Terms of use in Costa Rica

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Who provides the service

Write to us at soporte@globalagenttic.com. You can send us questions and complaints free of charge from Help and contact: we give you a tracking number and reply within 10 business days at most.

What Selezziona is

Selezziona is a job and recruitment platform. On selezziona.com, people search for job openings and companies learn about the platform. Each company posts its job openings on its own job portal within Selezziona.

Acceptance

These terms apply to anyone who uses selezziona.com in Costa Rica. You can read, download and print them before you accept them. When you create an account or sign up for a plan, you accept them by checking the box. We save the version, the date and the time, and we email you a confirmation with a link to the version you accepted. How we handle personal data is explained in the Privacy notice.

Your account

Each account belongs to one person only. Keep your email secure, because you use it to sign in to your account. If you are an Administrator of a company, you are responsible for the people you invite to the panel and for what they do there. If someone signs in to your account without permission, let us know from Help and contact.

If you are looking for a job

- Creating your account, applying and using the tools for candidates are free.
- You must be 18 or older to create an account. If we learn that an account belongs to a minor, we delete it.
- No company can charge you to apply or to hire you. If a company does, report the job opening.
- What you write in your profile and in your resume must be true. The company you apply to uses that information to evaluate you.
- When you tap Apply, you go to the company’s portal. The company decides whom to interview and whom to hire.

If you post job openings

- You post job openings for real jobs, with accurate information about the position, the location and the conditions.
- You may not ask candidates for money or post pyramid schemes, multi-level marketing schemes or similar schemes. Those job openings are rejected and the account may be suspended.
- A job opening may 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.
- Resume reading and requirement evaluation are aids and can be wrong. Review the result before you decide. A person at your company makes the decisions to interview, reject or hire.

- The “Verified company” badge means that a person on our team reviewed the company’s documents. It does not guarantee the company’s job openings or its working conditions.
- Your company is responsible for making sure that its job openings and its hiring processes comply with the laws of its country.

What is not allowed

You may not copy job openings or profiles with automated programs, sell candidates’ data or pass it on to others, use that data for anything other than your hiring processes, create accounts with false information, impersonate another person or company, or access parts of the system that are not yours.

What you publish

What you publish remains yours: your company’s job openings, logo and texts, and the profile and resumes of people looking for a job. You give us permission, free of charge and for as long as the content is published, to show it on your portal, on selezziona.com, in email alerts and in search engines such as Google. A profile can only be seen by the companies that the Privacy notice allows. The permission ends when you delete the content or close the account. You may not copy or resell the Selezziona brand, the site or the software.

Plans, payments and cancellation

- Prices are on the Pricing page, 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.
- 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: your open job openings are closed and you only have what that plan includes.
- To sign up for a plan, 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.

Candidate data

Your company is the controller of the data of the people who apply on its portal, 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 you can read and download before you sign up. The full terms for companies are in the Terms of service for companies.

Reports and review

We review every job opening with fixed rules, without artificial intelligence, when you create, edit or activate it. We do not publish job openings that ask candidates for money, or pyramid or multi-level marketing schemes. Other job openings are held until a person on our team reviews them, for example if

they ask candidates to write on WhatsApp or if the salary is very high for the position. In your panel you can see which rule held the job opening.

Anyone can report a job opening. When two different people report it, the job opening is paused while we review it. We notify you and tell you why. We only close a job opening or suspend an account if we confirm that it breaks these rules. If you disagree with a decision, reply to us from Help and contact and we will review it again.

Closing or suspending an account

You can close your account at any time: if you are looking for a job, from Privacidad y datos (Privacy and data) in your account; if you are a company, by writing to us at soporte@globalagenttic.com. If we suspend an account, we tell you why and you can respond. If we suspended it because of a mistake on our part, we refund the unused part of the paid period.

What we do not guarantee

Selezziona is not a party to the employment relationship between the company and the person it hires. We do not guarantee that an application will lead to a job or that a job opening will stay open. We do not review everything that companies and people publish, and we are not responsible for that content or for what they do outside the platform. The service may stop for maintenance; when we know about it in advance, we let you know beforehand. 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.

Emails

We send you service emails, such as sign-in codes and notices about your applications or your plan. We only send you advertising if you agree to it, with the word “publicidad” (advertising) in the subject line and a link to stop receiving it.

Changes to these terms

If we change these terms, we publish the new version with its date and email you 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. If you have any questions, write to us at soporte@globalagenttic.com.

Governing law

These terms are governed by the laws of Panama. If you are a consumer in Costa Rica, you keep the rights that its laws give you, and you 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.