

# Customer Charter

Putting our customers at the heart of  
our business



**Friendly Hosting Online**  
**WWW.FRIENDLYHOSTINGONLINE.UK**

# **Customer Charter**

Our customer charter sets out how we deal with our customers covering points including billing, privacy, security and dealing with complaints. We aim to provide you with quality services and exceptional customer service.

## **Communication**

Our staff in all our departments will ensure that you receive the highest level of courtesy at all times. All departments will ensure that sufficient time is given to your queries and support requests.

## **Billing**

Your invoices will be available to you on-line and will have 24 hour a day access to all your financial information via your customer portal. You will have the ability to view your invoices in a printer-friendly format. We guarantee accurate and reliable billing information.

## **Privacy and Security**

We will never sell or share any of your personal details to other companies. All credit/debit cards are held at high levels of encryption on servers not directly connected to the internet or on PCI compliant servers with our payment processor for maximum protection. All your personal information is held in accordance with the Data Protection Act 1998

## **Complaints**

Whilst we hope you are happy with your services all complaints will get a formal response within 24 hours. Complaints will be fully documented and confirmed with you, we aim to resolve your complaint fully and to your satisfaction within 7 working days.