

# Certificate of Registration

INFORMATION SECURITY MANAGEMENT SYSTEM - ISO/IEC 27001:2013

This is to certify that:

Extel Contact Center, S.A.U.  
Vía de los Poblados, 3  
Edificio Cristalia Play, 4b, 5.<sup>a</sup>  
Madrid  
28033  
Spain

Holds Certificate No:

**IS 732237**

and operates an Information Security Management System which complies with the requirements of ISO/IEC 27001:2013 for the following scope:

The Information Security Management System that supports Customer Service, Sales, Back-Office, Technical Support Process Reengineering, Market Research, Media Strategy, Smart Data, Smart Working, Conversational Intelligence, Automation, Customer Experience, omnichannel and Voice Analytics provided by all areas by Abai Group to its customers, in accordance with the Declaration of Applicability SoA, Ed.07, dated April 30, 2021.

For and on behalf of BSI:

Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 2020-09-30

Effective Date: 2020-09-30

Latest Revision Date: 2021-08-26

Expiry Date: 2022-05-21



Page: 1 of 3

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Certificate No: **IS 732237**

Location	Registered Activities
Extel Contact Center, S.A.U. pl. Europa, 17-19, 3.ª pl. Hospitalet de Llobregat Barcelona 08908 Spain	The Information Security Management System that supports Customer Service, Sales, Back-Office and Technical Support provided by all areas by Abai Group to its customers, in accordance with the Declaration of Applicability SoA, Ed.07, dated April 30, 2021.
Extel Contact Center, S.A.U. c/ Enrique Mariñas, s/n Edif. Proa, planta baja La Coruña 15009 Spain	The Information Security Management System that supports Customer Service, Sales, Back-Office and Technical Support provided by all areas by Abai Group to its customers, in accordance with the Declaration of Applicability SoA, Ed.07, dated April 30, 2021.
Extel Contact Center, S.A.U. P.I. Onzonilla, Fase 2, Parcela M54 León Spain	The Information Security Management System that supports Customer Service, Sales, Back-Office and Technical Support provided by all areas by Abai Group to its customers, in accordance with the Declaration of Applicability SoA, Ed.07, dated April 30, 2021.
Extel Contact Center, S.A.U. av. Córdoba, 21, 3.ª pl., puerta 5 Madrid 28026 Spain	The Information Security Management System that supports Customer Service, Sales, Back-Office and Technical Support provided by all areas by Abai Group to its customers, in accordance with the Declaration of Applicability SoA, Ed.07, dated April 30, 2021.
Extel Contact Center, S.A.U. Vía de los Poblados, 3 Edificio Cristalia Play, 4b, 5.ª Madrid 28033 Spain	Certificate scope applies.
Extel Contact Center, S.A.U. avda. Severo Ochoa, 16-20 bajo Parque Tecnológico Edif. Frigiliana Campanillas Malaga 29590 Spain	The Information Security Management System that supports Customer Service, Sales, Back-Office and Technical Support provided by all areas by Abai Group to its customers, in accordance with the Declaration of Applicability SoA, Ed.07, dated April 30, 2021.

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Page: 2 of 3

This certificate relates to the information security management system, and not to the products or services of the certified organisation. The certificate reference number, the mark of the certification body and/or the accreditation mark may not be shown on products or stated in documents regarding products or services. Promotion material, advertisements or other documents showing or referring to this certificate, the trademark of the certification body, or the accreditation mark, must comply with the intention of the certificate. The certificate does not of itself confer immunity on the certified organisation from legal obligations.

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.

An electronic certificate can be authenticated [online](#).

Printed copies can be validated at [www.bsigroup.com/ClientDirectory](http://www.bsigroup.com/ClientDirectory)

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000  
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.  
A Member of the BSI Group of Companies.

Certificate No: **IS 732237**

Location

Extel Contact Center, S.A.U.  
c/ María Zambrano, 31, 5.ª pl.  
Torre Oeste, Edif. World Trade Center  
Zaragoza  
50018  
Spain

Extel Contact Center  
Av. Bernardo Arango #16-73 a 16-1  
Manizales  
Caldas CP  
170001  
Colombia

Registered Activities

The Information Security Management System that supports Customer Service, Sales, Back-Office and Technical Support provided by all areas by Abai Group to its customers, in accordance with the Declaration of Applicability SoA, Ed.07, dated April 30, 2021.

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