

## CHARTER OF TRUST

To ensure your confidence and serenity, ESOMUS is committed to guaranteeing you a friendly, safe and quality environment to allow you to exchange your information in complete peace of mind.

### 1. COMMITMENT N°1: YOUR SAFETY!

You can report operational problems to us at any time via the Help Desk and through "Ticket Management". ESOMUS is committed with its Customer Service employees to verify and analyze each of these reports and above all to take the necessary measures.

More generally, ESOMUS is committed to answering your tickets, emails and calls as quickly as possible.

Your comments are systematically forwarded to the department concerned.

We rely on these requests because they help us every day to improve the quality of our service.

### 2. COMMITMENT N°2: THE PROTECTION OF YOUR PERSONAL INFORMATION

ESOMUS undertakes never to pass on your contact details to other members or other persons. Your email address, your phone number, your real identity are strictly confidential data that cannot be disclosed by ESOMUS and/or other software to other members on the site. It is you and you alone who can decide to communicate them to another member, user, or others when and if you wish, in compliance with ESOMUS' general terms and conditions of use.

### 3. COMMITMENT N°3: THE POSSIBILITY OF MANAGING YOUR PEACE OF MIND

ESOMUS is committed to providing its customers with the technical means to enable them to receive or not receive alerts on events.

You will never miss a reminder again, or forget a payment and/or other useful information.

### 4. CHANGES TO THIS POLICY

ESOMUS may modify and update this Trust Policy at any time to ensure that it reflects how we provide information to customers.

### 5. VERSIONS

Version: 01 October 2024

### 6. COORDINATES

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