



OFICINA SOLUCIONES DIGITAL

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

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DIGITAL SOLUTION OFFICE

DSO FREELANCE AGREEMENT

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

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 Complaint Handler	
TC- Accountant,	
TM- Marketing	
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 Complaint Handlers
DSO Trainer & Consultant
Workshops : Creative Solutions, Complainant-Claimant Care, etc...

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





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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:

- **59 €/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 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
ISSUANCE	6 HOURS	100€/Hora	600€	1 HOUR	6	10€
ANNUAL REVIEW	4 HOURS	100€/Hora	400€	1 HOUR	6	6.65€

DSO OUTSOURCING – Digital Solution Office-

COMPLAINT HANDLING	TIME MIN-MAX	FEE	EARNINGS per UNIT
SIMPLE CLAIM	1 HOUR	59€/Hour	59€
COMPLEX CLAIM	4 HOURS	59€/Hour	196€
SUSTAINABILITY REPORT	6 HOURS	59€/Hour	294€
MEDIATION	TIME MIN-MAX	FEE	EARNINGS per UNIT
BASIC MEDIATION E-MAIL/PHONE MANAGEMENT	1-2 HOURS	59€/Hour	59€-98€
FACE-TO-FACE MEDIATION ACT MEDIATION	5-10 HOURS	59€/Hour	295€-590€
ARBITRATION	TIEMPO	FEE	EARNINGS per UNIT
ONLINE / FACE-TO-FACE	10 HOURS	59€/Hour	590€

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LECTURER for DSO LICENSED TRAINING CENTER

TUITION	TIME MIN-MAX	FEE	EARNINGS
Online DSO Trainer&Consultant	2 hours	100€	100€
Online DSO Complaint Handler	45 min	45€	45€
Delivery of training modules in attendance course	4-18 Horas	59€ - 90€ - 124€/Hora	236€-2232€

ACCOUNTING	TIME	FEE	EARNINGS per UNIT
Certified Professional Settlement (Verification, bank transfer and accounting entry)	15 Min	25 €/Hour	6.25€
Grants: Application and Justification	3-10 Hours	60€/Hour	177€-590€
Formulation of Annual Accounts	3-10 Hours	60€/Hour	177€-590€

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



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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		.. €

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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			€
CUSTOMER SERVICE (SAC)			
CS CALL CENTER Call Out/Received	15 Min	15 €/Hour	3.75€
CS CALL CENTER Written communication Template Issued/Received	15 Min	15€/Hour	3.75€
CS CALL CENTER Corrective Action/Proposal for Improvement for the SAC	2 Horas	15€/Hour	30€

SIXTH.- CLAUSE 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.

SEVENTH - 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 Control and Prevention of Corruption R. N 05/2016/58, LAC Integral Management 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.

EIGHTH - 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, 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.