

Terms and conditions

Although we are confident that little by little we will return to normality, the next course could once again be an exceptional one. As such, UPF-BSM will continue to organize teaching in a flexible environment that allows it to adapt to the situation and the regulations that the authorities apply at each moment.

For programmes with face-to-face teaching activities, UPF-BSM will prioritize face-to-face teaching while being prepared at the same time to develop hybrid sessions that will allow those students who require it, for justified reasons, to be exempt from attendance.

Even so, and taking into account the duty and responsibility that we all have in collaboration with the Public Administration for the control and prevention of the pandemic generated by COVID-19, you must bear in mind that if at any time the health authorities and/or university authorities recommend limiting face-to-face teaching as much as possible, this recommendation will be initiated, and the teaching activity may turn into a 100% remote format for whatever period has been established, without there being the need for a State of Emergency and/or a suspension of classroom activity and/or formal measures of confinement or restriction of mobility to have been decreed.

Date of last revision: November 2, 2021

1. Acceptance of the General Conditions

1.1. The purpose of these General Contract Conditions is to regulate the terms and conditions in which the Institute of Continuing Education's Foundation (hereinafter, IDEC Foundation), directly or through the Barcelona School of Management, an affiliated institute that it owns (explained in detail below), (i) will provide information on its programming to any person on request; (ii) will carry out the candidate entry and admissions process for any of the courses offered in its programming and (iii) will provide the educational services that the participant has contracted with respect to the program into which they have been admitted and for which they have completed, in due time and form and with full effect, the required enrollment process. Similarly, these General Conditions constitute the educational services contract that the student enters into with IDEC Foundation with respect to the program into which they have been admitted.

These General Conditions will be available to candidates on the Foundation's website via the URL <https://www.bsm.upf.edu/en/admission-and-enrollment/terms-and-conditions> and on the [eRegistrar platform](#).

In accordance with the procedure set out in this document, the candidate must accept these General Conditions when submitting their application for admission to the program they wish to attend. In the case of refresher courses, seminars, events workshops or other activities that do not require an admissions process, the candidate must accept these General Conditions when applying for enrollment in any of them.

The education contract shall be completed electronically.

1.2. IDEC Foundation is a private Catalan foundation that was established on 26 October 1993, with registered office in Barcelona, C/Balmes, 132, CP 08008, provided with Tax ID G-60414182, and is registered in the Government of Catalonia's Foundations Register under number 766.

IDEC Foundation is the owner of the Universidad Pompeu Fabra (UPF) affiliate institute named the Barcelona School of Management. This affiliation gives it the legitimacy to provide studies that have been approved for UPF university degrees that are official in nature (at the present time, master programs) or unofficial (master's, postgraduate diplomas and postgraduate courses), under the single brand of the UPF Barcelona School of Management or its acronym UPF-BSM, as well as for the provision of other studies that have not been approved for a university degree.

Given it is a private institution, the training services provided by IDEC Foundation (either directly or through the Barcelona School of Management affiliated institute) are, under all circumstances, subject to private law. Any differences or discrepancies that arise during their execution must be resolved in accordance with private law and before the relevant courts of the ordinary civil jurisdiction.

1.3. These General Terms are applicable to all programs, excluding those programs tailored for companies and institutions that are offered at the Barcelona School of Management, UPF affiliate institute, under the single brand UPF Barcelona School of Management or its acronym, UPF-BSM, including those programs that lead to the attainment of an official university degree (master programs, in our case).

The programs offered by the Barcelona School of Management, UPF affiliate institute, **are studies approved for university degrees** that are either official (master's degrees) or unofficial in nature (UPF-specific degrees). This includes master's degrees, postgraduate diplomas and postgraduate courses. Similarly, the Barcelona School of Management, UPF affiliate institute, also offers, without university approval, advanced programs, refresher courses, sessions, workshops and seminars. These are generally referred to as "other studies."

The term "official master programs" implies those educational programs offered by the Barcelona School of Management, UPF affiliate institute. These official master programs are regulated by the Spanish Royal Decree 1393/2007 of 29 October 2007, or another standard that supersedes it, as well by as its development regulations, where it is specified that these programs are recognized by the Ministry of Education and Vocational Training and in the European Higher Education Area (EHEA), and are the main path to a doctoral program. The curriculum for these programs should have a minimum of 60 ECTS (European Credit Transfer System) and a maximum of 120. The degree that students in each of these master programs is entitled to is registered in the Register of Universities, Institutes and Degrees (RUCT), where its registration and other relevant supplementary information can be consulted. It is also a degree issued by the UPF rector in the name of the King, in accordance with the format, text and issuance procedure requirements established by current regulations. It is important to keep in mind that, since a degree's official certification procedure can take time, it may sometimes occur that the Barcelona School of

Management, UPF affiliate institute, begins to offer it without having completed this procedure and without having registered the degree in the RUID. In these cases, it will be indicated that the program is being offered as one of UPF-specific degrees, and that is in the process of being officially accredited. It will also indicate that the participant will be informed the moment said degree has definitively acquired the status of an official master program. If such a qualification is not obtained from the Ministry of Education, the degree available to the participant who has successfully completed the program and met all of its requirements will be the UPF-specific master's degree. These degrees are subject to Universidad Pompeu Fabra's academic regulations for official master programs, with special regard given to what is referred to as entry requirements, continued enrollment scheme and assessment. Other academic aspects stipulated in these regulations will be subject to the decisions of the Barcelona School of Management, given its own regulatory capacity in this regard.

The UPF specific degrees consist of the master's programs (60 ECTS minimum), the postgraduate diploma (30 ECTS minimum) and the postgraduate course (10 ECTS minimum) offered by the Barcelona School of Management, UPF affiliate institute. They are approved by UPF's Postgraduate and Doctorate Committee. These unofficial degrees, though not official in nature, are underpinned academically by UPF's international reputation and by the quality of the faculty that teaches them. These degrees are subject to the rules governing Universidad Pompeu Fabra's unofficial studies. They are issued by UPF, with the signature of the rector or vice-rector to whom this responsibility is delegated.

"Other studies" (refresher courses, advanced programs, sessions, workshops and seminars) are understood as those studies that, due to their features or duration, are not included in those mentioned above. These are studies taught by the Barcelona School of Management, UPF-specific studies regulations under the "other studies" heading. Nevertheless, in the event of completion, they do not result in an official master's or postgraduate degree, but instead a certificate that is not considered a university degree. The Barcelona School of Management, UPF affiliate institute, will certify the student's attendance and achievement, though such a certificate will lack university approval.

1.4. The application for admission to a program taught by the Barcelona School of Management, UPF affiliate institute, and the application to enroll in those refresher courses, seminars, sessions and workshops that do not require admission will essentially imply the candidate's acceptance of each one of these General Conditions. Advanced programs do require an admissions process.

1.5. The information contained on the website for the Barcelona School of Management, UPF affiliate institute, as well as in the leaflets or any other publicity material published by IDEC Foundation regarding the programs organized and taught by the Barcelona School of Management, UPF affiliate institute, are purely informative and do not bind IDEC Foundation other than expressly stipulated in these General Conditions. In the event of a discrepancy, the Spanish version of the above will in any case take precedence.

2. Definitions

2.1. Institute of Continuing Education's Foundation and the Barcelona School of Management, UPF affiliate institute

IDEC Foundation is a private cultural and educational foundation. It is the owner of a private higher education institution that, by virtue of the UPF affiliation agreement, provides postgraduate education, which includes studies with unofficial degrees, UPF official degrees (master programs) or other studies that are not approved by the university; all under the UPF Barcelona School of Management's single brand, or its acronym, UPF-BSM.

2.2. Candidate/enrolled candidate/admitted candidate/participant/student

For the purposes of these General Conditions, the following definitions shall apply:

- **Candidate:** The individual who is interested in attending a program taught by the Barcelona School of Management, UPF affiliate institute, who has completed the application in due time and form (with the payment of the amount stipulated for this purpose, the submission of all documentation required and the acceptance of these General Conditions).
- **Enrolled candidate:** The individual who applies for enrollment in any course that does not require an admissions process (refresher courses, seminars, sessions or workshops) by means of paying the corresponding tuition fees and who is accepted by the Barcelona School of Management, UPF affiliate institute, through the validation of their enrollment.
- **Admitted candidate:** The candidate who has passed the admission process and has been notified via the corresponding admission letter.
- **Participant/student:** The admitted candidate who has completed the enrollment for the corresponding program in due time and form. In **refresher** courses, seminars, sessions and workshops offered by the Barcelona School of Management, UPF affiliate institute, that do not require an admissions process, the candidate will automatically acquire this status the moment they complete enrollment in the relevant program in due time and form.

2.3. Deadlines

All references to "days" in these General Conditions must be understood as calendar days (including any type of holiday and weekends), as governed by civil regulations. The month of August will be understood as a non-working period for all procedures, except for the payment of tuition fees.

2.4. Date of admission

The date of admission shall be understood as the date stated as such in the communication received by the candidate informing them of their admission into the relevant program. The date of admission is that on which the contract for the provision of educational services is executed. These services, among other things, are regulated in these General Conditions. In the case of refresher courses, seminars, sessions and workshops, because they do not require an admission process,

the date for executing the contract will be that on which the candidate is enrolled in the educational program of their interest.

2.5. Enrollment

The process is to be understood as the means through which the candidate (in refresher courses, seminars, sessions and workshops) or the admitted candidate (in the rest of the programs) who has contracted the Barcelona School of Management, UPF affiliate institute's educational services, in connection with the program in which they have been enrolled or admitted, delivers the original documentation required for academic purposes and satisfies all tuition fees.

Enrollment has monetary and academic effects, and once completed in due time and form, confers the candidate or admitted candidate with the status of participant/student.

2.6. Full tuition fee

The full tuition fee is understood to be the monetary amount published on the website located at the URL <https://www.bsm.upf.edu>, in the summary table included in the introduction for each program. The aforementioned full tuition fees will be confirmed in the letter that the admitted candidate will receive in order to begin the procedures for completing their enrollment. In the hypothetical case of an error in the full tuition fees published on the aforementioned website or indicated in the letter sent to the admitted candidate, the amount that most benefits said person shall take precedence at all times. Without prejudice to the above, and for official master programs, the total tuition fee, communicated to the admitted candidate on the aforementioned websites and letter, will always be subject to the fees which the decree of the Government of Catalonia sets for academic tutelage. This determines the academic services fees for the academic year of the program in which the candidate has enrolled. In this way, all published or communicated tuition fees may be modified if the amount set by said decree is higher or lower than that provided by IDEC Foundation. In those cases where the candidate requests partial enrollment in a program, in accordance with the provisions of these General Conditions, the academic tutelage will be that set by the aforementioned price decree in force for each academic year in which the student is enrolled and will be applied to the number of enrolled ECTS credits for each of these academic years.

In no case will language tests and courses (if necessary) be considered included in the tuition fees, nor will any complementary activities (e.g. cultural activities, university outreach, international weeks, etc.) that do not form part of the curriculum.

In the official degree programs (master's), the tuition fees are made up of the following elements:

- **Fee for the provision of services:** The fee freely set by IDEC Foundation, as the owner of the Barcelona School of Management, UPF affiliate institute, for the provision of services associated with the aforementioned official degree program.
- **Academic tutelage:** The public price that the student of the official degree program taught by an affiliate institute must pay to the university, directly or through the affiliate institute (as

is the case), and which is set for each academic year by the decree of the Government of Catalonia, which sets the fees for academic services.

Students who successfully complete an official university degree program and wish to obtain the corresponding degree must pay its issue fees as prescribed in the current regulations (fees decree for academic services published every year in the Official Journal of the Government of Catalonia), this amount being under no circumstances included in the tuition fees.

2.7. Program start date

The program's start date shall be understood as that which has been determined as such by the Barcelona School of Management, UPF affiliate institute, in the communication sent to the participant or student welcoming them and informing them of the operational details for the start of the program and the latter's development.

2.8. Continued enrollment (only required and applicable to official degree programs)

In accordance with article 46.3 of Spanish Basic Law 6/2001 on Universities of 21 December, and in compliance with the duty of universities to establish procedures for verifying the degree of student knowledge, the UPF Social Council approved rules governing the progress and continued enrollment of students at the University, in accordance with the aspects of the respective studies and with the desire to guarantee a high level of achievement by first-year students. This current regulation, in the case of official master programs, can be viewed by clicking on the following [link](#), and establishes in its article 2 that to continue these studies, students must complete at least 50% of the credits relevant to the subjects that they have enrolled in for the master's degree's first academic year.

2.9. eRegistrar

This is the student portal that IDEC Foundation, as the owner of the Barcelona School of Management, UPF affiliate institute, has created and made available to admission applicants, candidates and participants via the following URL: <http://eSecretaria.bsm.upf.edu>. The portal has been created for students to complete the admissions and enrollment processes, in their broadest interpretation, and for applying and completing the procedures described below for each one of the processes.

- Admissions process:
 1. Input of personal data.
 2. Management of admission documentation (submission of scanned copies of the admission documentation required by IDEC Foundation and, if the student has an academic degree or record with a verification code or electronic certificate, any other academic or non-academic documentation that is required by IDEC Foundation for completing the admissions process).
 3. Completion of the questionnaires required by IDEC Foundation.

4. Access to the decision confirming or refusing admission.
 - Enrollment process:
 1. Application and processing of unique financial circumstances.
 2. Application and processing of invoices.
 3. Payment of tuition fees via POS terminal or transfer.
 4. Enrollment documentation management. Without prejudice to the submission of scanned copies of the required admissions documentation, neither admission nor the completion of the enrollment process will have complete effect until the student submits all originals of the same (with the exception of an academic degree or record with a verification code or electronic certificate, which is understood to be submitted the moment the student has added it to eRegistrar). Until the originals or their certified copies are submitted, admission and enrollment will be conditional in nature and subject to the verification of the original documentation by IDEC Foundation.
 5. Information on other procedures that must be followed during the enrollment process in the case of international students.
 - Application and processing of scholarships and grants awarded by IDEC Foundation, as owner of the Barcelona School of Management, UPF affiliate institute.
 - Application and following of procedures regarding the attainment of:
 1. Academic certifications.
 2. Authentications.
 3. Sending of authorization/sending of documents.

IDEC Foundation will provide the applicant, participant or alumnus/alumna with the username and password they'll need to access eRegistrar. The username and password are for personal use, and are exclusive, non-transferable and reserved for the applicant, who must keep and guard them with due diligence in order to avoid their dissemination to third parties and take the measures deemed appropriate for this purpose. Any unauthorized use of the username and password by third parties will be their responsibility. In the event that a password is forgotten or lost, it can be retrieved at the following address:

<https://esecretaria.bsm.upf.edu/ManageUsers/PasswordRecovery> by entering the required information.

2.10. Course Teaching Plan. This is the description of each one of the subjects that constitute the program's Curriculum or Teaching Guide. Said description is determined by the relationship of the academic content, the faculty that provides it, their assessment system, the recommended bibliography and other relevant aspects for consideration by Academic Management or the Dean.

3. Entry and admission requirements

In all programs (except for refresher courses, seminars, sessions and workshops that do not require it), the entry and admissions process will be based on academic, competency and professional criteria. The result of the process will be communicated in writing.

Candidates who meet the legal requirements established for this purpose will be eligible for the entry and admission process.

Entry and access requirements

Official degrees. Master programs

Entry. Candidates who meet the general entry requirements established in the current regulations (Spanish Royal Decree 1393/2007 of 29 October 2007 or another standard that supersedes it) will be able to enter the master's degree programs. These requirements are as follows:

- Holding an official Spanish university degree or another issued by a higher education institution belonging to another Member State of the European Higher Education Area that entitles them to enter master's degree studies in that State.
- Similarly, graduates of educational systems outside the European Higher Education Area may be admitted to master programs without any need to approve their degrees, prior to verification by the University that the degree in question meets a level of education equivalent to the corresponding official Spanish university degrees and that it entitles students in the country that issues the degree to enter postgraduate education. Entry in this way shall not imply, under any circumstances, the approval of the previous degree held by the interested party, nor its recognition for any other purpose that is not related to attending master's degree studies.

Admission. Candidates may be admitted to an official master program in accordance with the official master program's specific degree requirements and merits assessment criteria, or in accordance with what is established by the University or the affiliated institute. You can consult these requirements on the website (URL www.bsm.upf.edu), in the section addressing admission requirements.

Admission shall not involve, under any circumstances, any modification of academic results, and, when applicable, professional results, that correspond to the previous degree possessed by the candidate or its recognition of other results that are not related to attending the master program.

UPF-specific program:

Master's degrees

Entry and admission. The master's degree requires that students possess an official university undergraduate degree (three or five year bachelor's degree, engineering degree, architecture degree, technical engineering degree, technical architecture degree) or equivalent (graduates of unofficial university study programs with a minimum of 180 credits) or another degree issued by a

higher education institution in the European Higher Education Area that entitles students in the country that issues the degree to enter master's degree programs.

Also, graduates of educational systems outside the European Higher Education Area may be admitted to postgraduate programs without any need to approve their degrees, subject to verification by the University that the degree in question meets a level of education equivalent to the corresponding official Spanish university degrees and that it entitles students in the country that issues the degree to enter postgraduate education. Entry in this way shall not imply, under any circumstances, the approval of the previous degree held by the interested party or its recognition for any purpose other than to pursue the unofficial degree.

Similarly, the admission requirements that could be established by the Barcelona School of Management, UPF affiliate institute, should be reviewed in these programs. For this purpose, you can consult these requirements on the website (URL www.bsm.upf.edu), in the section addressing degree program admission requirements.

Interested parties pursuing a university degree

If the interested party is attending the final year of the degree required to enter the master program, applies for admission and is admitted, that admission and prospective subsequent enrollment in the master program will be conditional in nature and will only be effective if they can demonstrate that they have obtained said degree no less than fifteen (15) days before the start of the master program. In order to demonstrate this, they must provide us with the original or a certified copy of the request to have the undergraduate degree issued or equivalent, along with the supporting document for the settlement of the degree's issuance fees.

The candidate admitted under these circumstances is informed that if they cannot prove in due time and form that they have obtained the requested degree, the admission and conditional enrollment into the master program that would have taken place will be revoked and automatically replaced by admission into the UPF Barcelona School of Management Advanced Program in that same regard. This Advanced Program is taught by our school and is also included in UPF-specific studies regulations under the "other studies" heading. However, in the event that you pass, you do not receive an official master's or postgraduate degree, but instead a certificate that is not considered a university degree.

Candidates in this situation should be aware that, having been informed in advance, both in these General Conditions and in an explicit communication that is sent to them during the application process to the effect that, if they initiate the admissions process and are admitted, and unfortunately cannot prove in due time and form that they have obtained their degree, they cannot reconsider their decision or be reimbursed under any circumstances, unless they complete their withdrawal in due time and form. Similarly, in the event that they cancel enrollment, the conditions established in the corresponding section of these General Conditions will apply.

In the event that enrollment in the UPF Barcelona School of Management Advanced Program takes place, instruction commences and the attainment of the university degree required for

entering the master program is demonstrated in the way described above, they would be entitled to entry via recognition of the credits that have been achieved and approved in the Advanced Program to date, as long as more than 60% of the curriculum relevant to the master's degree has not been taught.

If after this educational period of up to 60% the attainment of the university degree is not demonstrated as described above, the student can choose to suspend their enrollment, being able to re-enroll when they can prove that have attained the required university degree, and, therefore, can enter the UPF-specific degree program. This possibility will only be available within the period included for the recognition, which is 3 years. The amount paid to date will remain deposited until the validation of the relevant university degree takes place. Upon demonstrating — always within the established time limits — that the university degree enabling entry into the master program has been obtained, and that this is valid, the student needs to pay only the amount corresponding to the reactivation of enrollment plus 20% of the current fee for the credits pending completion.

Interested parties without a university degree

Those interested parties who do not have the required entry degree and who pass the admissions process will not be able to enroll in a UPF unofficial master's degree. They will only have the option of completing the UPF Barcelona School of Management Advanced Program. This Advanced Program is taught by our school and is also stipulated in UPF's independent study regulations under the "other studies" identification. However, in the event that you pass, you do not receive a master's or postgraduate degree, but a certificate instead that is not considered a university degree.

Postgraduate diplomas and postgraduate courses

Entry and admission. As a general rule, postgraduate diplomas and postgraduate courses require that you possess an official university undergraduate degree (three or five year bachelor's degree, engineering degree, architecture degree, technical engineering degree, technical architecture degree) or equivalent (graduates of unofficial university studies with a minimum of 180 credits) or another degree issued by a higher education institution in the European Higher Education Area that entitles students in the issuing country to enter postgraduate education. As an exception, Universidad Pompeu Fabra's Postgraduate and Doctoral Committee may be requested to admit professionals whose work is related to the relevant specialty.

Also, graduates of educational systems outside the European Higher Education Area may be admitted to the programs without any need to approve their degrees, prior to verification by the University that the degree in question meets a level of education equivalent to the corresponding official Spanish university degrees and that it entitles students in the issuing country to enter postgraduate education. Entry in this way shall not imply, under any circumstances, the approval of the previous title held by the interested party or its recognition for any purpose other than to pursue the relevant program.

Similarly, the admission requirements that may be established by the Barcelona School of Management, UPF affiliate institute, should be reviewed in these programs. For this purpose, you can consult these requirements on the website (URL <https://www.bsm.upf.edu>), in the section addressing degree program admission requirements.

Interested parties with significant prior experience, without a university degree

Those interested parties who do not have the required university degree described above cannot enroll in a master or UPF postgraduate program. In this last case, they may enroll on an exceptional basis if they have prior experience as well as acquired skills in the field of knowledge for the program in question, and if this is authorized by the UPF Postgraduate and Doctorate Committee, as will be seen below. In the case of the master's degree, this exceptional option does not apply under any circumstances. The only educational program in which they could enroll would be the Barcelona School of Management, UPF affiliate institute's UPF Barcelona School of Management Advanced Program. This Advanced Program is taught by our school and is also included in UPF's independent study regulations under the "other studies" identification. However, in the event that you pass, you do not receive a master's or postgraduate degree, but a certificate instead that is not considered a university degree.

As an exception, and as specified in the above-mentioned regulations, if the interested party without a university degree has prior experience and acquired skills in the postgraduate study's subject matter, they may submit their candidacy to Universidad Pompeu Fabra's Postgraduate and Doctoral Committee so that the latter can assess their entry and admission into a UPF unofficial postgraduate degree program. In order to evaluate the suitability of your candidacy, it is essential that this experience and these acquired skills be reflected in the documentation that you submit via the eRegistrar platform during the admissions process. This prior experience and these acquired skills must be certified by the companies or institutions to which they belonged or in which they provided services and must be demonstrable in the event that the Committee considers it.

In this way, those interested parties who lack the required entry degree, provided that they have significant experience, acquired skills in the degree field and complete the admissions process, can choose to complete the UPF Barcelona School of Management Advance Program — the completion of which will result in a certificate not approved by the university — or they could opt for a postgraduate degree that has been approved by the university, provided that their candidacy receives a favorable decision from the Committee with an acceptance intended for said purpose, as the current regulations regarding degrees specific to Universidad Pompeu Fabra allow for in exceptional circumstances.

Interested parties pursuing a university degree

If the interested party is attending the final year of the degree required for entering the postgraduate program course, they will not be able to enroll with full effect into a UPF postgraduate program (be it a postgraduate course or diploma) until they are able to prove that they have successfully completed their undergraduate university degree or equivalent, and that they already have the original or certified copy of the original undergraduate degree's issuance request, along

with the supporting document proving the settlement of the degree's issuance fee. Thus, if they complete the process and are admitted, this admission to the UPF postgraduate program (course or degree) will be conditional and will only be fully effective if the student demonstrates that they have obtained said university degree at least fifteen (15) days before the start of the program. In order to demonstrate this, they must provide us with the original or a certified copy of the application to have the degree issued or equivalent, along with the supporting document for the settlement of the degree's issuance fees.

In the event that they are unable to provide the previously-mentioned supporting documentation no later than 15 days before the start of the program, the admitted candidate is informed that the admission and conditional enrollment into the postgraduate course that would have taken place will be automatically replaced by admission and enrollment into the UPF Barcelona School of Management Advanced Program. This Advanced Program is taught by our school and is also included in UPF's independent study regulations under the "other studies" identification. However, in the event that you pass, you do not receive a master's or postgraduate degree, but a certificate instead that is not considered a university degree.

Once enrollment in the postgraduate program has been replaced by enrollment into the UPF Barcelona School of Management Advanced Program, and once the Advanced Program has begun, if the undergraduate degree has been completed and the aforementioned supporting documentation has been submitted when no more than 60% of the Advanced Program's corresponding curriculum has been taught, they may be granted admission into the UPF postgraduate course, where the credits completed and approved to date in the UPF Barcelona School of Management Advanced Program would be recognized.

If 60% of the Advanced Program has been taught and the student still has not completed the undergraduate degree nor has obtained the aforementioned supporting documentation, they may decide whether they wish to suspend their enrollment until they can demonstrate that they have obtained the required university degree, and, consequently, until they can enter the UPF-specific postgraduate program. This possibility will only be available within the period included for the recognition, which is 3 years. The amount paid to date will remain deposited until the validation of the relevant university degree takes place. Upon demonstrating — always within the established time limits — that the university degree enabling entry into the postgraduate program has been obtained, and that this is valid, one needs to pay only the fee corresponding to the reactivation of enrollment plus 20% of the current fee of the credits pending completion.

Candidates in this situation should be aware that, having been informed in advance that if they begin the admissions process and are admitted, and unfortunately cannot obtain the degree before the start of the postgraduate course, they cannot reconsider their decision nor be reimbursed under any circumstances unless they complete their withdrawal in due time and form. In the case of cancellation requests, the conditions established in the corresponding section of these General Conditions will be applicable.

Interested parties without a university degree

Those interested parties who do not have the required entry degree and who pass the admission process will not be able to enroll in a UPF independent master's degree. They will only have the option of completing the UPF Barcelona School of Management Advanced Program. This Advanced Program is taught by our school and is also included in UPF's independent study regulations under the "other studies" identification. However, in the event that you pass, you do not receive a master's or postgraduate degree, but a certificate instead that is not considered a university degree.

UPF-BSM degrees

(certificates issued by the Barcelona School of Management without university approval):

Advanced programs

Given the specific nature of these programs, the entry and admissions requirements for each one of them will be established by IDEC Foundation. You can consult these requirements in the corresponding section of the website (URL www.bsm.upf.edu).

Candidates who do not provide the university degree required to enter the master or postgraduate degree programs can access these advanced programs, provided that they meet the required admission requirements and complete the admissions process for whichever advanced program that is of interest to them.

It should be noted that once this option — which does not allow the attainment of any degree approved by the university — has been chosen, the already enrolled candidate, having been informed before starting the process, will not be able to return to an earlier stage in the process; if they decide to cancel, the conditions governing the cancellation of these General Conditions will apply.

Refresher courses, seminars, sessions and workshops

Given the specific nature of these programs, the entry and admission requirements for each one of them, if required, will be established by IDEC Foundation. You can consult these requirements in the corresponding section of the website (URL <https://www.bsm.upf.edu>).

To have their application for admission evaluated, candidates must pay the amount set for the admission fee and accept these General Conditions. The amount set for the admission fee for this academic year is one hundred and twenty euros (€120.00).

This amount:

- Is offset against the tuition fee if the candidate is admitted.
- Will only be refundable if the program is cancelled or if the candidate is not admitted.

It will not be refundable in cases where admission has been made conditional upon obtaining the degree before the start of the program and this has not been obtained, nor in cases where the admission is refused due to the negligence of the admitted candidate.

4. Admission process

4.1. Application for admission and eRegistrar

Any candidate who wishes to be admitted into any of the programs, refresher courses, seminars, sessions and workshops taught by IDEC Foundation and which require an admissions process, must:

- a. Request their admission into the program by completing the appropriate admission application found on the corporate website for IDEC Foundation (URL <https://www.bsm.upf.edu>), at which time they must also accept these General Conditions, which will remain available to them.
- b. Follow the admissions and enrollment process through eRegistrar, according to the procedures indicated therein for the purposes of admission and enrollment.

Total or partial failure to comply with these obligations, as well as insufficient adherence to the instructions provided by the corporate website regarding the application for admission and the eRegistrar itself with respect to the rest of the admissions process, will result in the invalidation of the candidate's admission and enrollment.

4.2. Document submission

Below are the documents that the candidate should submit in the admission process to any program, specialization course, seminar, session and workshop taught by IDEC Foundation, where so required:

- **Administrative documentation**

Master programs	Unofficial master's programs, postgraduate courses and advanced programs	Refresher courses, seminars, sessions, and workshops
Photocopy of ID card or passport		
An ID card-sized photo (.jpg format)	(*) Documentation in addition to the ID or passport may be requested	
Cover letter or other specific required documents		
Curriculum vitae		

- **Academic documentation**

Required academic documentation	Origin of the university degree	
	<u>Spain and EU countries</u>	<u>Non-EU country</u>
University degree	Original or certified photocopy	
University academic record	Original or certified photocopy <i>Remember that the weighted average of your studies and the corresponding grade scale must be included</i>	

The candidates submit this documentation in digital format via eRegistrar so that their candidacy can be evaluated. However, admission with full academic force to any of these programs, refresher courses, seminars, sessions and workshops taught by IDEC Foundation will have to be verified by IDEC Foundation. Therefore, the candidate must submit the originals or the corresponding certified copies no later than fifteen days before the day scheduled for the start of the program. The submission of this original documentation is a necessary condition for admission to have full academic effect.

Without prejudice to the above, and in the case of the programs offered by IDEC Foundation, the failure to submit or the partial, imperfect or overdue submission of said documentation will have no effect on the execution and refinement of the contract for the provisioning of educational services entered into by the participant and IDEC Foundation, which will remain fully valid and enforceable. The academic effects of admission may remain suspended so that if the participant has not submitted all the academic documentation required by IDEC Foundation, they will not receive any degree, even if they have successfully completed the program. Similarly, no certificate may be issued to them until they have submitted the required documentation.

The participant agrees to submit the documentation by the established deadlines and is responsible at all times for its authenticity and truthfulness. In the event that there is reason to doubt the authenticity, validity or content of the documents provided, the necessary procedures may be carried out in order to complete the appropriate verifications, as well as to contact the competent authority that issued them in order to validate those aspects that are questionable. These proceedings and actions are expressly authorized by the participant with the signing of these General Contract Conditions.

4.3. Right of withdrawal

The date of admission is that on which the contract for the provision of educational services is executed. The services are regulated in these General Conditions. In the case of refresher courses, seminars, sessions and workshops, given that they do not require an admission process, the date of the contract's execution will be that on which the candidate is enrolled in any of these educational programs.

Admitted candidates and enrolled candidates will have a period of fourteen (14) calendar days from the date of the educational services contract's execution to withdraw from it.

The admitted candidates and enrolled candidates who wish to communicate their withdrawal should do so in writing, unequivocally stating their wish to withdraw by sending the withdrawal form, created by IDEC Foundation for these purposes, to the General Secretary at the following address: C/Balmes, 132, 08008 Barcelona, or by email to secretaria.general@bsm.upf.edu, attaching the signed withdrawal form. The reimbursement of amounts paid for which there is a right to refund will be made by bank transfer.

In those cases in which they participate in the program while completing the fully online mode of instruction, or due to any other legally stipulated cause, the requirements stipulated in article 103.a) of the Royal Legislative Decree 1/2007 of 16 November, approving the consolidated text of the General Law for the Defense of Consumers and Users, shall not apply to the right to withdrawal.

5. Enrollment

Admission to the program that the candidate has selected, if required by this program, will commence the enrollment period.

Enrollment should be completed by the admitted candidate via eRegistrar before the deadline indicated in the detailed communication regarding enrollment steps. In any case, it must be completed before the start date of the program.

This procedure will consist of:

- Payment, under the terms and conditions stipulated in General Condition 6, of the total tuition fee.
- The submission of the documentation requested in original format and, if needed, the appropriate authentications and apostilles, by the given deadline and, in any case, before the program's start date.

Required academic documentation	Origin of the university degree	
	<u>Spain and EU countries</u>	<u>non-EU country</u>
University degree	Certified copy (1)	Certified copy (1) duly authenticated (2)
University academic file	Certified copy (1) <i>Certified copies are only required if you are a master's degree candidate or if your undergraduate degree or equivalent is from outside of Spain.</i> <i>This document must include the weighted average of your studies and the corresponding grade scale</i>	Certified copy (1) duly authenticated (2) <i>Certified copies are only required if you are a master's degree candidate or if your degree or equivalent is from outside Spain.</i> <i>This document must include the weighted average of your studies and the corresponding grade scale.</i>
Application for authorization to attend postgraduate studies	-	<u>Application for authorization to attend postgraduate studies</u>
Documents in languages other than Catalan, Spanish, English, French or Portuguese	Official sworn translation (3) of these documents into Spanish, Catalan or English (including stamps).	

(1) Certified copy. Copy of an original document duly stamped by a competent public body after having compared it with its original. This guarantees the formal and accurate similarity of the original document and copy. You can obtain certified copies in your country (universities, notary offices, town halls, etc.).

(2) Authentication. Administrative act through which validity is granted to a foreign public document, verifying the validity of its signatures and the capacity in which the signatory authority is acting.

- a) Country that has signed The Hague Convention: Authentication is carried out by incorporating the Hague Apostille.
- b) Country that has signed the Andrés Bello Convention or any country that has not signed any of the above-mentioned agreements: authentication is achieved through the inclusion of three stamps (Spanish Ministry of Education, Spanish Ministry of Foreign Affairs and the Spanish consulate or embassy in the country of the degree's origin).

(3) Official sworn translation. You can hire someone to complete it in your country of origin, in any Spanish embassy or consulate, or through the Spanish Association of Translators, Proofreaders and Interpreters (<https://asetrad.org/>).

For all purposes, the completion date for enrollment shall be understood as the date on which the admitted candidate has paid the total tuition amount. That is to say, when the payment must be made by the admitted candidate in one installment (General Condition 6.2), the enrollment will be regarded as completed at the time of that payment; and when the payment may be made by the admitted candidate in two installments (General Condition 6.1), the enrollment will be regarded as completed the moment in which the admitted candidate completes the first payment (place reservation), assuming also at this moment the obligation to pay the remaining portion of all tuition fees. Without prejudice to the above, the enrollment will only have full academic effect when the participant, in due time and form, has submitted all documentation requested of them to IDEC Foundation.

Failure to fully or partially comply with any of the above requirements that make up the enrollment process will entitle IDEC Foundation to suspend and/or terminate the provision of the educational service. Specifically, the non-payment of the tuition fees (in the case of payment in accordance with General Condition 6.2), in full or in part, or the failure to comply with the commitment to pay the remaining portion of the tuition fees (in the case of payment in accordance with General Condition 6.1) will result in consequences described in the following general condition. Similarly, in the event that the required documentation is not submitted in due time and form, or is not authentic and/or sufficient, no degree will be issued, even if the participant will be able to attend the study program in which they have enrolled. Therefore, each participant assumes the legal consequences that may arise from not submitting the required documentation in due time and form or from the inauthenticity of the submitted documentation, as well as from the lack or failure to comply with the formal applicable requirements for such documentation in accordance with applicable current regulations.

Enrollment, in any case, is individual and non-transferable, so that once it is duly completed, it will only make the individual identified as the candidate, and subsequently, the admitted candidate, eligible to attend the program. Accordingly, the payment of all tuition fees is also personal and non-transferable and cannot be applied to the enrollment of a third party different from the candidate or admitted candidate, into the corresponding program.

The completion of enrollment implies, in any case, that the provision of the educational service contracted to IDEC Foundation will be provided by the same, in conformity with these General Conditions, which have been accepted by the participant during the admissions process.

6. Payment of the total tuition fee

6.1. Place reservation and payment of the remaining tuition fees

In those cases where the enrollment can be completed no later than fifteen (15) days before the program's start date, the admitted candidate may choose to pay the tuition fees in two installments:

1. Payment of 25% of the total tuition fees. This payment shall be understood as a place reservation and must be made before the deadline indicated in the communication detailing

steps for completing enrollment, and, in any case, no later than the day before the program start date, at which point full payment must be made.

The admitted candidate who has made the place reservation will be considered a student enrolled in the program, thus implying their acquisition of student status at IDEC Foundation with the resulting rights and obligations, in addition to the student's obligation to pay the remaining tuition fees (minus the amount corresponding to the admission fee already paid by the candidate) within the maximum period established for this purpose.

In the event that this payment of 25% is not made in the installment mentioned above, the admitted candidate will be understood to have not completed enrollment, reserving IDEC Foundation the right to assign the place to another candidate. Only in the event that IDEC Foundation has not assigned this place to another candidate or if there are still free places in the program, could IDEC Foundation, as an exception, authorize the completion of enrollment through the payment of the remaining tuition fee amount. In this case, that payment must be made no later than the day before the program start date and under the conditions stipulated in the following section 6.2.

2. Payment of the remaining tuition fee (75% of the total tuition fees, minus the amount corresponding to the admission fee already paid by the candidate) must be made no later than the day before the program's start date.

If the admitted candidate does not complete the aforementioned completion steps and payment within any of the stipulated time periods, it will be understood that the enrollment has not been completed. Accordingly, the admitted candidate will not have acquired the ICE Foundation's student status, will not be entitled to the refund of the satisfied amount for the admission fee, and, unless the right of withdrawal is applicable and exercised in due time and form, must satisfy with IDEC Foundation the corresponding amount determined in the table included in General Condition 8.2. In the event of non-payment, IDEC Foundation reserves the right to exercise the legal actions available to that end.

6.2. Settling all tuition fees in one payment

This procedure will be compulsory for enrollments completed less than fifteen (15) days before the program's start date.

Payment of the remaining tuition fees (minus the amount corresponding to the admission fee already satisfied by the candidate, in the event that the program requires it) must be made no later than the day before the program's start date.

If the admitted candidate does not complete the above and the single payment within the stipulated time period, it will be understood that the enrollment has not been completed. Accordingly, the admitted candidate will not have acquired the ICE Foundation's student status, will not be entitled to the refund of the satisfied amount in the form of admission fees and, unless the right of

withdrawal is applicable and exercised in due time and form, must pay IDEC Foundation the corresponding amount determined in the table included in General Condition 8.2. In the event of non-payment, IDEC Foundation reserves the right to exercise the legal actions available to such end.

6.3. Payment by a third party

The tuition fee amount may be paid in full or in part by a third party (employer, etc.), although the right or obligation to pursue the education corresponds to the student, without the payer having to interfere or prevent the exercise of this right in any way.

All of this is without prejudice to ICE Foundation's right, for justified reasons, to prevent the student from remaining in the program.

Failure to pay, in full or in part, in due time and form, will also imply no refund of the amount satisfied in relation to the admission fee, and, unless the right to withdrawal is applicable and exercised in due time and form, the obligation to satisfy ICE Foundation's corresponding amount determined in the table included in General Condition 8.2. In the event of non-payment, IDEC Foundation reserves the right to exercise the legal actions available to such end.

Reimbursed education: In the programming regulated by these General Contract Conditions, some requirements demanded by the current regulations do not meet the criteria for company reimbursement. In the event that the employing company covers their tuition fees (in whole or in part), the participant must inform the Foundation. If, despite this notice, the company decides to pay for the program attended by its employee, it will be understood that it does so at its own risk and must hold IDEC Foundation harmless and excluded it from liability.

7. Scholarships, study grants and discounts

In general, discounts, scholarships and study grants offered by IDEC Foundation are not compatible with each other. If the student is able to choose more than one of these means of funding for their tuition fees, the option among their choices that is most beneficial will take precedence. Similarly, the student must also take into account the possible incompatibility of the discounts, scholarships and grants that IDEC Foundation may offer with any other forms of tuition fee payment financing that they have requested from other institutions or are already enjoying. It will be the student's responsibility to take the appropriate measures to resolve such incompatibilities. They must utilize the appropriate documentation to notify and justify their decision to IDEC Foundation, with full indemnity for the latter.

To access the updated information regarding the financial resources that IDEC Foundation makes available to them, the student must consult the specific information found in the "Scholarships and Financing" section of the UPF Barcelona School of Management's website.

In particular, IDEC Foundation offers its students the following means for financing tuition fee payments for their programs:

- **Talent Scholarships:** The Talent Scholarships program is aimed at people with university degrees, outstanding personal qualities and proven talent in their academic field and, where applicable, their professional field. These scholarships are regulated by the rules found in their announcement. These have been published in the Official Journal of the Government of Catalonia, No. 7518, of 18 December 2017 (http://dogc.gencat.cat/es/pdogc_canals_interns/pdogc_resultats_fitxa/index.html?action=fitxa&documentId=804330&language=ca_ES&newLang=es_ES) and are available on our website.

Students who wish to opt for these must consult the entry and application process requirements in the aforementioned published rules. On the website you can also consult the various announcements that are planned throughout the year.

- **University Partner Scholarships:** The Talent Scholarships program is aimed at people who can demonstrate that they have completed studies at one of the universities that, indicated in the program rules, collaborate with the UPF Barcelona School of Management, and in addition have outstanding personal qualities and talent in their academic field, and, where applicable, their professional field as well. These scholarships are regulated by the rules found in their announcement. These have been published in the Official Journal of the Government of Catalonia, No. 7635, of 5 June 2018 (https://dogc.gencat.cat/es/pdogc_canals_interns/pdogc_resultats_fitxa/?action=fitxa&documentId=818877&language=es_ES), and are available on our website.

Students who wish to opt for these must consult the entry and application process requirements in the aforementioned published rules. On the website you can also consult the various announcements that are planned throughout the year.

Discounts: IDEC Foundation offers discounts on its programming's full tuition fees (excluding the amount corresponding to academic tutelage in the case of official master programs) to those candidates for which any of the personal or professional circumstances specified in our website. The personal or professional circumstances that entitle the candidate to benefit from such a discount must be applicable and demonstrated by this candidate no later than the day before the program start date (see information regarding this on our website). IDEC Foundation will review the documentation provided by the candidate to demonstrate their right to benefit from this discount, which will not go into effect until the candidate has submitted the documentation by the deadline provided and with sufficient supporting documentation, and not until this has been received and approved by IDEC Foundation. In the event that the candidate does not prove their right to the discount within the stipulated period or in the above-mentioned manner, this discount will be denied to them.

8. Changes, voluntary cancellation, resignation and dismissal from position, or enrollment cancellation. Reinstatement

8.1. Changes

The deadline for submitting an application to amend enrollment (changing a program or mode) may not under any circumstances be later than fifteen (15) days before the program start date. Applications filed after this period will not be accepted for processing. The application must be submitted in writing to the attention of the ICE Foundation's General Secretary (in person on the third floor of the Balmes Building, or virtually by email at secretaria.general@bsm.upf.edu). Applications will be evaluated and must be authorized by the corresponding Admissions Committee, which will determine in each case if the change is appropriate.

When the change involves an increase in tuition fees, the participant must pay the additional amount in a single installment. When the change involves a decrease in tuition fees, no refund will be issued unless the change is due to causes attributable to IDEC Foundation.

8.2. Voluntary withdrawal

Students who wish to withdraw outside the withdrawal period must make a formal written request to IDEC Foundation. This request must be submitted to the attention of the General Secretary (in person on the third floor of the Balmes Building, or virtually by email at secretaria.general@bsm.upf.edu).

Depending on when the student makes the above-mentioned application for withdrawal, IDEC Foundation will retain part of the amount satisfied up to that time by the student. These retentions are detailed in the following table. Additionally, if the student has enrolled in a program leading to an official degree (master program), IDEC Foundation will apply this retention, in addition to not returning under any circumstances the amount corresponding to the academic tutelage, given its nature as a state fee and its being subject to administrative law.

If the amount paid by the student at the time of the withdrawal application is not sufficient to cover the amount resulting from the application of the stipulated retention, as well as the academic tutelage in official degree cases, the student must pay the amount determined by IDEC Foundation to meet such terms. In the event of non-payment, IDEC Foundation reserves the right to exercise the legal actions appropriate for these purposes.

	Period during which the withdrawal request is made		
	More than 2 weeks before the program start date	Less than or precisely 2 weeks before the program start date	Program start date or later date
Retention (1)	10% of the program's total fee for the provision of the service	25% of the program's total fee for the provision of the service	100% of the program's total fee for the provision of the service

(1) In the case of a program leading to the attainment of an official degree (master program), in addition to the retention indicated in the previous table, IDEC Foundation will not under any circumstance return to the student the amount corresponding to academic tutelage, given its nature as a state fee and its being subject to administrative law.

The withdrawal application formally presented by the participant will imply that, if the student wants to re-enroll in this or another program offered by IDEC Foundation, the student must start the entry and admissions process again, in addition to having the corresponding tuition fee amount go into effect.

8.3. Waiver

Students enrolled in a program that leads to the acquisition of an official degree (master program) who wish to withdraw from the program once it has commenced must formally request the waiver through the following form, which must be submitted to the attention of the General Secretary (in person on the third floor of the Balmes Building, or virtually by email to secretaria.general@bsm.upf.edu). The application for the enrollment waiver may be submitted within a maximum of two months from the date of enrollment.

The student must have submitted the request by the stated deadline and have fully paid for all tuition fees in order for the waiver to be accepted. Once the waiver has been accepted, it will go into effect starting on the date that the student applied for the waiver. It should be noted that under no circumstances is the refund of the amount paid in tuition fees expected.

Academically, acceptance of the student's enrollment waiver has the same effects as if the student had not enrolled, so that they will be able to re-enroll in that same program provided that the enrollment requirements mandated by Universidad Pompeu Fabra's regulations are met. In the absence of a formal waiver in due time and form, or in the event of non-compliance with the aforementioned enrollment requirements, the student will be considered ineligible for academic purposes and will not be able to re-enroll in that same program at that institute. As an exception, the UPF rector may authorize at their discretion a new enrollment when there are justified causes and do so in accordance with UPF's enrollment regulations.

8.4. Suspension or cancellation of enrollment

The IDEC Foundation may unilaterally resolve the service provision contract documented in these General Terms and Conditions and proceed to the cancellation of registration or disenrolment in the following cases:

1. Inaccuracies or irregularities in the data/documentation provided, especially in those relating to the entry and admission requirements.
2. Confirmation of the lack of consistency in the entry and admission requirements.
3. Failure to submit, in due time and form, the academic documentation needed for it go into effect (in the case of persons admitted into official master programs).
4. Failure to pay all tuition fees by the established deadlines.
5. Complete or partial failure to comply with the obligations arising from their status as a university student as set out in the Statute of the University Student, and, in particular, complete or partial failure to comply with the following obligations, which are individual and enforceable:
 - To study and actively participate in academic activities that help to complete their education.
 - To respect the members of the university community and the personnel of entities that collaborate or provide services at IDEC Foundation.
 - To safeguard and properly utilize the assets, equipment, facilities or premises of IDEC Foundation or those collaborating entities, including UPF.
 - To refrain from utilizing or cooperating in fraudulent procedures in assessment tests, performed work, or official documents for IDEC Foundation or UPF.
 - To participate responsibly in university activities and contribute to their regular development.
 - To know and comply with the Foundation's and UPF's Statutes and other regulatory standards, to the extent that they are applicable.
 - To be familiar with and comply with internal safety and health standards.
 - To respect the name, symbols and emblems of IDEC Foundation and UPF or its entities, as well as their proper use.
 - To respect the academic acts of IDEC Foundation and UPF, as well as their participants, without prejudice to their free exercise of expression and demonstration.
 - To actively exercise and promote the rejection of discrimination on the basis of birth, racial or ethnic origin, sex, religion, conviction or opinion, age, disability, nationality, illness, sexual orientation and gender identity, socioeconomic status, language, or political and trade union affinity, or on the basis of appearance, being overweight or obese, or any other personal or social condition or circumstance, toward members of the university community, the personnel of collaborating entities or personnel who provide services at IDEC Foundation or UPF.

- To exercise, where applicable, the responsibilities of the position of representation for which they have been chosen.
 - To inform their representatives of the activities and decisions of the collegiate bodies in which they participate, as well as of their own actions, with the reservation and discretion established within these bodies.
 - To actively and responsibly participate in the meetings of the collegiate bodies for which they have been selected.
 - To contribute to the improvement of objectives and operations for IDEC Foundation and UPF.
 - To fulfill any other duties assigned to them in the Statutes for IDEC Foundation or those of UPF.
6. The presence of any unlawful, defamatory, or offensive behaviors, expressions or content that violate the values and dignity of individuals, the good image and reputation of IDEC Foundation, or that occur in the environment and spaces of the institution, whether physical or online, including social networks.

The unilateral termination and resulting termination of registration or disenrolment does not entail the refund of the amounts paid, under any circumstances.

8.5. Reinstatement

Students who have abandoned studies that entitle them to obtain an official or unofficial degree offered by the IDEC Foundation for not having completed enrollment over the course of two consecutive academic years, and who wish to resume their studies, must apply for reinstatement.

The application to be readmitted must be accompanied by supporting documentation showing the reasons why readmission is being requested. In the case of programs that entitle students to obtain an official degree (master program), it is an essential requirement that they do not exhaust UPF's enrollment scheme under any circumstances.

It is the responsibility of the General Secretary, in collaboration with the Dean and following the assessment that the program's Academic Management performs in this regard, to decide on applications for reinstatement, after assessing the academic record of those studies that have been abandoned and the reasons stated in the application, and taking into account the supply and demand of places in the study program being applied for.

There will be no reinstatement for those programs that have been discontinued.

9. Program cancellation. Change of the start date for each program

9.1. Program cancellation

IDEC Foundation reserves the right to suspend a program up to a week before its start date and will thus inform interested parties, candidates, admitted candidates or participants, being obliged to

only refund the amounts paid by the student up until that time toward admission, registration or place reservation fees.

9.2. Change of the start date for each program

IDEC Foundation reserves the right to change a program's start date, and if it decides to do so must notify interested parties, candidates or participants as soon as possible. The participant may accept the new dates; if they do not, IDEC Foundation will reimburse them the amounts paid to date with respect to the application for admission or enrollment.

10. Education pathways and modularity

- Official master programs: In this type of program, the educational pathway is defined as a single potential pathway in the corresponding degree verification report, the completion of which leads to a single official master's degree. Therefore, it is not possible for the student to follow the educational pathway in modular fashion or to obtain any degree other than the official master's degree upon completion of the program. Without prejudice to the above, there are degrees that include specialties and the option of selecting elective courses.
- UPF-specific degrees (master's, postgraduate diplomas and postgraduate courses): In this type of program, the educational pathway is defined in the corresponding degree approval report by UPF. This educational pathway can be modular in nature.

In the case of modular educational pathways, the student can choose between two options:

- Enrollment in the entire program, which leads to the attainment of an unofficial UPF degree containing the maximum number of ECTS credits in the program or curriculum.
- Independent enrollment for the different modules that form part of the program's pathway.

Students who have passed one of these modules and wish to formalize their enrollment in the master program or postgraduate diploma associated with the pathway will be able to have the credits that they have already earned recognized, taking into account the following criteria:

- The maximum period during which credits for previously attended programs or modules will be recognized is three (3) years from their completion date.
- There is a recognition limit of up to 60% of the credits earned in programs associated with the educational pathway. In the event of recognition, it will not be possible to obtain all the degrees associated with the educational pathway.
- If the portion that has previously been earned represents more than 60% of the advanced program's total credits, the completion of a modular format will take precedence. It will not be possible to obtain the program's degree via the upper level of the educational pathway.

The formal process and financial aspect of this recognition are described in General Condition 14 which follows.

IDEC Foundation does not commit to maintaining the programs in its offering beyond the academic year in which they are offered.

11. Academic Externships (AE)

In accordance with Spanish Royal Decree 592/2014 of 11 July, which regulates the external academic practices of university students, these constitute an activity of an educational nature that is undertaken by university students and supervised by universities whose aim is to allow students to apply and supplement the knowledge acquired in their academic education, encouraging the acquisition of skills that prepare them for the performance of professional activities, improve their employability and develop their entrepreneurial capacity.

RECIPIENTS

Students enrolled in programs with an academic value equal to or greater than fifteen (15) ECTS credits have the option of doing an external academic internship for a period. This is of curricular or extracurricular nature. A student is understood to be any person who attends an official study program in one of the three university stages, continuing education programs or other studies offered by the universities (article 1.3. of the University Student Statute).

The option of undertaking an external academic internship is always subject to the satisfactory fulfillment of the relevant selection process for the collaborating entity on which falls the ultimate decision to hire the student for the internship, without the Professional Careers Service being responsible for this hiring under any circumstances.

TYPES

The internships may take place at the university itself, as well as at its affiliated institutes or collaborating entities, such as companies, institutions and public and private entities at the national and international level.

Two types of external academic internships are established: Curricular and extracurricular.

Curricular internships:

They are arranged as academic activities that are part of the program's Curriculum.

They are compulsory as long as there is no alternative course that is a viable substitute.

They are managed by the Professional Careers Service, which maintains an active relationship with companies and organizations in order to identify internship opportunities and promote the candidacy of students, and, if the student is selected to do the internship, also manages their entrance into the Educational Partnership Agreement. Similarly, it will process the entrance into this agreement when the student has obtained a collaborating entity where they will be able to complete the internships, provided that the circumstances comply with the current regulations and with the requirements established in the curriculum being studied.

Students who demonstrate professional experience in a field related to their studies may apply for its recognition as a curricular internship, provided that the program permits this. For this purpose,

the student must submit a formal application through eRegistrar, which must be accompanied by the required documentation. This application will be evaluated and decided upon as is appropriate.

Similarly, if permitted by the program, the student may undertake studies or projects that involve the application of each one of the skills acquired throughout the course of the program and that will allow the completion of mandatory credits for the internship's subject area.

Extracurricular internships:

They are not part of the corresponding Curriculum. Students will be able to undertake them on a voluntary basis during the course of their education for the same purposes as the curricular internships.

The applicant must express their interest in completing them when applying for admission.

Depending on the type of program that includes them, the Professional Careers Service will determine in advance the scope of the service that will be provided to the student during their completion of this internship and will provide updates regarding this on the website's corresponding program section. For this purpose, the Professional Careers Service will distinguish between two types of scope:

- **Advising and managing internships:** include proactive contact with companies by the Professional Careers Service and promoting the candidacy of students, in addition to completing their status in internships by entering into the relevant Educational Cooperation Agreement in the event that the student is selected by the collaborating entity.
- **Managing the agreement:** includes managing entry into the Educational Partnership Agreement for completing the internship when the student has obtained for themselves a collaborating entity in which to complete it, provided that the conditions comply with the current regulations.

In compliance with the current regulations, the Professional Careers Service will promote the establishment of agreements with companies and institutions, giving priority to students who undertake curricular internships as opposed to those who apply for extracurricular internships.

12. Exams. Evaluation. Attainment

12.1. Exams

Students enrolled in any of the programs will have two regular exams per course. For each course, these examinations will roughly be completed in one single exam each academic year.

There is the possibility of a third, special exam, which the student must request expressly in writing via the form that IDEC Foundation created for this purpose, and to which they must attach documentation that justifies their reasoning for requesting it. The deadline for requesting this exception will be fifteen (15) days from the final grades notification. For the purposes of requesting the third exam, the date on which IDEC Foundation notifies the student of the program's conclusion and their final overall grade, and, if applicable, if they received a pass or fail, will be

regarded as the final grade notification date. The application form must be submitted in writing to the attention of ICE Foundation's General Secretary (in person on the third floor of the Balmes Building, or virtually by email to secretaria.general@bsm.upf.edu).

In the event that the student is enrolled in a program that entitles them to receive an official degree (master program), they may only benefit from the second regular exam if they comply with UPF's enrollment regulations (in other words, if they have completed at least 50% of the credits corresponding to the subjects in which they have enrolled for the first year of the master's degree). This continued enrollment requirement will not be applicable to unofficial degrees.

12.2. Assessment

12.2.1. Grading system

The student must be assessed and graded in accordance with what is specified in the Course Teaching Plan and the current regulations.

12.2.2. Grade review

The student has the right to review the grade in the presence of the faculty member responsible for the course.

This review will be performed on the day and time indicated by the professor responsible for the course when distributing the provisional grades. Students will be notified of the result when it is added to their file once the course records have been closed.

Regardless of whether they have exercised the right mentioned in previous sections, the student may submit a request in objection to the final grade to ICE Foundation's General Secretary (in person on the third floor of the Balmes Building, or virtually by email at secretaria.general@bsm.upf.edu). To do this, they have a period of five (5) calendar days starting from the date that they were notified of these final grades. The final grade notification date shall be the date on which the IDEC Foundation notifies the student.

A committee, previously appointed by the dean, will address the student's request within five (5) calendar days following the end of the submission period. In cases where circumstances arise that make it impossible to set up the aforementioned committee by the established deadline, IDEC Foundation may extend it by up to a maximum of thirty (30) calendar days. Before issuing its decision, the committee must listen to the teacher responsible for the course. The ruling on the objection will be final, barring the exercise of civil actions to which the student may have recourse.

12.3. Attainment

To obtain the degree, the relevant tests must be passed, and the requested work must be submitted and approved in accordance with the provisions of the Curriculum for each subject (official degree programs) or the Program Guide (unofficial degrees or unofficial institute degrees).

In the case of on-site or blended programs, being able to demonstrate attendance of a minimum of 80% of the entire program's classroom sessions is an essential requirement. Attendance is

personal and non-transferable and any irregularity in its accreditation may give cause to cancel or suspend enrollment in the program.

12.4. Cancellation or exemption from an exam

Students may freely and without justification cancel a maximum of one call per subject provided that this request is made at least one week before the assessment test of the subject by sending the attached form to the Program Manager. Only if there are reasons that have prevented attendance, it may be carried out outside this period by filling out the attached form and sending it to the Academic and General Register's Office, either in person on the third floor of the Balmaes building or by sending it by e-mail to secretaria.general@bsm.upf.edu. These causes must be duly justified.

The request to cancel the exam attendance has no cost, nor any associated refund.

The exam attendance waiver does not grant the student exemption from payment for repeating the subject in the following enrolment or up to a maximum of three (3) subsequent years, at which time the student will be considered to have abandoned his or her studies.

13. Credits not passed

If the student, on the program's completion date, has not passed all the required ECTS credits, they may reattempt to earn the credits that they have not achieved.

For programs that entitle the student to obtain an official degree (master program), the regulations for continued enrollment must be met in the terms mentioned above.

To complete the credits that have not been passed, the student must pay:

- The reactivation amount for enrollment will be:
 - Three hundred euros (€300.00) in official master programs and in unofficial master and postgraduate degrees.
 - Fifty euros (€50.00) for the rest of the programs.
- 20% of the current credit fee for the number of unearned credits.
- The amount of the applicable academic tutelage for the academic year in which the student reactivate enrollment if they want to recover unearned credits in a program that entitles them to an official degree (master program). The amount that IDEC Foundation has communicated to the participant for this concept may change if the amount set by the aforementioned decree for academic tutelage for that academic year is higher or lower than that stipulated by IDEC Foundation. IDEC Foundation will notify the participant about the variations and may carry out the appropriate actions for regularizing the resulting differences, regardless of whether they are in favor of or against the participant.

No discount will be applied on any of these concepts.

14. Credit recognition and transfer

14.1. Recognition and transfer of official degree credits

14.1.1. Concept

Credit recognition is understood to mean the Foundation's acceptance of credits that, having been obtained in some official master's programs at UPF or another university, are calculated in different programs for the purpose of obtaining an official master's degree.

The transfer of credits consists of including the student's academic record of credits obtained in official studies, previously attended at UPF or another university, which have not led to the acquisition of an official degree.

14.1.2. Recognition of professional or work experience and unofficial studies

Demonstrated work and professional experience can also be recognized in the form of credits for the purpose of obtaining an official master's degree, provided that this experience is related to the skills that are inherent in this degree.

Under no circumstances will the credits corresponding to the master's final project work be recognized.

The number of credits that are recognized on the basis of professional or work experience and unofficial university studies may not be higher, overall, than 15% of the total credits that constitute the curriculum. Recognition of these credits does not include their grade, so they will not be calculated for the purposes of determining the record's grade point average.

However, by way of exception, credits originating from unofficial degrees may be recognized in a percentage higher than that indicated in the preceding paragraph, or, where applicable, in their entirety, provided that the relevant unofficial degree has been eliminated and replaced by an official degree. To this end, the verification report for the new curriculum proposed and submitted for verification must state these circumstances and accompany the information and documentation defined in the current regulations for credit recognition.

14.1.3. Credit recognition criteria

Credit recognition criteria will be those included and justified in the curriculum verification report.

14.1.4. Competent bodies for credit recognition

The Foundation's General Secretariat, together with the Dean, will decide on the applications for recognition following the assessment performed by the program's Academic Management.

14.1.5. Procedure for applying for the recognition of credits

The student must submit a formal request to have their credits recognized via the dedicated form, to the attention of ICE Foundation's General Secretary (in person on the third floor of the Balmaes Building, or virtually by email to admissions@bsm.upf.edu).

14.1.6. Documentation for requesting credit recognition

Requests for the recognition of credits obtained in programs offered by other universities or affiliated institutes other than IDEC Foundation must specify the courses for which recognition is being requested and their relevance, in addition to including the following documentation:

- A transcript of records showing the subjects, number of credits and the obtained grade.
- A photocopy of the pursued curriculum, with a stamp from the relevant institute.
- A photocopy of the programs or teaching plans for the attended courses, with a stamp from the relevant institute.

14.1.7. Consistency in the academic record

The course will appear as recognized in the academic record once their enrollment has been completed.

Recognized credits will appear in the student's record in accordance with the provisions of the grade regulations in force at the time that this credit recognition occurs.

14.1.8. Application for recognition and credit recognition fees

The fee for applying for credit recognition will be three hundred euros (€300.00).

Recognized credits will not cost the student anything, except in the case of official degrees. In that case, the student must pay the amount under the applicable tutelage, as set out in the decree of the Government of Catalonia, which sets the academic services fees for the academic year in which instruction for the relevant program commences.

Similarly, the student must pay the Foundation fee for the credits that must be earned to complete the degree. The fee for these pending credits will be the result of multiplying the cost per credit approved by IDEC Foundation for the version of the program in which the student is enrolling by the number of credits that must be earned in order to obtain the corresponding degree. In the case of official degrees, the corresponding amount for academic tutelage must be added to this cost for the academic year in which the recognition is being processed.

Regarding the amounts specified in this section, no discount related to Students of IDEC Foundation will be applicable. Similarly, students who have recognized credits will not be eligible for the Talent Scholarships Program offered by IDEC Foundation.

14.2. Recognition and transfer of unofficial degree credits

14.2.1. Students can apply to have credits earned in other unofficial study programs at the UPF or other universities recognized or processed. The limit is up to 60% of the total credits.

14.2.2. The applications will be evaluated and decided on by the Foundation's General Secretary, before the director's report on the examination itself. The decision to recognize or transfer will be granted provided that it has been verified that the credits to be recognized have been earned in a program that meets the UPF's own academic quality requirements.

14.2.3. The procedure and documentation for requesting the recognition or transfer of credits in non-official degrees will be the same as that stipulated in the corresponding parts of section 14.1 above.

14.2.4.- This possibility will only be available within the 3-year period.

14.2.5. Similarly, in all matters that have not been regulated in these General Conditions regarding the recognition of credits in unofficial degrees, the provisions of section 14.1 above shall apply. Without prejudice to the above, those requirements exclusively enforceable in the recognition of credits shall not be applicable.

15. Continued enrollment

As a Universidad Pompeu Fabra affiliate institute offering official master programs, the regulations applicable to questions of enrollment are UPF's own regulations for official master programs.

In accordance with these regulations, the student enrolled in a program leading to the attainment of an official degree (master program) who wishes to continue these studies will have to have completed a minimum of 50% of the relevant credits for the subjects that they have enrolled in for the master's first academic year.

16. Commitment framework for official master programs

The scheme for studies pursued in an official master program may be full-time or part-time, in accordance with the curriculum's verification report.

In programs that entitle students to obtain an unofficial degree, part-time commitment is not an option.

17. Application for and issuance of certificates

Requests for certificates, as well as their payment, will be made through eRegistrar.

All certificates will be issued after confirmation of payment for the established amount and the submission time frames indicated above will be calculated starting from that date. These time frames may be altered during holiday or vacation periods.

The General Secretary will disclose the type of information that can be certified according to the academic course from which this certification is being requested. The issuance of any certificate is conditional on the requester being up to date with their payments for the program they attended, as well as their submission of the required academic documentation.

CERTIFICATE TYPE	PRICING	SUBMISSION DEADLINE
Standard academic certificates for enrolment, completion or grades	30€ (*) The first certificate of enrollment or completion will be issued free of charge	Four (4) business days in all cases, except in the case of grade transcripts, which will be seven (7) business days. (*) These deadlines may be altered during holiday periods.
Study Plan Certificate	50€	
Any requested certificate that is non-standard	60€	
Additional certificate copy	6€	
Shipment of any type of certificate by registered mail	20€	

18. Issuance of certificates and duplicates

18.1. Postgraduate courses and unofficial master programs: Participants who have successfully completed the program in which they have enrolled are entitled to receive the program's degree.

MANAGEMENT	PRICING
Duplicate of own certificate	80€
Authentication of the degrees obtained or other documents (*)	50€
Shipment of any diplomas by registered mail	20€

(*) Authentications requested outside of the scheduled deadlines will have a higher cost, as these requests will require a personalized service. It should be noted that the fee for this individual authentication must be confirmed beforehand via the service provided by the Registrar's Office.

18.2. Official master programs: Participants who have successfully completed the program in which they enrolled must pay the amount stipulated in the regulations for diploma shipping fees in force at the time that they request the diploma (fee decree published annually by the Government of Catalonia). The participant will only be considered a graduate once they have requested and paid the issuance fees for the relevant diploma.

Since the participant will not receive the diploma for the official master program immediately, once the program has been completed and the current issuance fees have been paid, the provisional degree and a Certified Individual Transcript will be issued at no additional cost.

In the event of the loss of the provisional master's degree certificate, a supplementary certificate may be requested at a cost of fifty euros (€50.00).

In the event that the documentation has not been submitted by the established deadlines, even though the participant is eligible, it will not be possible to request or obtain the corresponding diploma or any other certification.

Arranging the shipment by registered mail of provisional certificates for master's degrees taught in any course mode will be subject to a fee of twenty euros (€20.00).

Once issued, the degree must be collected in person by the participant at the Foundation's General Secretariat. To do so, they must present the payment receipt for the issuance fees, as well as their valid national ID card or passport. In the event that it is not possible for them to do so in person, the interested party may authorize another person, always by power of attorney, to collect it on their behalf. Power of attorney can be obtained at a notary's office or at any of Spain's diplomatic or consular representations abroad. If you are residing outside of Spain, the last option is the most advisable since the authentication and/or subsequent translation of the power of attorney with effects in Spain will not be necessary. Otherwise, they will be necessary.

In the event that the participant resides in a location other than Barcelona, they may request via eRegistrar — after paying the established amount — the referral of the diploma to the Government Delegation/Subdelegation — forty euros (€40.00) for a master's degree of any mode — or to the embassy/consulate — seventy euros [€70.00] for a master's degree of any mode — indicated by the interested party. It is essential to bear in mind that this amount does not include potential customs tariffs in the countries where the shipments are sent. The amount corresponding to these potential fees will be borne by the interested party.

The Foundation offers guidance on the procedures necessary for authenticating both the provisional certificate and the official master's degree itself. This guidance is not intended for administering and implementing these procedures.

18.3. Duplicates

18.3.1. Postgraduate courses and unofficial master programs

Duplicates of these degrees will have a shipping fee of eighty euros (€80.00).

18.3.2. Official master programs

These diplomas are public documents that are valid throughout the country and, therefore, cannot be modified, altered or amended. Any alteration arising from any possible modifications that affect its content (change of first name or surname, change of nationality, etc.) will require the issuance of a duplicate following payment of the amount established in the current regulations.

18.3.3. Cards

Duplicate student cards will have an issuance fee of fifteen euros (€15.00).

19. Intellectual property

In accordance with the current regulations, the participant has the right to recognition as the author (right to authorship) of the work completed while attending the programs taught by IDEC Foundation, and, in particular, if the participant attends a master's program, the final work project for their master's. Similarly, the participant has the right to protection of intellectual property for the above. All the foregoing is in the terms established in the current legislation on the subject and always in full understanding that in this work the legally enforceable requirements are met that are necessary for it to be considered a work or service protected by intellectual property law. The same treatment will be given to the final postgraduate project work.

Without prejudice to the above, and in view of the collaboration that IDEC Foundation and its teaching staff have received in the creation of such work, the participant agrees to (i) include the following quotation in the credits or in a prominent location within the protected work or service: "Prepared as part of the [PROGRAM NAME] program offered by the Barcelona School of Management, Universidad Pompeu Fabra affiliate institute" and (ii) to authorize IDEC Foundation to make educational and promotional use of the protected work or service as part of IDEC Foundation's programming, as well as to use the name and image of its author or co-authors for such purposes. The authorized educational and promotional use on behalf of IDEC Foundation by the participant will only apply to fragments thereof, in a proportion that does not exceed 50% of the total protected work or service, and never in its totality. IDEC Foundation must cite the source and the author of the protected work or service.

Similarly, in cases where the participant's work is prepared as part of a specific action proposed by a company (whether it is the company for which the participant works or a third-party company that could present a challenge, case study, project, etc., to the participant as part of the program taught by IDEC Foundation), the participant will be recognized as the author of the same, although their intellectual property rights (ownership and operating regime for intellectual property rights in relation to such work) will be those that the participant has agreed to with the company that employs them (in the first case) or those that the third-party company has determined for IDEC Foundation with respect to the proposed activity and its results.

20. Document custody

20.1. Student record

All documentation submitted by students admitted/enrolled into any program offered by IDEC Foundation will be safeguarded, without any retention deadline, by IDEC Foundation.

This documentation may not be returned under any circumstances.

20.2. Exams or documents on which the score is based

In any case, a minimum period of one (1) year from the program's completion date is stipulated for retention.

20.3. Final work available for reference

Final program work that has been handed over for reference purposes to the Foundation's Resource Center will be retained for a maximum of two (2) years. Once this period has been exceeded, its preservation is not guaranteed.

If it is in the interest of the student that the final work be treated confidentially by IDEC Foundation, they must notify IDEC Foundation's General Secretary in a formal written letter, indicating the scope of confidentiality that is required and adequately justifying the request to have this arrangement implemented. If IDEC Foundation considers the request for confidentiality, the student must collaborate by all possible means to formalize the appropriate documents for this purpose. The confidentiality regime may not under any circumstances hinder or prevent the fulfillment of the duties of information, accreditation or any other that fall under the responsibilities of IDEC Foundation in the standard development and assessment of the program in question by quality entities or by UPF.

21. Protection of personal data. Image rights

21.1. Protection of personal data.

21.1.1. Basic information regarding data protection

21.1.1.1. Data controller: the controller of the personal data provided to IDEC Foundation by the person requesting information, by the candidate, by the admitted candidate or by the participant/student, as well as those provided to it throughout the contractual relationship as a student or alumnus/alumna, is the INSTITUTE FOR CONTINUING EDUCATION'S FOUNDATION (hereinafter, "IDEC Foundation"), private resident foundation of the private institution for higher education, Universidad Pompeu Fabra affiliate institute under the name of the "Barcelona School of Management," with registered office at Barcelona, C/Balmes, 132,134, 08008 and with the contact email rgpd@bsm.upf.edu for personal data protection purposes.

21.1.1.2. Objectives and legitimate basis: IDEC Foundation will process personal data as basic information for the purposes listed below, which are elaborated on comprehensively in the Foundations' privacy policy:

- For providing information regarding its programming to anyone who requests it.
- For completing the candidate entry and admissions process for any of the courses in its programming.
- For providing the participant/student with the educational services that they have contracted with respect to the program into which they have been admitted, and for which they have completed, in due time and form and in full effect, the required enrollment.
- For managing, preparing and properly monitoring the course.
- For managing the issuance of degrees.
- For managing external internships at companies.
- For managing payments to be made to IDEC Foundation.
- For managing discounts, grants and scholarships that IDEC Foundation or a third party may offer to the participant/student.
- For all matters arising from the status of students or alumni.
- For the sending of communications — electronically or via other means — regarding the Foundation's services, activities, events and news that may be of interest to the interested party or person requesting information, to the candidate, to the admitted candidate and/or the participant/student or to the latter when they acquire the status of alumnus/alumna.
- For the sending of electronic business communications regarding the Foundation's services, activities, events and news that may be of interest to the admitted and participants/students, in accordance with the provisions of article 21 of the Spanish Information Society Services Act. These electronic commercial communications will be carried out in compliance with the provisions contained in this legal regulation and, in particular, will give the data subject the option of withdrawing from them.

For the sending of electronic business communications of any type and regarding any services, products, activities, etc., when the data subject has expressly requested or accepted the receipt of this type of communication.

21.1.1.3. Recipients: Personal data will not be passed onto third parties, except in the case of legal obligations, or, if applicable, whenever this access and processing of data is essential for providing a specific service to IDEC Foundation, in which case IDEC Foundation will enter into the appropriate data processor agreement for each one of these third parties, who will only process data for the purposes specified in each case.

Notwithstanding the above, IDEC Foundation will transfer personal data to the Universidad Pompeu Fabra and the UPF Group entities for the academic and management purposes of these entities, similar to those mentioned above.

21.1.1.4. Data storage: Personal data will be stored for the duration of the contractual and business relationship with IDEC Foundation. And once finalized, they will be stored for the period needed to comply with applicable legal obligations (in particular, even if not exhaustive in nature, to respond to potential legal claims).

21.1.1.5. Rights: Data subjects may exercise their rights of access, rectification, deletion, restriction of processing, portability and opposition at any time.

To exercise such rights, the interested party can send their request attached with a copy of their ID card, passport or other valid, identifying document to Balmes 132-134, 08008, Barcelona; or to the following e-mail address: rgpd@bsm.upf.edu.

In any case, the data subject has the right to present a claim before the Spanish Data Protection Agency, if deemed appropriate.

21.1.2. Additional information: Additional information can be obtained from the Foundation's privacy policy published on the UPF-BSM website: <https://www.bsm.upf.edu>.

21.2. Image rights

IDEC Foundation is expressly authorized to set and reproduce the personal image of the admitted candidate or participant/student, always in connection with their academic relationship with IDEC Foundation, in videos or photographs intended for its reproduction or public communication in the Foundation's corporate communications, with the aim of promoting the latter's academic activities. This authorization for IDEC Foundation will span the entire period in which the participant/student.

22. Commitment to quality

acquires the status of an alumnus/alumna, provided that it is not expressly revoked by the same. In order to comply with the Foundation's commitment to quality in the training it provides, we offer the participant and the entire university community the option of submitting their suggestions, compliments, complaints and grievances through the various channels established for this purpose.

Box for suggestions, or compliments

There is a Suggestions, or Compliments Mailbox where any type of comment can be submitted without any need for personal identification; in this case, every comment received will only be analyzed internally.

Submission of complaints and grievances with personal identification

To send complaints and claims, please complete the attached form and submit it to the attention of the Academic and General Secretary of the School (in person on the third floor of the Balmes Building or virtually by e-mail to secretaria.general@bsm.upf.edu).

These complaints or grievances may be made individually or collectively. To do this, the identification number (ID card or passport) and the name and surname of all interested parties must be provided. Communications will be carried out with the person who has been identified as the contact person or whose name appears first on the document.

The Academic and General Register' office will receive the document and, within forty-eight (48) working hours, will issue an acknowledgement of receipt. In addition, the complaint or claim will be followed up with the areas or departments involved and resolved within a maximum period of fifteen (15) working days from the day on which the acknowledgement of receipt is sent. The

resolution will be notified to the interested party by e-mail sent to the e-mail address indicated in the form submitted. Additional clarification or extension of the information provided by the person or persons who made the complaint or claim may be requested; in this case, the period established for the resolution will be interrupted until the additional information is received.

Please note that these deadlines may be altered during holiday periods.

Satisfaction surveys

Similarly, throughout the entire educational process, all programs taught by IDEC Foundation involve the due planning of their quality assessment surveys. These surveys will be provided to the participant and the faculty for completion, with the aim of continuously improving the program and the services provided by the Foundation.

23. Applicable regulations

The relationship of the provision of educational services that regulate these General Conditions shall be governed by the applicable civil and commercial regulations, by the university regulations in force and by the resolution for official degrees and UPF-specific degrees, as applicable under the latter's affiliation scheme and the agreements reached in this respect between IDEC Foundation and UPF.

24. Dispute resolution

Any dispute arising from the interpretation of this document shall be subject to Spanish law and the jurisdiction of the courts and tribunals of the city of Barcelona, with the express waiver of any other jurisdiction that may be appropriate.

25. Belongings in case of theft

Without prejudice to the other provisions contained in these General Conditions, neither UPF-BSM nor its staff will be responsible for any loss, damage, or theft of personal items of any kind carried by students or other occasional users of the facilities.