
InfoUAB

Service Charter

Approved on 18th June 2025 by the UAB Quality Committee

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A background image showing a group of students walking away from the camera on a paved path. In the foreground, a student with long curly hair wears a denim jacket and a pink backpack. Next to them, a student wears a red backpack. To the left, a student with long blonde hair wears a grey backpack. In the background, another student is looking at a phone. The path is bordered by a grassy area and a modern building with a curved roof.

01

Presentation. Scope of action and organizational data

Presentation

InfoUAB – Information Point is a help service intended for students, future students and anyone who would like to request information from Universitat Autònoma de Barcelona (UAB).

Generally speaking, we provide information about the organisation, functioning, academic options and services at the University. More specifically, our job is to promote the UAB.

Scope of action and organizational data

From an organic and functional perspective, we are part of the Promotion Unit within the Area of Communication and Promotion.

We are physically located in Plaça Cívica, the nerve centre of the campus, as it is the point of arrival for our users during their time at the UAB.

We are a team of skilled customer service professionals who strive to offer quality service and clear and timely information and answer, guide or channel our users' demands.

02

Mission and values

Mission and values (1/3)

The mission of InfoUAB is to provide users access to information about the resources available at the UAB and within the greater university system, managing and disseminating information through personal attention, in addition to the range of studies and services included within the UAB's promotional activities.

Mission and values (2/3)

Our values are:

- ✓ Information quality: we undertake to use our resources, experience and knowledge to offer quality service and help meet the users' needs and expectations.
- ✓ Transparency: we clearly communicate our resources, procedures, objectives and results.
- ✓ User orientation: satisfying the needs and expectations of our users is central to our activities.

Mission and values (3/3)

Our values are:

- ✓ Effectiveness and efficiency: we strive to ensure optimum results.
- ✓ Continuous improvement: we aim to be functional, dynamic and flexible.
- ✓ Social responsibility: we act ethically and with institutional integrity, ensuring the utmost respect for diversity, inclusion and sustainability in everything we do



03

What do we offer?

What do we offer?(1/3)

Information and academic guidance

We respond to requests for information, guidance, admission and enrolment from future students and advisers (e.g. secondary school teachers), as well as requests for information about the University from the UAB community, general public, institutions and companies.

For more information, [click InfoUAB website](#)

What do we offer?(2/3)

Campus tours

We lead hour-long guided tours for groups of secondary school students, families and all future students.

The campus tours are available from January to July. Advanced booking is required. Please send us an e-mail at: visites.campus@uab.cat

What do we offer?(3/3)

Document registration

We offer the services of an auxiliary registry office on the UAB campus. Feel free to submit any written documents or requests or authenticate documents within registry opening hours.

For more information, [click InfoUAB website](#)

04

Rights and duties

Rights and duties (1/2)

Right to receive service with a respectful and professional attitude

Right to quality, efficient and effective service

Right to privacy and the protection of personal data

Right to have the confidentiality and security of their personal data safeguarded

Right to clear, comprehensive and up-to-date information on requests

Rights and duties (2/2)

Duty to use the service responsibly and with respect for the other users' rights

Duty to keep personal data up-to-date and report any changes to these data

Duty to comply with the terms and conditions of the service and the privacy policy

Duty to use the service in accordance with current regulations and laws on intellectual property and copyright



05

Applicable regulations

Applicable regulations

- Organic Law 3/2018, of 5 December, on the protection of personal data and guarantee of digital rights
- Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation, GDPR)
- Law 19/2014, of 29 December, on transparency, access to public information and good governance
- Universitat Autònoma de Barcelona regulations on the processing of personal data

A background image showing a group of students walking away from the camera on a paved path. In the foreground, a student with long curly hair wears a denim jacket and a pink backpack. Next to them, a student wears a red backpack. To the left, a student with long blonde hair wears a grey backpack. In the background, another student in a blue shirt is visible. The path is bordered by a brick wall on the left and a grassy area on the right.

06

Participation mechanisms

Mechanisms of participation

We have created the following channels through which you may submit questions, complaints and suggestions:

Complaints, suggestions and compliments may be lodged via Opina UAB (<https://opina.uab.cat>). A response will be provided within 15 days.

You may complete a satisfaction survey about the service.

A background image showing a group of students walking away from the camera on a paved path. In the foreground, a student with long curly hair wears a denim jacket and a pink backpack. Next to them, a student wears a red backpack. To the left, a student with long blonde hair wears a grey backpack. The path is bordered by a brick building with large windows on the left and a grassy area on the right. The overall tone is educational and modern.

07

Commitments and quality indicators

Commitments and quality indicators

SERVICE	COMMITMENT	INDICATOR
Information and academic guidance	<ol style="list-style-type: none">1. Respond to requests for information within 15 days.2. Achieve a good level of satisfaction among users.	<ol style="list-style-type: none">1. At least 85% of questions answered within the allotted time period.2. Average of 3 out of 5 on satisfaction survey responses.
Campus tours	<ol style="list-style-type: none">1. Conduct 100 tours per year.2. Achieve a good level of satisfaction among tour participants.	<ol style="list-style-type: none">1. Annual number of campus tours.2. Average of 3 out of 5 on satisfaction survey responses.



08

Complaint channels and corrective measures

Complaint channels and corrective measures

To file claims for non-compliance with the commitments undertaken in the Service Charter, please use the complaints and suggestions channel, Opina UAB (<https://opina.uab.cat>).

The person in charge at InfoUAB will send you a written explanation of the steps taken to correct the service deficiency within a period of no more than 15 days.

The University shall not be financially liable for non-compliance with the service commitments.



09

Validation, approval and updating of the charter

This service charter has been revised and validated by a mixed committee comprised of InfoUAB representatives, service users and staff from the Area of Digital Transformation and Organisation. The UAB Quality Committee, by delegation of the Governing Council, definitively approved the charter on 18th June 2025.

This charter will be updated at least every two years or whenever changes or other substantial modifications are made to the services provided.

The procedure to be followed to update the charter will be the same as for approval. Internally, InfoUAB continuously monitors the degree of compliance with the commitments and submits a report on the results to the UAB Quality Committee at least once every two years.

