



CONFIANZA ONLINE

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CORPORATE SOCIAL RESPONSIBILITY CERTIFICATE

CONFIANZA ONLINE is a non-profit association created in 2003 by Autocontrol (Asociación para la Autorregulación de la Comunicación Comercial) and Adigital (Asociación Española de la Economía Digital) with the aim of increasing user's trust on the Internet. This goal is achieved through the Seal, which recognises the self-regulation commitments taken upon by the members in the various areas of the Information Society in which the association operates, such as digital publicity, shopping and contracts performed through Internet and other remote means of communication and personal data protection in advertising, business-to-consumer contracts and minor protection.

Label Factory, S.L.

About the membership

Is registered as a member of Confianza Online since 23rd September 2015. It is the owner of the website etiden.com/ES to which the Seal has been granted and can be shown until 1st September 2023.

About fulfillment of the Code of Conduct

The member has undertaken voluntarily a high-level ethical commitment with the recognized best practices on the Internet. Through its acceptance of Confianza Online's Code of Conduct, it commits to respect its rules regarding digital publicity, consumer electronic commerce, data protection and minor protection on the Internet.

About alternative dispute resolution

Through its Confianza Online membership, the company will collaborate with "Dirección General de Consumo" accredited entities for the alternative dispute resolution, which in publicity matter will be the "Jurado de la Publicidad de Autocontrol" and on consumer matters the "Comité de Mediación de Confianza Online", allowing that those entities may mediate and arbitrate between consumer and company.

This commitment is also reflected on the mandate to, timely and completely, fulfill the mediation agreements from the "Comité", as well as the resolutions of the "Jurado" for the resolution of claims that have not been solved in the previous mediation.

Madrid, 24th October 2022