



We Create Software To Secure Your Data.

In Motion. At Rest. Always. Anywhere.

## Customer Service Policy

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## Vision and Values

At Syncplify, we are committed to providing exceptional customer service to our valued customers. With our **Mission** to innovate the secure file transfer landscape by foreseeing and designing in-demand solutions, **Vision** to help everyone to achieve truly secure information exchange, and **Core Values** in Innovation, Security, and attempt to make customers' life easier, we strive to deliver not just exceptional products but also customer service. We recognize the importance of building strong relationships with our customers and ensuring their satisfaction with our solutions. This customer service policy outlines our commitment to delivering high-quality support to address any concerns and inquiries promptly.

## Transparency and Honesty

We believe in transparency and honesty in our interactions with customers. We provide accurate and comprehensive information regarding our products, services, pricing, and any potential limitations or risks. In cases where we are unable to meet a customer's request or expectation, we will communicate this honestly and explore alternative solutions when possible.

### Customer-Focused Approach

- We prioritize our customers' needs and concerns, aiming to exceed their expectations in every interaction.
- We maintain open communication, actively listening to our customers and valuing their feedback to continuously improve our solutions.
- Our customer service representatives are well-trained professionals with deep expertise in secure file transfer.
- We emphasize empathy and understanding, recognizing the unique challenges faced by our customers, and providing support tailored to their specific needs.
- We strive to respond to all customer inquiries promptly, acknowledging their concerns within 24 hours.
- Our goal is to resolve customer issues in a timely manner, providing regular updates on progress until a satisfactory resolution is reached.
- We are committed to continuous improvement in our customer service practices. We actively seek customer feedback and use it as a valuable resource for enhancing our processes, products, and services.
- We value customer feedback and encourage them to share their experiences, suggestions, or complaints, which will be carefully reviewed and addressed in a timely manner.

## Privacy and Data Protection

We understand the importance of privacy and the protection of customer data. Our customer service representatives adhere to strict confidentiality protocols and access customer information only on a need-to-know basis.

We comply with all applicable data protection laws and regulations, ensuring that customer data is securely stored, processed, and transmitted. Please note, while we adhere to the regulations required by law, we are not certified or hold specific security certifications.

At Syncplify, our commitment to exceptional customer service is at the core of our operations. We strive to build long-lasting relationships with our customers based on trust, transparency, and a dedication to their success. By adhering to this Customer Service Policy, we aim to deliver a superior experience that exceeds customer expectations and solidifies our position as a leader in the cybersecurity industry.

Please note that this policy is subject to review and updates to ensure its continued relevance and effectiveness.