



## **Atento Earns HITRUST Certification, Strengthening Its Commitment to Cybersecurity and Data Protection**

- The HiTrust certification underscores the company's ability to meet rigorous global standards while reinforcing trust with clients and partners.
- The company reinforces compliance with clients and partners by implementing robust controls, managing risks effectively, and aligning with international best practices.

**Miramar, FL, December 1<sup>st</sup>, 2025.** Atento Luxco 1 ("Atento" or the "Company"), one of the world's largest providers of customer relationship management and business transformation outsourcing (CRM/BTO) services and a leader in Latin America, has achieved HITRUST e1 Certification across multiple platforms and data centers. This certification validates that Atento has implemented cybersecurity and information protection controls aligned with leading regulatory frameworks and international standards, ensuring the confidentiality, integrity, and availability of sensitive data.

The certified platforms and data centers embrace identity management, security monitoring, enterprise collaboration, and endpoint protection solutions, strategically deployed across both company-owned and third-party facilities in the United States and Puerto Rico. This achievement underscores Atento's commitment to security, effective risk management, and the trust of its clients and partners.

### **Certified platforms and Data Centers within the scope of certification:**

The HITRUST e1 Certification spans a range of platforms and facilities that support Atento's global operations, including:

#### **Certified Platforms:**

- ADManager residing at Key Center
- CrowdStrike residing at CrowdStrikePlatform
- Microsoft Defender residing at Microsoft Platform
- Office 365 residing at Microsoft Platform



- OpManager residing at Key Center
- PAM SenhaSegura residing at Sena Segura Platform
- SCCM residing at Caguas, Puerto Rico
- Sentinel residing at Microsoft Platform
- Servicenow residing at Service Now Platform
- VPN FortiClient EMS residing at Key Center

Certified Data Centers:

- Caguas, Puerto Rico (Data Center) located in Caguas, Puerto Rico
- CrowdStrike Platform (Data Center) managed by CrowdStrike Platform located in Ashburn, Virginia, United States of America
- Key Center (Data Center) located in Doral, Florida, United States of America
- Microsoft Platform (Data Center) managed by Microsoft Platform located in San Antonio, Texas, United States of America
- Senha Segura Platform (Data Center) managed by Senha Segura Platform located in Austin, Texas, United States of America
- Service Now Platform (Data Center) managed by ServiceNow Platform located in Miami, Florida, United States of America

The HITRUST certification confirms that Atento meets the requirements of the most recognized cybersecurity frameworks and has robust controls in place to protect sensitive data and manage risks effectively. Based on the HITRUST Assurance Program, this certification reflects independent assessments, centralized quality assurance, and continuous alignment with NIST, ISO, and OWASP standards, supported by HITRUST's Cyber Threat-Adaptive engine.

*"As cybersecurity expectations rise, our stakeholders require credible, validated assurance," said Eduardo Aguirre, CIO of Atento. "Achieving HITRUST Certification reinforces our ongoing commitment to protecting data, managing risk, and maintaining the trust of those we serve."*



*"Earning HITRUST Certification demonstrates Atento's proactive approach to managing information risk and protecting sensitive data through a rigorous assurance process," said Gregory Webb, CEO of HITRUST. "This achievement reflects the organization's dedication to cybersecurity and trust."*

#### **About Atento**

Atento is the largest provider of customer relationship management and business process outsourcing (CRM/BTO) services in Latin America and one of the leading providers worldwide. The company is also a key nearshoring CRM/BTO provider for U.S.-based companies. Since 1999, Atento has expanded its business model across 17 countries, employing approximately 110,000 people and serving more than 400 clients. Atento offers a broad range of CRM/BTO services across multiple channels, primarily serving multinational companies in telecommunications, banking and financial services, healthcare, retail, and public administration.

The company has been recognized for excellence by global industry analysts, including Everest, Gartner, Frost & Sullivan, and ISG. Forbes included Atento in the Top 100 Best Companies to Work For in Spain (2023), and Great Place to Work® has consistently ranked the company among the Top 25 Best Workplaces worldwide. Atento was also the first company in its sector globally to achieve ISO 56002 Innovation Management Certification, which it has maintained for four consecutive years. For more information, visit [www.atento.com](http://www.atento.com).

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