



OFICINA SOLUCIONES DIGITAL

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

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



DSO  
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 pone	
E-mail	
Web <b>Not required</b>	

1. Undertakes to contract the services provided by DIGITAL SOLUTIONS OFFICE registered under the ownership of **Javier Fernández Torres as holder of the Intellectual Property Rights - Intellectual Property Registry. 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 of the Trade Secret named **PLATAFORMA DIGITAL OSD / DSO DIGITAL PLATFORM**,

**File name:**

**\_ENOTAR.IO PLATAFORMA DIGITAL DSOOSD (2).pdf**

**File's unique ID:**

**40eccde61a97b92d01bd814756c3a736298f1fa96a754c44e03d18491b8b4770**

2. DIGITAL SOLUTIONS OFFICE is committed to provide its consulting services, facilitating clear, transparent and prompt solutions in accordance with DSO's Working Procedures for the effective protection of its Subscriber Clients against any kind of corruption, fraud or abuse of power.



### 3. DSO Fees

#### 3.1 DSO Office for Complaints and Suggestions for Improvement

DSO Office for Complaints and Suggestions for Improvement	FEE	
	Minim	150 Complaints per year
Issuance DSO White Seal . (1)	€1,500	+10€ / complaint
Appeal to DSO (2)	€75-€300	-
Success Fee	10%	

**Success fee:** When the benefit produced by the OSD solution exceeds the amount of 100 Euros, the Client shall pay 10% of the amount exceeding that amount (100 Euros) as a success premium.

Eg. OSD solution value 1.000 Euro

1.000 Euros -100 Euros= 900 Euros

**DSO Success fee= 90 Euros**

Likewise, the client-subscriber is obliged to pay directly to his complaint handlers - processors a success premium of 5%.

Eg. OSD solution value 1.000 Euros

1.000 Euros -100 Euros= 900 Euros

**Processor success premium= 45 Euros**

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

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



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### 3.2 ETMP. ETHICAL AND TRANSPARENT MANAGEMENT OF PUBLIC AND PRIVATE ENTITIES

ETHICAL and TRANSPARENT PROJECT MANAGEMENT (ETPM)	FEE	
	Min	+ de 150 Files per year
Issuance DSO White Seal . (1)	€1,500	+10€ / File
		+2€ / Performance record
Success Fee	10%	

**Success fee:** When the savings and productivity increase generated by the ETMP OSD, exceeds the amount of 100 Euros, the Client will pay 10% of the amount exceeding the amount paid for the GETP service (.... Euros) as success bonus.

EXAMPLE. ETMP benefit value 100.000 Euros

Success fee= 10.000 Euros -ETPM fee paid

Likewise, the client-subscriber is obliged to pay directly to his processors a success premium of 5%.

EXAMPLE. ETMP profit value 100.000 Euros

**Processor success premium** = 5.000 Euros -ETPM fee paid

#### (1) Issuance DSO White Seal

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



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### 3.3. DSO SOLUTIONS

DSO SOLUTIONS	FEE	
ONLINE CONSULTATION	1 Hour	95€/ File
SUSTAINABILITY REPORT	6 Hours	450€/ File
MEDIATION / ARBITRATION	10 Hours	750€/ File

**Success fee:** When the profit produced by the DSO solution exceeds the amount of 2000 euros, the Client will pay 10% of the amount as success fee.

EXAMPLE. Profit Value of the solution 50.000 Euros

Success premium= 5.000 Euros - DSO fee paid



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## 4. Payment System

*(1) Retainer by amount of 1.500€ <https://buy.stripe.com/00g9BD55y54t0mYcMR>*

*(2) Contract per service rendered, The corresponding annual fee will be calculated based on the activity data provided by the Subscriber Customer*

*(3) Annual contract. Payment of the fee shall be made prior to the commencement of the service and shall be paid monthly/quarterly/semi-annually/annually at the Subscriber Customer's choice.*

DSO SERVICES	TIME MIN	FEE		Select Service
DSO WHITE SEAL for COMPLAINT OFFICE				
ISSUANCE (1)	N/A	10€/File	.....€	
APPEAL managed by DSO (2)	1-4 Hours	75€/Hour	75€ -300€	
DSO WHITE SEAL . ETHICAL and TRANSPARENT PROJECT MANAGEMENT.				
ISSUANCE (1)	N/A	10€/File 2€/ performance record	.....€	
SOLUCIONES OSD .				
ONLINE CONSULTATION	1 Hour	95€/ File	.....€	
SUSTAINABILITY REPORT	6 Hours	450€/ File		
MEDIATION/ARBITRATION	10 Hours	750€/ File		

### **Travel expenses**

Travel costs of the of the Trainer/Consultant shall be paid by the Client prior to the provision of the service, and the total cost may be significantly reduced if there is adequate coordination with the Client regarding the provision of the corresponding service.

T&C AVAILABILITY (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: [gdpr@digitalsolutionoffice.com](mailto:gdpr@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.