



October 9, 2026

Atento Achieves ISO/IEC 27001:2022 Certification Across Its Central America Operations

- Atento's El Salvador and Guatemala operations have been independently certified to ISO/IEC 27001:2022, the leading global standard for information security management systems.
- The certification validates the security controls governing customer service, sales, back-office, and technical support operations at both sites — reinforcing trust with clients in regulated industries such as banking, financial services, and insurance (BFSI).

Miramar, FL, October 9, 2026. 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, announced today that its operations in San Salvador, El Salvador, and Guatemala City, Guatemala, have achieved ISO/IEC 27001:2022 certification, the leading international standard for information security management systems (ISMS).

The certification, issued by ControlCase Assessments LLC — an ANAB-accredited certification body — confirms that Atento's information security management system at both sites meets the standard's requirements for identifying, managing, and continuously improving the protection of sensitive information across people, processes, and technology.

Scope of certification:

The certified ISMS covers the design, implementation, maintenance, and continual improvement of information security controls applied to the delivery of Customer Experience services such as customer service, sales, back-office operations, and technical support — across:

- Atento El Salvador, S.A. de C.V. (San Salvador, El Salvador)
- Atento de Guatemala, S.A. (Guatemala City, Guatemala)

The scope encompasses all information assets, Technology, People, and Processes supporting these operations, including IT infrastructure, endpoint devices, network systems, applications, physical facilities, and the human resources functions directly supporting them.



This achievement formalizes, under independent third-party audit, the risk-based security practices that already govern Atento's regulated client operations across its Central America sites.

"For prospective clients in BFSI and other regulated industries, security isn't a line item in your RFP — it's the deciding factor. This certification gives our clients and prospects independent, third-party proof of what we've always delivered operationally: a security posture built for the industries that can least afford to get it wrong. It's one less question our partners have to ask, and one more reason they can move forward with confidence," said Jeremy Jepperson, Head of Strategic Partnerships and US Sales at Atento.

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.

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