

# Our Complaints Policy

All customers

Version 1.3 (August 2021)

# Our approach

First of all we are sorry that you are reading this document. It means something has gone wrong or you are unhappy with something we are doing or have done.

That is clearly not what we want for our customers and users.

We always aim to do our best, but unfortunately there may be times when things do go wrong and do not work as planned or as they should.

If you have a complaint about any part of our services we want to hear from you so that we can improve – whether this is improvements in our software, our services, or in the way that we interact and deliver them to you, our customers.

# How to get in touch

## Raise a ticket

Initially, we ask that you raise a ticket with our Customer Support Team who will work with you to seek to resolve the issue, fault or complaint with you. You can get in touch at:

North America: +1-800-732-0746

Rest of the World: 020 3973 1333

Your call may be recorded and/or monitored for quality assurance and compliance purposes. Call recordings are stored in the United Kingdom and the United States.

Or send an email to: [support\\_ticket@egress.com](mailto:support_ticket@egress.com)

Emails will be stored and retained in accordance with our retention policy at [www.egress.com/legal](http://www.egress.com/legal)

## If this does not resolve your concern, you can raise a complaint

If our Customer Support Team are unable to resolve your issue or complaint, you may raise a formal complaint with us by emailing [complaints@egress.com](mailto:complaints@egress.com).

## What happens next?

Once we have received your complaint, as soon as we can we will be in touch to provide you with:

- a reference number
- a date when you will receive a response by
- the name and contact details of the person handling your complaint

## How long will it take?

We will always try to resolve your complaint as quickly and efficiently as we can. We seek to respond to complaints within 10 working days. Depending on the nature of your complaint, there may be timescales that we have to comply with under applicable data protection laws.

Where your complaint is complex or involves a number of issues, we may need to take some time to make sure that we have covered everything before getting back to you with our response. If that is the case, we will make sure that we keep in touch to keep you up-to-date with where we are with it.

We will be as accurate, plain and clear as we can in our communications with you and avoid the use of jargon.

# Your right to complain about how we process your personal data

## Our Data Protection Officer

Wherever you are located, you can contact our Data Protection Officer:

Name	Kevin Tunison
Address	12 <sup>th</sup> Floor, The White Collar Factory, 1 Old Street Yard, London, EC1Y 8AF, United Kingdom
Email address	<a href="mailto:DPO@egress.com">DPO@egress.com</a>
Phone number	+44 (0) 20 7624 8500

## Legal Rights

You can also find out more information about how to exercise rights that you may be entitled to by law at [www.egress.com/legal/your-rights](http://www.egress.com/legal/your-rights).

If you no longer wish to receive direct marketing emails from us, you may opt out of receiving these emails by clicking on the Unsubscribe link at the bottom of any marketing email you receive. We are looking to introduce tools to help you manage your marketing preferences with us (e.g. if you would still like to receive information, but only on certain topics). Once this is available, you will find links to it at the bottom of emails as well.

# Your right to complain to a regulator

We always encourage you to raise any complaint that you may have with us before proceeding to raise the issue either with a relevant regulator or other independent recourse mechanism that might be available to you.

## Privacy Shield related complaints

We participate in the EU-U.S. and Swiss-U.S. Privacy Shield Frameworks and have self-certified to the U.S. Department of Commerce our adherence to the Privacy Shield Principles for all personal information received from countries in the European Economic Area, Switzerland, and the United Kingdom in reliance on the Privacy Shield. To learn more about Privacy Shield, visit the Privacy Shield website at [www.privacyshield.gov/list](http://www.privacyshield.gov/list).

Under the Privacy Shield, we are responsible for the processing of personal information we receive and subsequently transfer to a third party acting for or on our behalf. We are liable for ensuring that the third parties we engage support our Privacy Shield commitments. The U.S. Federal Trade Commission has regulatory enforcement authority over our processing of personal information received or transferred pursuant to Privacy Shield. We commit to cooperate and comply with the advice of the regulatory authorities to whom you may raise a concern about our processing of personal information about you pursuant to Privacy Shield, including to the panel established by the EU authorities and the Swiss FDPIC. This is provided at no cost to you.

If you raise a complaint relating to our compliance with our obligations under the EU/US Privacy Shield or the Swiss-US Privacy Shield, we will respond within 45 days of the date that we receive your complaint (though most issues can be addressed more quickly).

If you do not feel that we have resolved your complaint or concern satisfactorily you can contact our U.S. based third-party dispute provider (free or charge) at <https://feedback-form.truste.com/watchdog/request>. Under certain conditions, more fully described on the Privacy Shield website, you may invoke binding arbitration when other dispute resolution procedures have been exhausted.

## Right to complain to a Regulator

You have a right to complain at any time to the UK's Information Commissioner's Office. Its helpline number is +44 (0) 303 123 1113. Further information can be found at <https://ico.org.uk/make-a-complaint/>.

## Egress Software Technologies Ltd

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