

Safenames' Complaints Handling Policy & Code of Practice

The objectives of this Code of Practice ("Code")

Safenames have devised this Code of Practice to set out the key information concerning the services we provide to you and the key support services and our company procedures which run alongside our Policies. This Code contains information about:

- Who we are and what services we provide
- How to contact us
- How we communicate with you
- Customer care and our obligations
- Confidentiality of customer information

This Code is accessible through our web site (www.safenames.net). A large print or hard copy version of the Code can be requested by calling our Customer Service department on 01908 200022, emailing: info@safenames.net or writing to our Customer Care Team at the address specified below.

Who we are and what services we provide

Safenames Ltd is an International Domain Registration service, Domain Management, Online Brand Protection and Web Hosting service provider which also provides email services to consumers, small businesses and large multinational corporations. Our registered office address and our main office are located at Safenames House, Sunrise Parkway, Linford Wood, Milton Keynes, MK14 6LS. For other contact details please see below under the section "How to contact us".

How to contact us

All correspondence should go to our registered and main office at Safenames House, Sunrise Parkway, Linford Wood, Milton Keynes, MK14 6LS. Should you have an Account Manager, you can contact ourselves through your Account Manager.

In addition to contacting us there, there are a number of other ways that you can contact us, and we will be happy to answer your questions:

General enquiries

If you have any questions about this Code, any of our Terms and Conditions, Acceptable Use Policy or Privacy Policy, or any of your rights and obligations, or if you are an existing customer and your contact details have changed, you may contact us on 01908 200022 (or, if calling from abroad, +44

(1908) 200 022).

Sales and support

If you are a potential customer and have any questions about any of our products or services, or are an existing customer with a problem or questions about any product or service supplied to you or would like to find out more about new or additional products or services, please contact us on 01908 200022 (or, if calling from abroad, +44 (1908) 200 022). If you are an existing customer with an Account Manager, you can raise any potential queries concerning our products and services to your Account Manager directly in the circumstances.

Privacy

If you would like to notify us of how we may communicate with you for marketing purposes, or otherwise would like to contact us in connection with privacy issues, please contact us on 01908 200022 (or, if calling from abroad, +44 (1908) 200 022). We will respect your choices.

Complaints

If you have a complaint, we need to know as quickly as possible. To avoid delay, please contact us by:

Phoning: 01908 200022 (or, if calling from abroad, +44 (1908) 200 022).

Writing to: Customer Services at Safenames House, Sunrise Parkway, Linford Wood, Milton Keynes, MK14 6LS.

Emailing: customerservices@safenames.net

We will do our best to resolve your complaint in accordance with the procedure outlined below under the section headed "Customer care and our obligations".

How we communicate with you

We believe in effective communications with our customers. Customers can contact us as outlined above under the heading "How to contact us".

We may contact you using both online methods such as email and offline methods such as post or

telephone. We may need to do so if we have any accounts queries, or need to inform you of any significant changes to this Code or to our Terms and Conditions.

We may also promote our products and services, including special offers, through a variety of media. In doing so, we will respect any choices you have made regarding use of your contact details as notified to us (see above under "How to contact us/Privacy". Also see our Privacy Policy in this respect, locatable [here](#)) and will also abide by industry-accepted standards.

Customer care and our obligations

Cancelling Services

Customers are able to cancel their service with us at any time in accordance with the Terms and Conditions. A customer usually contracts with us for a minimum period of 12 months after which time the contract will lapse if it is not renewed. However, there are other minimum periods which are available and/or applicable to certain products. Please contact our Customer Service Department (as above), or your Account Manager for more information in this regard or if you are unsure which minimum period applies to your contract with us.

Prices

Prices can be found within our Terms and Conditions [here](#), or a price list is available in paper form or email format from Customer Services upon request. We may change these from time to time, in accordance with our Terms and Conditions.

Privacy

Your rights and responsibilities in relation to your personal information are set out in our Privacy Policy which is available at <https://secure.idp365.com/privacypolicy.aspx>

Resolution of Complaints

If you are unhappy with any of our products or the level of our services, please contact us and let us know. It is mainly through your feedback that we are able to review and keep improving the overall service we provide. We will do our best to resolve any complaint that you have as quickly as possible, once it has been investigated.

If you are unhappy with our products or services please contact us as soon as possible by:

Dialling: 01908 200022 (or, if phoning from abroad, 44 (1908) 200 022). Our Customer Service representatives will be able to assist you.

Writing to: Customer Services at Safenames House, Sunrise Parkway, Linford Wood, Milton Keynes, MK14 6LS.

Emailing: customerservices@safenamesnames.net.

We will deal with your complaints or queries as quickly as possible. As a guideline, we will try to respond to written correspondence within 10 working days of receipt of your correspondence.

All complaints are dealt with by managers at the highest appropriate level. If your complaint is not resolved to your satisfaction you can ask to escalate the matter internally by writing to our Customer Service Department at the address given above, explaining that you wish the matter to be escalated.

Confidentiality of customer information

We will treat any information we have about you in confidence and will not disclose it to anyone except yourself, or in accordance with your instructions to us, except as set out in our Privacy Policy.

In particular, there may be circumstances in which we may be required by law to disclose such information. Such requests may come from the police, Customs & Excise, or other regulatory bodies. If we are required to disclose any information by law, this will be strictly controlled and the disclosure will be made in accordance with current UK legislation.

For more information on our use of your personal data, please read our Privacy Statement, which is available at <https://secure.idp365.com/privacypolicy.aspx>

Complaints relating to .au registrations

If the complaint relates to .au domain registration services, and if you are not satisfied with the outcome of the complaint as determined by us or if the complaint is not resolved within 30 days, information regarding lodging of a formal complaint directly to auDA (.au domain administrator) can be found on the auDA website at <http://www.ada.org.au/faq/complaints> for further information.