



CLIENT CHARTER

The management of **Acme Commerce Sdn Bhd** ("Acme") is pleased to present to you our Client Charter. Acme appreciates the importance of developing a safe, secure and reliable hosting environment in the provision of internet services to our customers. We continuously seek to enhance our services to you our clients. Therefore, Acme is committed to ensure/provide the following:-

Safe Operations

Keeping customers' information secure has always been central part of our hosting policy. We continually invest in developing and implementing enhanced security measures. Our computer system utilise secured encryption technology and authentication techniques to protect your data. We also implement strict security controls and procedures to lessen the risk of unauthorised access to your details. Provided you keep your password(s) confidential and ensure others cannot observe your PC screen when you sign on, the security of our computer system is comparable to the high standards of reputable financial institutions in the industry.

Reliable and Quality Services

Acme is committed to providing reliable and quality services to our customers. We are constantly training our staff to ensure that they have the necessary skills and knowledge to deliver the services you desire. We also continuously invest in new products and information technology to enable the delivery of quality services which are reliable and best suited to our customers' needs. We have structured our operations to achieve a more streamlined and automated process, while maintaining the flexibility to cater to your individual needs.

Privacy of Customer Information

We will not collect any personal information about you unless you have chosen to give it to us. Please do not give it to us if you do not want it collected. We may use information we have collected about you for improving customer service, and to respond to your queries. When you speak to us on the phone, some calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service. You may view our Privacy Statement for further details on our commitment towards ensuring our customers' privacy.

Transparency of Products and Services

We will endeavour to furnish fair and accurate disclosure of our products and services. We will also ensure that descriptions and details of our products and services offered online shall not be misleading or false.

Prompt Response for Enquiries and Complaints

We aim to give all our customers first class service. We welcome any comments, feedback or enquiries as soon as possible. For customer service, please contact our Customer Service Centre at: **+603-2032 2263** or email to: **support@webserver.com.my**