

CLIENT SATISFACTION SURVEY

Date: [click here to select](#)

ABOUT THE RESPONDENT

Name and Surname:

Position:

Organization:

Project name:

I have read and accept the [Data Protection policy](#):

QUESTIONNAIRE⁽¹⁾

CHARACTERISTICS OF THE SERVICE PROVIDED AND DEMONSTRATED SKILLS	IMPORTANCE FROM 0 TO 10	VALORATION FROM 0 TO 10
Quality of the service provided and/or delivered product		
Methodology used in the development of service/product		
Proven technical knowledge		
Compliance with scheduled delivery dates		
Attention received		
Capacity and flexibility to face changes in the scope of the project		
Deviations from the approved budget		

(1) Please, rate the following aspects from 0 to 10 taking into consideration:

- ✓ The box called "IMPORTANCE" shows how important each aspect is for your company.
- ✓ The box "VALUATION" shows how well TEKIA met with the specifications according to the evaluated aspect.
- ✓ Both columns must contain marks measured from 0 (the lowest mark) to 10 (the highest mark).

OPINION

Give your overall opinion about the works carried out by TEKIA within the frame of this project:

SUGGESTIONS FOR IMPROVEMENT

Finally, the respondent can help us by writing down in the following box his/her point of view and aspects to improve. Feedback is important for TEKIA because our commitment is to constantly increase our client satisfaction.

Once finished, please print pdf so that document sent won't be editable.



THANKS!

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DATA PROTECTION POLICY

DETAILED DATA PROTECTION INFORMATION

Responsible

TEKIA INGENIEROS, S.A (hereinafter "TEKIA INGENIEROS")
CIF: A81951717
Address: calle Chile 4, Edificio 1, Planta Baja, 28290 de Las Rozas (Madrid)
Telephone: 916 300 550.
E-mail: info@tekia.es

Data Protection Officer (DPO)

Should TEKIA INGENIEROS appoint a DPO in future, at the time of their appointment. The details will be published (telephone, and email) on the website www.tekia.es

PURPOSES OF THE PROCESSING

Your data may be used for:
- Processing your claim or query

LEGITIMATION

The legal basis for processing your data derives from the requirement to address your request. Legitimate interest.
All the data requested in the form must be provided, if the form is incomplete, TEKIA INGENIEROS will be unable to deal with your request.

TERMS/CRITERIA FOR DATA RETENTION

Your personal data Will be kept on file complying with the criteria established in the TEKIA Ingenieros Quality Policy.

RECIPIENTS

The data is not intended for communication to third parties except in the case of a legal obligation to do so.
International data transfers shall not be made to countries outside the European Union.

RIGHTS

,You are entitled to the access, rectification, deletion, portability of your data and to the restriction or opposition to their processing as detailed in "Detailed information on data protection"

You will find further more detailed information on data protection at the following link: [data protection policy](#)

Exercise of rights: if you wish to exercise your rights to access, rectification, deletion, portability of your data, and restriction or opposition to their processing please write to TEKIA INGENIEROS at the address indicated above, or by email to info@tekia.es with the reference Web Users' Data Protection, attaching a copy of your national ID or equivalent identification document.

Right to withdraw consent: you may revoke the consent given to process data at any time, by writing to TEKIA INGENIEROS to the address indicated above, or to the email address info@tekia.es with the reference Web Users' Data Protection, attaching a copy of their national ID or other equivalent identity document, without this revocation of consent affecting any processing based on consent prior to its withdrawal.

Complaint: In any case, if you consider that your rights have been infringed, you may file a complaint to the Spanish Data Protection Agency, with domicile at calle Jorge Juan 6, 28001, Madrid, telephone 901 100 099, and website www.agpd.es