

# AGENT TRAINING MODULE

COMPANY  
POLICIES





## Anti-Bribery & Corruption

Premier Utilities LTD (Truepos Payment Solutions) is committed to the practice of responsible corporate behaviour and to complying with all laws, regulations and other requirements which govern the conduct of our operations.

This Policy applies to all individuals working at all levels and grades, including Directors and employees (whether permanent, contract, agency or temporary staff) of Premier Utilities Limited and every business in which we have a controlling interest.

Please read our policy in full at :

[Truepos.ie/ourpolicies/anti-bribery&corruption](https://truepos.ie/ourpolicies/anti-bribery&corruption)





## What Happens if I do not comply with this policy.

Failure to comply with this Policy may lead to disciplinary action up to and including dismissal or, in the case of contract staff or suppliers, cancellation of contract.

Examples of behaviour that may result in disciplinary action include but are not limited to:

- Deliberately breaching, or asking others to breach, this policy
- Failing to report a clear breach of this policy; and
- Retaliation against a person who has raised a concern.

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## WHAT IS GDPR

General Data Protection Regulation is a set of unified rules for all EU countries. It is valid since May 25, 2018.

There are two main goals of this GDPR regulation:

- Protect personal data & strengthen privacy rights of EU individuals
- Give users control over their data



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# Types of Personal & Private Data

- Name
- Address
- Phone
- Bank / Credit cards
- Email address
- IP address
- Cookies
- Online identifiers
- Biometric data
- Genetic data
- Health data

Please review our company Policy :

[Truepos.ie/ourpolicies/gdpr](https://truepos.ie/ourpolicies/gdpr)





# GDPR Penalties and Fines.

Supervisory authorities such as the Data Protection Commission (DPC) in Ireland has a range of corrective powers and sanctions to enforce the GDPR. These include:

- Issuing warnings and reprimands;
- Imposing a temporary or permanent ban on data processing;
- Ordering the rectification, restriction or erasure of data, and;
- Suspending data transfers to third countries.

What is the maximum GDPR fine?

1. Up to €10 million, or 2% annual global turnover – whichever is higher.
2. Up to €20 million, or 4% annual global turnover – whichever is higher.





# Treating Customers Fairly

1. How do we treat our customers fairly here at Truepos?
2. We are fair, accountable and competent in all our dealings, and our communications with our customers are clear, honest and transparent.
3. We display courtesy, professionalism and respect in all of our dealings with our customers.
4. We ensure that our customers' obligations and rights are protected at all times
5. We handle all complaints fairly, effectively, and promptly in line with our Complaints Handling Procedure
6. Through Ideas to Success, we actively encourage our staff to come up with ideas to improve how we deliver our TCF Promise.

Please review our company Policy :

[Truepos.ie/ourpolicies/TCF](https://truepos.ie/ourpolicies/TCF)



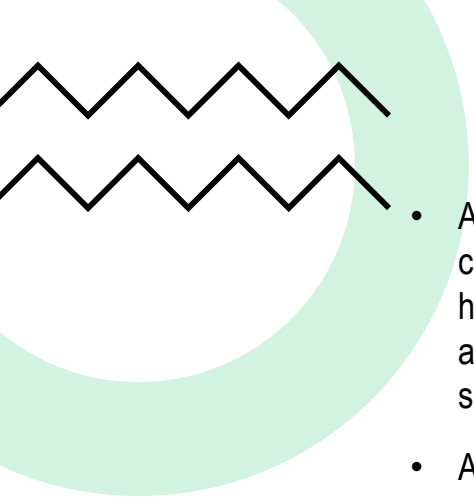


# Complaints Policy.

- Premier Utilities (trading as Truepos) procedure for handling Worldpay complaints.
- Complaint made via outbound channel – Agent identifies that a complaint has been made. The first action is to log the complaint on our CRM. If the complaint is within the scope of FCA then the details should be emailed to Worldpay within 4 hours.
- We will capture the following information:
  - Full name
  - Business name if applicable
  - Contact number
  - Email address
  - Nature of the complaint
- We will explain that our complaints team will acknowledge the complaint within 24 hours







- All this information will be made available to Worldpay along with the call recording. We will aim to send this information over within 4 hours of the complaint being made. This process will be in place for all complaints resolved or passed over. All the information will be sent via email which will be password protected.
- All FCA complaints will come from the below email account, the account is managed by:
- support@truepos.ie
- Niall Hannan
- Shane
- Email address from PU
- If the complaint is not FCA related, e.g. Ofcom related, then Premier Utilities will need to resolve the complaint.
- Our agents can escalate the complaint to one of our team managers if they are struggling to resolve the complaint or if the person has asked to speak with a manager.

