Terms of service for companies in Costa Rica

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Who provides the service

Write to us at soporte@globalagenttic.com. You can also write to us from Help and contact.

What you sign up for

Selezziona gives your company its own job portal and a panel to post job openings, receive applications, evaluate each person against the requirements of the job opening, coordinate interviews and view reports. Your job openings also appear on selezziona.com. These terms apply to companies and agencies in Costa Rica and add to the Terms of use.

Acceptance

The person who creates the account accepts these terms on behalf of their company. When we publish a new version, an Administrator must accept it in the panel before continuing to use the panel. We save who accepted, the date and the time, and part of their IP address. You can read and download these terms before you create the account.

Plans and limits

- Each plan has a limit on active job openings, panel users and locations, and a monthly amount for tasks that use artificial intelligence. The limits of each plan are on Pricing.
- If you reach a limit, the panel does not let you take the action and tells you what the limit is and how much you are using. You can change plans to get more.
- The Free plan has no cost and does not expire. The free trial lasts 14 days and does not require a card. If you do not sign up for a plan when the trial ends, the account moves to the Free plan at no charge: the open job openings are closed, and the users and locations that the Free plan allows stay active.

Prices, payments and cancellation

- The prices of each plan and its limits are on Pricing, in US dollars. We invoice from Panama. For companies in Panama we add the 7% ITBMS (Panama’s sales tax); in other countries we do not add taxes. Your bank may charge its own fees.
- To sign up for a plan or change it, write to us from Help and contact. You pay by credit or debit card; we do not accept bank transfers. You can pay monthly or for the full year, which costs the same as 10 months.
- You can cancel at any time: write to us at soporte@globalagenttic.com. The plan continues until the end of the paid period, and then the account moves to the Free plan with its data. We do not refund what you paid for that period, except under the right of withdrawal explained below.
- If your company signs up for a plan for the first time, it can withdraw within 8 days after payment (right of withdrawal). We refund the full amount to the same card within 8 calendar days at most.
- The Dominio propio (Custom domain) add-on (for example, jobs.yourcompany.com) is a monthly add-on, separate from the plan.

Verified company

- The Business, Agency Plus and Corporate plans include the “Company verified by Selezziona” badge. Your company requests it from its panel, on the Verificar mi empresa (Verify my company) screen in the

panel settings, with its information and the documents we ask for in its country.

- A person on our team reviews the request and approves it, or rejects it and gives the reason. Automatic lookups in public registries help with the review, but they do not make the decision. If we reject the request, you can correct it and send it again.
- The badge says that we reviewed your company's legal documents on a given date. It is not a procedure before any authority, and it does not guarantee your job openings or your working conditions.
- The badge is valid for one year, or until the day one of the documents expires, if that is sooner. We email you 60, 30 and 7 days before it ends so you can renew it.
- We remove the badge if it expires, if we confirm a fraud report, if we suspend the account, or if your company moves to a plan that does not include it, including when a payment fails and the account moves to the Free plan. We notify you by email and in the panel.
- You agree to provide true and current documents, and to have the legal representative's authorization to send us their data. We handle the documents as described in the Privacy notice.

Candidate data

Your company is the controller of the data of the people who apply on its portal or create their account there, and it uses that data only for its hiring processes. Selezziona processes the data on behalf of your company under the Data processing agreement, which is part of these terms.

Use of the service

- Your company posts real job openings and follows the rules in the Terms of use: it does not charge candidates, does not post pyramid or multi-level marketing schemes, and does not ask for or prefer people based on their age, sex, marital status, pregnancy, religion, origin, disability or appearance, unless a law requires it for that position.
- We review every job opening with fixed rules, without artificial intelligence. In your panel you can see why a job opening was held.
- Resume reading and requirement evaluation are aids and can be wrong. A person at your company makes the decisions to interview, reject or hire.
- You are responsible for the people you invite to the panel and for what they do there.

Support

We help you by email and from Help and contact. Each message gets a tracking number, and we reply within 10 business days at most. The service may stop for maintenance; when we know about it in advance, we let you know beforehand.

If your company leaves

If you cancel the plan, the account moves to the Free plan with its data. If you ask us to close the account, we first give you an export with all of your company's data and documents, without passwords or sign-in codes. Then we delete your company's data, as described in the Data processing agreement.

Suspension

We may suspend an account that posts fake job openings, charges candidates or does not comply with these terms. We tell you why, and you can respond. If we suspended the account because of a mistake on our part, we refund the unused part of the paid period.

Liability

Selezziona is not a party to the employment relationship between your company and the people it hires, and it does not guarantee that a job opening will receive applications or lead to a hire. This does not limit our liability for failures of the service you paid for, or the rights that the law of your country gives you and that cannot be waived.

Changes to these terms

If we change these terms, we publish the new version with its date and email the Administrator at least 30 days before it takes effect. The changes do not raise the price of a period you have already paid for. If you disagree, you can cancel before that date without paying anything more, and we refund the unused part of the paid period.

Governing law

These terms are governed by the laws of Panama. If your company is a consumer in Costa Rica, it keeps the rights that the laws of Costa Rica give it, and it can go to the Comisión Nacional del Consumidor (Costa Rica's National Consumer Commission) or to the courts of Costa Rica.

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.