48 hours.**



### 3.1 Fees payable to freelancers

As a guarantee of quality for DSO's clients and Freelancers, a maximum annual remuneration of 37,000 euros (VAT included) has been established, **which can be revised according to each case per Freelancer**, and a system of remuneration per hour of work as detailed below:

- **60 €/hour** Claims Handler, Technical Management, Musicians, Expert etc....
- **25 €/hour** Technical Accounting, Marketing, Press, etc... under the DSO Technical and Creative Direction.
- **15 €/hour** Secretarial work (data management, issuing of letters and communications with templates, correspondence) related to work procedures
- **? €/hour** Freelance professional with own creative project reviewed by DSO's Technical Management under budget approved by DSO

### 3.2 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.

**\*(VAT included)**



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DSO SOLUTIONS			
SERVICE	TIME MIN-MAX	FEE	EARNINGS
DSO Online Consultation	1.15 hours	95€	75€
Sustainability Report	6 hours	450€	360€
Mediation/Arbitration	10 hours	750€	600€

DSO WHITE SEAL- Digital Solutions Office-						
DSO WHITE SEAL	TUITION DSO COMPLAINT HANDLERS			TRACKING SOLUTIONS (+ 150 Files)		
RETRIBUTION FL 4€/File	TIME	FEE	EARNING	TIME	SOLUTIONS	EARNINGS
ISSUANCE	6 HOURS	100€/Hour	600€	1 HOUR	6	10€
ANNUAL REVIEW	6 HOURS	100€/Hour	600€	1 HOUR	6	10€

When the benefit produced by the DSO solution exceeds the amount of 100 Euros, the DSO will pay to the Trainer&Consultant a success bonus of 40% of the amount paid by the Client to the DSO for said concept.

Eg. OSD Solution value 1.000 Euros

1.000 Euros -100 Euros= 900 Euros

Success fee paid by the Client= 90 Euros

Success bonus Trainer&Consultant OSD = 36 Euros



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## DSO OUTSOURCING – Digital Solution Office-

COMPLAINT HANDLING	TIME MIN-MAX	FEE	EARNINGS per UNIT
<b>SIMPLE CLAIM</b>	1 HOUR	60€/Hour	<b>60€</b>
<b>COMPLEX CLAIM</b>	4 HOURS	60€/Hour	<b>240€</b>
<b>SUSTAINABILITY REPORT</b>	6 HOURS	60€/Hour	<b>360€</b>
MEDIATION	TIME MIN-MAX	FEE	EARNINGS per UNIT
<b>BASIC MEDIATION</b> E-MAIL/PHONE MANAGEMENT	1-2 HOURS	60€/Hour	<b>60€-120€</b>
<b>FACE-TO-FACE MEDIATION</b> ACT MEDIATION	5-10 HOURS	60€/Hour	<b>300€-600€</b>
ARBITRATION	TIEMPO	FEE	EARNINGS per UNIT
<b>ONLINE / FACE-TO-FACE</b>	10 HOURS	60€/Hour	<b>600€</b>

## LECTURER for DSO LICENSED TRAINING CENTER

TUITION	TIME MIN-MAX	FEE	EARNINGS
Online DSO Trainer&Consultant	2 hours	100€	<b>100€</b>
Online DSO Technician (Mk, Ac, Cs)	45 min	40€	<b>40€</b>
Online KUARCTECH Software Engineer	6 hours	300€	<b>300€</b>
Delivery of training modules in attendance course	4-18 Horas	59€ - 90€ - 124€/Hora	<b>236€-2232€</b>



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### MARKETING PREMIUM 10% (VAT included).

All DSO freelancers who commercialize DSO Services will receive a marketing bonus in the amount of 10% (VAT included) of the total amount of the Contract signed with the Customer-Subscriber and will be maintained throughout the term of the contract.

MARKETING	TIME MIN-MAX	FEE	EARNINGS per UNIT
<b>MULTIANNUAL MARKETING PLAN</b>			
Design & Technical Direction		60€/Hour	€
<b>CORPORATE IMAGE MANUAL</b>			
Creation and design of new formats	1-3 Horas	60€/Hour	<b>60€-180€</b>
Data insertion (Certificates, Cards, etc...)	15 Min	30€/Hour	<b>7.5€</b>
<b>WEB MANAGEMENT AND SOCIAL NETWORKS</b>			
<b>WEB. DESIGN</b> New page/structure/front page		60€/Hour	
<b>WEB UPDATE</b> Text Format, Insert Images, Videos, etc....	15 minutes/page	30 €/Hour	<b>7.5€</b>
<b>PRESS ARTICLES BLOG</b> (Editorial staff)	1-4 Hours	60€/Hour	<b>60€-240€</b>
<b>CONTENT PUBLICATION</b> web + social networks	20 Min	30 €/Hour	<b>10€</b>



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DIGITAL MARKETING			
Customer Selection/Prospecting Search of segments and/or entities susceptible to use ORD	... Hours	60€/Hour	.. €
On Line/Presential Presentations	... Hours	60€/Hour	.. €
Social Media Management	... Hours	60€/Hour	.. €
SEO Positioning	... Hours	60€/Hour	.. €
Advertising in digital media Google ad works	... Hours		.. €

ACCOUNTING	TIME	FEE	EARNINGS per UNIT
Certified Professional Settlement (Verification, bank transfer and accounting entry)	15 Min	25 €/Hour	<b>6.25€</b>
Grants: Application and Justification	3-10 Hours	60€/Hour	<b>180€-600</b>
Formulation of Annual Accounts	3-10 Hours	60€/Hour	<b>180€-600€</b>



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IT & CS	TIME	FEE	EARNINGS per UNIT
Design, Development, Updating and Maintenance of the DSO Digital Platform.		60€/Hour	€
Specific modules: Blockchain Cybersecurity	... Hours	60€/Hour	€
Specific modules: Smart Contract Development			€
<b>CUSTOMER SERVICE (SAC)</b>			
CS CALL CENTER Call Out/Received	15 Min	25 €/Hour	<b>6.25€</b>
CS CALL CENTER Written communication Template Issued/Received	15 Min	25€/Hour	<b>6.25€</b>
CS CALL CENTER Corrective Action/Proposal for Improvement for the SAC	2 Horas	25€/Hour	<b>50€</b>



#### **4.- CLAUSE “JOSELE SANCHEZ, JOURNALIST” GUARANTEE CLAIM from VICTIMS and CITIZENS**

The condition of .... as a DSO  
FREE PROFESSIONAL and managed under the DSO work procedures, shall not  
prevent any citizen from formulating a motivated complaint or claim against this  
entity, and DSO undertakes to resolve the claim objectively and impartially to  
guarantee the effective judicial protection of both parties.

#### **5 - NON-DISCLOSURE AGREEMENT - OBLIGATION OF CONFIDENTIALITY CLAUSE**

..... as an DSO FREE  
PROFESSIONAL considers the INFORMATION to be of a secret and confidential  
nature (Intellectual Property Register. Principado de Asturias. Spain, System of  
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System R. N 05/2016/384) provided or to be provided by DSO, refraining from its  
dissemination and disclosure to third parties, without prior, express and written  
consent of both parties. Therefore, the parties undertake not to disclose or  
communicate the INFORMATION provided to them, to prevent the copying or  
disclosure of the said INFORMATION to third parties, to restrict access to the  
INFORMATION to their employees, lawyers or related personnel; to the extent that  
they may reasonably need it, not to use the INFORMATION or fragments thereof for  
purposes other than those stipulated in this Agreement.

Likewise, the COMPANY undertakes to properly identify the INFORMATION provided  
or supplied as confidential and to pay as compensation for breach of its obligation of  
confidentiality the amount of **5,000,000 €** to the holder of the Intellectual Property  
Rights - Intellectual Property Registry. Principado de Asturias. Spain, System of  
Control and Prevention of Corruption R. N 05/2016/58, LAC Integrated Management  
System R. N 05/2016/384.

## **6 - GDPR -DATA PROTECTION CLAUSE-**

Under 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.