

## PRIN ICT Code of Conduct

PRIN ICT and its employees subscribe to the code of conduct drafted in accordance with ICASA rules and regulations and in terms of the Electronic communications act 36 of 2005.

PRIN ICT undertakes to:

1. Ensure that the services rendered meet the expectations of all our Clients
2. Act in a fair, responsible and reasonable manner in dealing with all our clients
3. We will never discriminate against any clients based on age, gender, religion, ethnic background or sexual orientation or for any reason whatsoever.
4. We will assist any clients with information on all our products and services
5. Display the utmost respect and courtesy when dealing with our customers either telephonically or personally.
6. Provide customers with advice to meet their needs.
7. We will abide by the POPI act and RICA act at all times, all customer information is strictly confidential and will not be shared with 3<sup>rd</sup> parties, PRIN ICT will never sell or share clients personal information under any circumstances whatsoever.
8. Provide customers with the services they require without discrimination
9. Resolve any client problems within a reasonable time and to the best of our ability
10. You are required to direct a complaint to [support@prin.co.za](mailto:support@prin.co.za)  
Your complaint should include the following:
  - 10.1 your name and surname;
  - 10.2 your account number;
  - 10.3 the date on which the complaint arose; and
  - 10.4 a brief description of what gave rise to the complaint.