

Virtual360BPO Compliance Statement

Effective Date: *11 January 2025*

Company Name: *Virtual360 BPO Services*

Address: *Block 11, Lot 10, Trails A Savannah Subd.,
Brgy Pulo Maestra vita, Oton, 5020 Iloilo*

Website: *www.Virtual360BPO.com*

Contact: *0967 162 6359*

1. Introduction

Virtual360BPO is committed to conducting its business in full compliance with all applicable laws, regulations, and industry standards. This compliance statement outlines our dedication to maintaining high ethical standards, ensuring legal conformity, and protecting our clients, employees, and stakeholders.

2. Compliance with Data Protection Laws

We comply with data protection and privacy laws, ensuring that the personal data of our clients, customers, and employees is handled securely and transparently. Our practices are in full alignment with the following:

- **General Data Protection Regulation (GDPR):** Virtual360BPO ensures that the personal data of EU citizens is processed lawfully, transparently, and for specific purposes. We maintain data subject rights, including access, correction, and deletion of personal data.
 - **Privacy Act 1988 (Australia):** We comply with Australia's data privacy regulations, ensuring the secure collection, handling, and disclosure of personal information.
 - **California Consumer Privacy Act (CCPA):** For U.S.-based clients, we adhere to CCPA standards, protecting consumer data and giving consumers control over their personal information.
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3. Compliance with the Modern Slavery Act

Virtual360BPO is committed to preventing modern slavery and human trafficking in its operations and supply chains. We comply with the Modern Slavery Act [Insert Year] and take steps to ensure that no forced labor, child labor, or human trafficking exists within our business. Our anti-slavery measures include:

- Conducting risk assessments of our suppliers and partners.
 - Implementing a Modern Slavery and Human Trafficking Policy.
 - Training employees on recognizing signs of modern slavery.
 - Regularly auditing our supply chain to ensure compliance.
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4. Telecommunications and Media Compliance

As part of our services related to telecommunications, customer service, and digital media, Virtual360BPO adheres to the regulatory standards set forth by the Australian Communications and Media Authority (ACMA) and other international telecommunications regulatory bodies. These include:

- Telecommunications Consumer Protections (TCP) Code: We follow the guidelines ensuring fair, transparent, and accountable practices when dealing with customers.
 - Spam Act 2003: We comply with anti-spam regulations, ensuring that all marketing communications are conducted with consent and within legal guidelines.
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5. Employment and Labor Law Compliance

Virtual360BPO ensures that all employment practices adhere to local and international labor laws, including:

- Fair Work Act (Australia): We comply with Australian employment standards regarding wages, working conditions, and employee rights.

- Occupational Health and Safety (OHS) Laws: Virtual360BPO provides a safe and healthy work environment, adhering to OHS regulations.
 - We are committed to equal employment opportunities, promoting diversity, and protecting the rights of our employees.
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6. Commitment to Ethical Business Practices

We maintain the highest standards of integrity and accountability. Virtual360BPO's Code of Conduct promotes ethical behavior among employees, contractors, and partners. Our business practices are built on transparency, fairness, and respect for all individuals involved in our operations. We:

- Ensure all employees and suppliers understand and abide by our Code of Ethics.
 - Conduct regular compliance training for staff.
 - Implement a Whistleblower Policy that encourages reporting of unethical practices without fear of retaliation.
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7. Cybersecurity and Information Security Compliance

Virtual360BPO adheres to recognized industry standards for cybersecurity to protect our clients' sensitive data. We are compliant with:

- ISO/IEC 27001: Our information security management system (ISMS) complies with the international standard for managing sensitive company information.
- PCI-DSS: For clients dealing with payment transactions, we follow Payment Card Industry Data Security Standard (PCI-DSS) guidelines to protect cardholder data.

We regularly assess risks and vulnerabilities, implement encryption, and maintain secure data backups.

8. Environmental Compliance

Virtual360BPO is committed to environmentally responsible business practices. We comply with local environmental regulations, focusing on waste reduction, energy efficiency, and minimizing our carbon footprint. We also encourage our partners and suppliers to adopt sustainable practices.

9. Review and Updates

This compliance statement is reviewed annually and updated to ensure ongoing compliance with legal requirements, regulatory changes, and industry best practices.

Approval and Signature

This statement was approved by the senior management of Virtual360BPO on 11 January 2025.



Chris Montano
COO & Co-Founder
DPO, Marketing and Development Head
Virtual360BPO