

Certificate

AENOR has issued an IQNET recognized certificate that the organization:

ATENTO TELESERVICIOS ESPAÑA, S.A.U.

SEE ADDRESSES SPECIFIED IN ANNEX

has implemented and maintains a/an
Information Security Management System

for the following scope:
SPECIFIED IN ANNEX TO THE CERTIFICATE
which fulfils the requirements of the following standard

ISO/IEC 27001:2022

First issued on: 2014-02-06 Last issued: 2025-07-03 Validity date: 2026-02-06

Registration Number: **ES-SI-0002/2014**



Alex Stoichitoiu
President of IQNET



Rafael GARCÍA MEIRO
CEO

AENOR

This attestation is directly linked to the IQNET Member's original certificate and shall not be used as a stand-alone document.

IQNET Members*:

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LSQA Uruguay MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland NYCE-SIGE México PCBC Poland Quality Austria
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Certificate

Activities within the scope of IQNet Certificate **ATENTO**
TELESERVICIOS ESPAÑA, S.A.U. Number **ES-SI-0002/2014** include
the following:

The information assets that support:

- A. General and Specialized Telephone Support Services:** Includes administrative Information hotlines, emergency services, and citizen assistance.
- B. IT VPN (Virtual Private Network) Service:** Provided to clients, employees, and suppliers for secure access to the company's information systems.
- C. Telesales Services:** Telephone sales of products and services, including customer acquisition and retention.
- D. Collections and Mediation Services:** Management of collections and debt recovery, including customer negotiations, payment monitoring, and resolution of financial disputes. Additionally, it covers mediation in negotiation processes between clients, suppliers, and other stakeholders to optimize agreements and mitigate disputes.
- E. Multichannel Customer Support and Automation Services:** Customer service management for information and product sales through various channels, including voice, chat, email, video calls, social media, and other digital platforms. This also includes the implementation and integration of automation tools using artificial intelligence and conversational bots to optimize service efficiency and availability.

in accordance with the declaration of applicability in force on the date of issuance of the certificate.

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LSQA Uruguay **MIRTEC** Greece **MSZT** Hungary **Nemko AS** Norway **NSAI** Ireland **NYCE-SIGE** México **PCBC** Poland **Quality Austria**
Austria **SII** Israel **SIQ** Slovenia **SIRIM QAS International** Malaysia **SQS** Switzerland **SRAC** Romania **TSE** Türkiye **YUQS** Serbia

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Annex to IQNET Certificate Number

ES-SI-0002/2014

ATENTO TELESERVICIOS ESPAÑA, S.A.U.

CL SANTIAGO DE COMPOSTELA, 94. 28035 - MADRID

List of additional locations:

A) y B) CL SANTIAGO DE COMPOSTELA, 94.
28035 - MADRID

A) , B) y C) AV. DE RAMÓN Y CAJAL, S/N
(POLIG. INDUSTRIAL).
24010 - TROBAJO DEL CAMINO
(LEÓN)

B) y C) CL 39, N° 21-84, BARRIO BOLÍVAR.
680006 - BUCARAMANGA
Colombia

A), B) y D) GRAN VÍA CORTS CATALANES, 866-
872.
08020 - BARCELONA

A), B) y D) CL MARIE CURIE, 17.
28521 - RIVAS-VACIAMADRID
(MADRID)

A), B) y C) AV. DE GRANADA, S/N.,
23002 - JAÉN

A) y B) AV. CARDENAL BENLLOCH 67, 1ª y 3ª PLANTA
EDIF. MEDITERRANEO.
46021 - VALENCIA

B) y C) RODRÍGUEZ DE LEDESMA S/N.
10005 - CÁCERES

A) y B) AV. REINO UNIDO 11, EDIFICIO INDOTORRE.
41012 - SEVILLA

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