

Anthesis Customer Service Policy

Last Reviewed: 17/9/2021

Next Review: 1/9/2022

Created: 30/9/2020

1 Anthesis Customer Service Policy Statement

At Anthesis we always endeavour to provide the best possible service to our customers. Our goal is to provide a positive experience, to be easy to do business with and to help our customers release the value of their enterprise applications. Whether consulting, software sales or service delivery, we will speak honestly and directly. We are not 'too big to care' and not 'too small to have an impact'.

If you would like to make any comments, suggestions, raise a query or make a complaint about the service you have received, please contact us, our contact details are set out below. We will respond to your query within 24 to 48 hours.

This policy will be kept up to date, to reflect changes in the nature and size of the business. To ensure this, the policy and its effectiveness will be reviewed annually.

2 Data Privacy and Access to Information

We comply fully with the provisions of the Data Protection Act 2018 as outlined in our Security and Protection of Information policy which aims to protect company, customer and employee data; meet our legal obligations under the General Data Protection Regulation and other laws; and to meet our professional obligations towards our customers and third parties.

3 How to Contact Us

Name and address:

Anthesis Ltd, Riverside Mill, Mountbatten Way, Congleton,

Cheshire, CW12 1DY

Tel: 01260 296 530

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