Data processing agreement in Costa Rica

Last updated: November 16, 2026.

Who signs this agreement and why

This agreement is part of the Terms of service for companies. Your company is the controller of the data of the people who apply on its portal or create their account there. Selezziona processes that data only on behalf of your company and only to provide the service your company signed up for. We follow Law 8968 on the Protection of Individuals with regard to the Processing of their Personal Data and its regulations, Executive Decree 37554-JP and the other data protection rules of Costa Rica.

What data we process

- About the people who apply: their profile, their resumes, the documents they upload, their applications, the evaluations, your team's notes and the messages.
- About your team: name, email, role and the log of what each person does in the panel.

What we use the data for

Only to provide the service to your company: show its job openings, receive applications, read resumes, evaluate requirements, send the emails of the hiring process and prepare the reports. We do not sell the data, we do not use it for anything else, and we do not train artificial intelligence models with it. We follow the instructions that your company gives in the panel and in these terms; if an instruction goes against the law, we tell you.

Who can see the data

Your team, according to each person's role. On our team, only the people who give support or review a report, and always under a duty of confidentiality. Other companies do not see your company's data.

How we protect the data

- Encrypted connections and encrypted documents in storage.
- The database keeps each company's data separate: every query only sees the rows of the company that makes it.
- Panel users sign in with a password and a code sent to their email.
- We scan every file with an antivirus before we store it.
- We keep a log of who accesses what, and we make backup copies.

Service providers

These providers process data on our behalf, only for what we ask them to do, and under a contract that requires them to protect it:

Provider: Hetzner Online GmbH
Country: Germany
Purpose: Hosts the servers and the database

Provider: Cloudflare
Country: United States and its global network
Purpose: Delivers the portals, protects the forms and connects the domains

Provider: Resend

Country: United States
Purpose: Sends the emails

To read resumes, evaluate requirements and check documents, we use OpenRouter (United States), which routes each task to the model we choose for it, and OpenAI (United States), without the person's name or contact details.

For this reason, the data is stored and processed outside Costa Rica. If we add or change a provider, we update this list with its date and email the Administrator before the provider starts processing data.

Incidents

If an incident affects your company's data, we notify you by email without delay, with what we know and what we are doing, and we help you notify the people affected and the authority within the time the law requires.

Requests from individuals

If a person asks us to see, correct or delete data that belongs to your company, we pass the request on to you and tell the person that we did. From the panel, you can view, correct and remove a person's data so you can reply in time.

How long we keep the data

While your company has the account. Each company sets when names are removed from its applications, which is at 24 months if it does not choose another period.

When the service ends

Before we close your company's account, we give you an export with all of its data and documents, without passwords or sign-in codes. Then we delete its data from the system and from storage. If a person also has their own account on selezziona.com, they keep that account and its data, without what belonged only to your company.

Checking that we comply

If you need to check that we comply with this agreement, write to us at soporte@globalagenttic.com and we will give you the information you ask for about how we process your company's data.

Language

This is an English translation of the Spanish text. If the two versions differ, the Spanish version applies. You can read the Spanish version.