

Our Complaints Policy

All customers

Version 1.0 (August 2018)

Complaints **our approach**

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

That's 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 don't 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 platform, our services, or in the way that we interact and deliver them to you, our customers.

Complaints **how to get in touch**

Please telephone us on: **+44 (0) 20 7624 8500**

Your call may be recorded and/or monitored for quality assurance and compliance purposes.

Or send an email to: support@egress.com

What happens next?

Once we've received your complaint, as soon as we can we'll be in touch to provide you with:

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

How long will it take?

We'll always try to resolve your complaint as quickly and efficiently as we can. 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've covered everything before getting back to you with our response. If that's the case, we'll make sure that we keep in touch to keep you up-to-date with where we are with it.

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

Complaints **your rights to complain about how we process your personal data**

If you're in the United Kingdom, don't forget that you have a right to complain at any time to the UK's Information Commissioner's Office.

Its helpline number is **0303 123 1113**.

Further information can be found at <https://ico.org.uk/make-a-complaint/>

Egress Software Technologies Group

Egress Software Technologies is the leading provider of information security services designed to secure shared data from start to finish using a single platform: Egress.

The Egress platform is made up of highly integrated and flexible service lines. These award-winning services include email and document classification, the only email and file encryption product to be CPA certified by NCSC, secure managed file transfer, secure online collaboration and secure archive.

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