

Welcome to **GRADIAN SERVICE & SUPPORT**

> As a legal firm we are reliant on the skills of our suppliers to ensure the consistent delivery of IT services to our fee earners. We have been a Gradian customer since 2015 and see them as a true extension of our own department. We trust them, they are extremely professional, and the proactive service they extend is unique. Gradian provide exceptional service at an attractive cost ~ a win-win combination! They are a trusted partner that dependably contributes to the overall success of our business.
>
> **Myles Manning – IT Client Interface & Solutions Manager – Osborne Clarke LLP**

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GETTING STARTED WITH **GRADIAN TECHNICAL SUPPORT**

GRADIAN TECHNICAL SUPPORT

Welcome to Gradian Technical Support and thank you for trusting us to provide you with access to the levels of support your business demands.

We urge you to review this guide in its entirety so that you will be ready to effectively use all aspects of Technical Support with Gradian. We are focused on minimising disruption of your business-critical systems by providing the best technical support from within the UK. Our objective is simple, we want to help you maintain system availability. In the event that you experience disruption, we will help you get your systems back up and running within the shortest time possible whilst ensuring the customer experience you receive makes you feel valued.

This document has been written to help you, our customers, access a team of product experts that you can call on if and when you have a problem. It explains how you can contact us, what happens when you do, how we can work best together to ensure the best outcome for you, and our overall customer approach so you feel your problems are handled in a timely, sensitive, and respectful manner.

Note: We are able to Support you even where we have not provided your licensing. In order to do this, and to ensure the integrity of vendor global support operations, a 1-page Support Authorisation Form *might* be required; this can be made available on request.

SERVICE **OFFERINGS**

We pride ourselves on becoming a strategic partner by delivering outstanding service and support. With our personalised offerings, organisations can enjoy a support relationship with Gradian that encompasses the entire product life cycle – from initial product integration to ongoing implementation. Quite simply it is our remit to be more strategic in providing support and we offer the following services to suit our customer's varied requirements. The offerings are explained below with Feature Inclusions shown through Fig 1.0.

GRADIAN PREMIUM TECHNICAL TELEPHONE SUPPORT (PTTS)

Premium Technical Telephone Support (PTTS) is a stand-alone service making unparalleled expertise available to help trouble shoot and fix issues that directly affect the day-to-day operation of your product(s). The goal is to help resolve problems that are inconsistent with documented behavior.

Where products usually include patches, maintenance and major releases of software updates or upgrades, PTTS gives you access to our in-country state-of-the-art support center and a superior Quality of Service (QoS) around all aspects of call handling, response times and end-to-end customer experience. We are staffed by highly qualified and seasoned technical support engineers providing:

1. Multi-channel support by telephone, e-mail, or web made fully interactive through a web-based case management system.
2. Technical support for your business from 08.00-18.00 GMT, Monday through to Friday (excluding UK recognised Public Bank Holidays). See Accessing Gradian Technical Support for more information.
3. 24x7x365 technical telephone support for Severity 1 issues only * (see Severity level definitions)

* *For all other issues, Technical Support remains available by email and phone during Gradian business hours, Monday through to Friday for all other issues. See Case Severity Levels and Service Level Objectives.*

GRADIAN BUSINESS CRITICAL SUPPORT (BCS)

Business Critical Support is a natural complement to PTTS, it is more strategic in terms of aligning the product(s) to your business objectives through the inclusion of a Technical Account Manager (TAM). The purpose of a TAM is to become your trusted advisor, understanding the relationship between your product(s), your operational goals and support issues. They will develop a high-touch partnership through on-going support oversight, product-based knowledge-sharing and regularly scheduled review meetings.

Your TAM brings in-depth expertise to your environment and their remit is to make you feel valued. They are personally accountable for ensuring the fastest possible remote resolution to questions and problems for product-specific issues; they

will be your designated point of contact for all escalations.

In addition to a TAM, the approach of BCS is centered around closer collaboration and will include:

1. Quarterly Business Reviews (QBRs) to support both a deep understanding of your infrastructure and business needs and also to provide a framework from which to map and track incremental changes.
2. More immediate access to both product subject matter experts and high-severity case handling systems.
3. The ability to influence future product direction: new Request for Enhancements (RFE), input into product road map and beta/early access programs giving visibility of upcoming product line features.
4. Best endeavor proactive communication to primary contact in the unlikely event of service disruption.

GRADIAN MANAGED SERVICE

For many companies, information security demands a higher level of technical service and program oversight delivered by 3rd party professionals. That's why Gradian's Managed Service brings continuous configuration and service management together as a natural complement to Premium Technical Telephone Support and Business Critical Support.

Managed Service is designed for those companies wishing to outsource the burden of time and effort on their in-house teams inherent in the day to day running of your security technologies. All day-to-day configuration changes, upgrades (where applicable), and remediation work will be undertaken by Gradian in collaboration with or on behalf of customers.

The benefits derived from this service include:

1. Unlimited configuration changes* and ongoing optimisation Professional Services by solution experts to minimize SOC/NOC noise during the term of the engagement.
2. A reduced burden on your in-house IT Team by providing them with access to a team of highly trained professionals ensuring adhesion to best practice
3. Ongoing security posture improvements in support of your evolving business demands.
4. Complete alignment with your business operating policies and change management processes.

Note: ** All Config request changes are assessed against 'live', 'log' or 'call needed' criteria and applied following a subsequent email 'confirmation and acceptance' of scope.*

FIGURE 1.0 FEATURE INCLUSIONS

Feature	Gradian Premium Technical Telephone Support (PTTS)	Gradian Business Critical Support (BCS)	Gradian Managed Service
Multi-channel Support	✓	n/a	✓
Immediate L2 Support Access	✓	n/a	✓
Software Releases	✓	n/a	✓
Unlimited Incidents	✓	n/a	✓
Webex Support On-Demand	✓	n/a	✓
Gradian Service & Support Guide	✓	n/a	✓
Defined SLOs	✓	n/a	✓
Co-operative Escalation	✓	n/a	✓
Case Management	✓	n/a	✓
Fast-Track Escalation	✓	✓	✓
Upgrade Advice		✓	✓
On-Tap Config Advice		✓	✓
Product Upgrade Planning		✓	✓
Technical Account Manager (TAM)		✓	✓
Tech Clinic		✓	✓
Annual Security & Compliance Review (SCR)		✓	✓
Optimisation PS		Preferred	All Inclusive
Quarterly Business Review (QBR)		✓	✓
Downtime Prevention			✓
Unlimited Config Changes			✓
Configuration Change Management			✓

ACCESSING **GRADIAN TECHNICAL SUPPORT**

If you can't find what you are looking for through available on-line knowledge base resources then you can access technical support from Gradian through our Service Desk*. The Service Desk can be contacted in 3 ways:

- Service Desk On-line Portal: https://support.gradian.co.uk **
- Service Desk Telephone: 01276 534772
- Service Desk Email: support@gradian.co.uk

You are encouraged to open all cases on-line in order to state the question or problem in your own words.

However, new cases created on-line will always be created as severity 3 (S3) issues and Gradian's Service Level Objectives (SLOs) define the response time for a severity 3 issue as next business day. This means:

1. During normal Business Hours Telephone the Service Desk directly with any severity 1 or severity 2 issues,
2. Outside normal Business Hours Gradian is committed to meet our SLOs for severity 1 calls ONLY by phone.

As a result, if you feel your case meets the criteria of a severity 1 or severity 2 issue then you are welcome to call for the quickest possible attention.

** The Service Desk's core operational hours are Monday to Friday, 08.00-18.OO GMT (Business Hours), except UK Public Bank Holidays.*

*** Please ask your Account Manager for instructions on how to create an account if needed.*

CASE MANAGEMENT **PROCESS**

Resolving technical problems and questions requires a partnership between you and our technical support staff. This section focuses on actions you can take to expedite your support experience and will guide you through Gradian's case management and resolution process, providing helpful tips wherever possible.

BEFORE PLACING A SUPPORT CALL TO GRADIAN

1. Define the question or problem – clearly identify the question/problem, collate specific information such as the vendor technology product involved, problem symptoms, frequency of occurrence and business impact.
2. Identify possible sources of the problem - e.g. system (software or network) changes and upgrades, introduction of new applications or processes into system environments and recent configuration changes. Note any known steps that led to the failure and whether or not the problem can be recreated.
3. Gather environmental and product information – identify and provide all vendor product information and relevant environment information such as operating system, networking components and levels of software that were running when the problem occurred.
4. Gather and provide diagnostic information - such as error messages, error logs, storage dumps, traces and diagnostic documentation; this will aid in problem isolation.
5. Check self-service resources - many questions and problems can be resolved via self-service resources such as product documentation, support notes, technical alerts, white papers and bug information.

PLACING A SUPPORT CALL – WHAT TO EXPECT FROM GRADIAN

When you place a support call to the Service Desk, we log your incident using our internal call management system in order to create a record of the problem: a case. We assign a unique reference number to the case and provide this number to you as an acknowledgement. This section explains what you can expect when you contact the Service Desk to open a case for technical assistance.

Specific information will be requested from you:

1. Your company name.
2. Your or your authorised technical contact's name and confirmation of phone number and email address. The Service Desk will verify your technical contact's eligibility for support before opening a case. Technical contacts not previously authorised as eligible will be advised to seek the assistance of a previously designated authorised technical contact.
3. The product affected. We are not able to provide technical support for products for which we are not responsible.

A support entitlement check will be conducted:

1. Your product must be covered by a current support agreement.
2. Service Desk professionals will validate that your entitlement is current.

Exceptions: should the entitlement check fail, or you require a higher level of support (24x7 for example) a billable service will be offered.

Detailed incident information will be requested from you based on the information you gathered from points 1-5 under the section "Before Placing A Support Call to Gradian". Gradian Technical Support may also request other information.

State the business impact and case severity of the problem:

1. Case severity definitions consider both the technical as well as the business impact of your problem. Accurate severity assignment allows for the appropriate allocation of Gradian technical resources and promotes the collaborative efforts by your own resources.
2. The severity level of your case will be adjusted downward as the incident is mitigated or if you or your authorised technical contact(s) do not respond appropriately to the assigned severity level. The Gradian service desk staff will indicate when you should expect a call back.

A case will be opened when the following are satisfied:

1. Your product is identified.
2. Your support entitlement and problem severity are verified.

CASE RESOLUTION PROCESS

Gradian uses a call-back model to manage all support cases on a first-in, first-out basis for most support tiers and severity levels. Initial response is based on your support coverage and our associated SLOs.*

* TIP: We always make our best effort to route you directly to an available technical support engineer during our normal Business hours

Case triage: "framing the problem".

- Gradian's technical support staff will evaluate the information you provide during initial response and investigate potential solutions or answers. The assigned technical support engineer will engage other resources if necessary for further problem isolation and resolution.

Case relief.

- Based on the information collected during problem triage, the technical support engineer's next task is to provide relief for your problem. Relief, as related to your Gradian Technical Support case, is defined as the answer to your question or, in the case of an identified product defect, a temporary fix, a work-around (configuration changes, temporarily turning off non-critical product functionality) or an action plan to get your product up and running. In the

event relief cannot be determined during initial response, research will continue off-line and will include additional research and testing.

- Once relief is provided, Gradian Technical Support may downgrade the severity of your case. The relief provided to your problem may also be the solution that you confirm resolves your problem and your case will be closed. See criteria for closing cases for more detail.

Case resolution.

- If relief is delivered and it has not resolved the problem, the Gradian technical support engineer will continue research until case resolution* is found and delivered and you confirm that it resolves your problem, at which time your case will be closed.

** TIP: Resolution, as related to your Gradian Technical Support case, is defined as a permanent solution to your problem. A permanent solution may be available as a fix or patch and for some cases a permanent solution may be available in the next patch or release. Also, custom fixes or work-arounds may be developed to circumvent a product defect that will not be included in future patches or releases; in such cases, these fixes and workarounds will be considered a permanent resolution by Gradian Technical Support.*

CASE ESCALATION PROCESS

As a business we are keen to receive your feedback and would encourage you to voice any concerns or complaints. Simply call our Service Desk, provide the case number and ask to speak with a manager.

To resolve customer issues Gradian has a 4-step escalation process based on the severity of the case (explained above) in conjunction with an automatic review process*. This resolution process includes members of the Service Desk, our Service Operations Team, and the Head of Technical Services.

Step 1 - Gradian Service Desk

- The first support level (L1) is the Technical Support Engineer (TSE1). The engineer verifies the information, support entitlements, license inquiries, software shipments, performs triage, troubleshoots etc.

Step 2 – Technical escalation

- For issues requiring further technical expertise the case is sent to second level support (L2) and is dealt with by a specialist with in-depth product knowledge and experience (TSE2). Where this escalation is required, every effort is made by the TSE1 to provide a live hand-off to the TSE2 rather than calling back.

Step 3 – Business escalation

- Your TSE2 may send the case to the Operations Co-Ordinator in the following situations:
    - The issue is determined to be a product defect.
    - The case remains open after 5 days.

- It is clear that an advanced product skill set is required in order to make timely progress on the issue.
- Gradian Management requests increased focus on a specific issue.

Step 4 - Head of Technical Services

- Escalation to the Head of Technical Services can be initiated should the customer be dissatisfied with the service experience or if application of other engineering skills are necessary to isolate an urgent issue in a timely fashion. A daily review meeting between the Service Desk, Operations Co-Ordinator and Head of Technical Services ensures forward momentum.

CRITERIA FOR CLOSING CASES

Your case(s) will remain open until one of the following events occurs:

- We have provided you with a solution that you have confirmed resolved the problem.
- You or your authorised technical contact asks us to close a case.
- A work-around is provided.
- If a bug is identified, activity on your case is suspended until a release containing the fix is available. Once the bug fix is available, we will deliver it to you and confirm with you that the problem is resolved.
- Another supplier or third-party solution is identified.
- A documentation bug has been submitted to Gradian Engineering.
- A Gradian Technical Support Engineer has left three or more phone or e-mail messages over a one-week period requesting contact and has not received a response.
- The issue is outside of the scope of Gradian Technical Support and we have directed you to the appropriate resource.

MUTUAL RESOLUTION COMMITMENT FOR SEVERITY 1 CASES

If you encounter a serious problem and open a severity 1 case, Gradian Technical Support's objective is to provide relief to help you get your system up and running again as quickly as possible and minimise disruption to your business.

For our customers with Managed Service or the combined PTTS with BCS, Gradian Technical Support will apply all appropriate resources on a 24X7 basis. It is critical that you are also willing and able to apply the necessary resources towards this objective. Gradian Technical Support reserves the right to downgrade the severity of the case as solutions are provided that lessens the problem impact, or in situations when your authorised technical contact does not engage cooperatively in resolution efforts.

GRADIAN TECHNICAL SUPPORT RESPONSIBILITIES

During the term of your support contract, Gradian Technical Support will exercise commercially reasonable efforts to track your issues through the use of Gradian's case tracking system and correct any problem reported by you or your authorised technical contact(s) in the current unmodified release of the products, according to the case severity level.

Gradian Technical Support has no obligation to provide technical support under the following circumstances and may require you to engage Gradian consulting and/or professional services instead:

1. Installation. Gradian technical support engineers will respond to your installation questions and provide limited installation guidance. However, technical support engineers will not guide you through step-by-step installations or provide remote installation and training assistance for products.
2. Data recovery from corrupted media.
3. Bugs in unsupported product releases.
4. Problems resulting from new feature enablement without prior written agreement with Gradian.
5. Gradian Technical Support is not structured to address questions on performance, consulting or extensive configuration questions.
6. Case work outside your purchased support contract performance goals.
7. Support is requested for any software other than the specified line of products.
8. Support is requested for versions of software not covered by then-current versioning policy.
9. Assistance is required with problems caused by customer's negligence, abuse or misapplication of supported technologies; use of products other than as is specified in the product documentation; any other problem that is excluded under standard maintenance terms or problems caused by any hardware and/or software not supported by Gradian.

YOUR RESPONSIBILITIES

The following are responsibilities that Gradian Technical Support expects of its customers. To ensure that your problem or question is resolved as promptly as possible, please be sure you have met these responsibilities before you contact Gradian Technical Support:

- You should operate your software at the supported version as advertised on Gradian Online support portal. Upgrades are available free of charge for products covered by an active support contract. If you do not have a support contract, contact Gradian Sales.
- You should thoroughly review all product documentation before you contact Gradian Technical Support for assistance. Documentation for products is available on vendor support portals.

- You should use reasonable efforts to isolate, document and report errors with your supported product(s) to Gradian Technical Support.
- When you place a support call to Gradian Technical Support, we will open a case and provide this case number to you as an acknowledgement. You should provide the support information mentioned previously to Gradian Technical Support before we assign a case number.
- You should follow Gradian best practices guidelines for each product and/or service to enable Gradian Technical Support to restore the software with your configuration where possible.
- You agree to not install any third-party, non-certified software or modify any existing hardware and software without notification to and authorisation by Gradian Technical Support. It is crucial to maintain accurate records of your existing environment.

CUSTOMER SATISFACTION

Gradian's commitment is to provide support that:

- Is seen as best-in-class.
- Meets or exceeds terms and conditions of active support contracts.
- Solves and escalates issues efficiently.
- Has a defined process for call handling and escalation.
- Provides labs to duplicate and solve customer problems.
- Delivers a high level of customer satisfaction, which is evaluated by customer satisfaction surveys.

Gradian uses customer satisfaction surveys to identify areas of opportunity for improvement and to reinforce our successful behaviours. You may be contacted via the following methods:

- E-mail: you or your authorised technical contact receives an e-mail survey after we mutually agree that we have resolved your problem to your satisfaction.
- Online comments: you can send comments regarding your Support experience with us to support@gradian.co.uk

CASE SEVERITY LEVELS

Case severity levels are assigned during case creation. Severity assignment will be validated with you and is based on the technical and business impact of the problem as outlined below. Gradian Technical Support may upgrade or downgrade the severity of your Case depending on developments during the case resolution process. For example, if available, a temporary resolution may be provided to mitigate the material impact of a given problem resulting in the reduction of the severity of a case. Severity levels will also be adjusted downward as the problem is mitigated or if you, the customer, do not engage in like effort.

All Gradian Products		
Case Severity	Definition	Examples
Severity 1 (S1) URGENT	Critical: Severe problem preventing customer or workgroup from performing critical business functions.	• Production system crash or hang. • Production data corruption (data loss, data unavailable). • Production systems significantly impacted, such as severe performance degradation. • Production system and/or data is at high risk of potential loss or interruption. • Production system work-around is required immediately. • Time critical production cut-over impacted.
Severity 2 (S2) HIGH	High: Customer or workgroup able to perform job function, but performance of job function degraded or severely limited.	• Production system adversely impacted. • Non-production data corruption (data loss, data unavailable). • Non-production system crash or hang. • Non-production system and/or data are at high risk of potential loss or interruption. • Non-production system work-around is required immediately. • Development system(s) is inoperative.
Severity 3 (S3) MEDIUM	Medium: Customer or work- group performance of job function is largely unaffected.	• Production or development system has encountered a non-critical problem or defect. • Questions on product use.

Severity 4 (S4) LOW	Request: Minimal system impact; includes feature requests and other non-critical questions.	• No customer business impact. • Requests for enhancements.

SERVICE LEVEL OBJECTIVES

Gradian has established guidelines for initial technical response, ongoing work effort and communication frequency based on contracted support coverage and issue severity as noted below. The following service level objectives (SLOs) are intended to provide a framework for setting mutual expectations rather than to serve as a guarantee regarding Gradian Technical Support resolution efforts.

All Gradian Products			
Severity Level	Initial Response	Work Effort	Communication Frequency
1	1 hour (24x7)	Continuous 24x7 until relief is identified	Every 3-4 hours, 7 days/week
2	3 hours (24x7)	Daily, during customer business hours	Once per day, business hours
3	4 hours (10x5)	Weekly during customer business hours only	Once a week
4	10 hours (10x5)	Every other week customer business hours only	Twice a month

REPLICATING TECHNICAL ISSUES

Gradian Technical Support makes every effort to replicate customer problems. There are times, however, when we are unable to generate equivalent system or network loads or customer network configurations. When this happens, Gradian Technical Support gathers all pertinent information, including customer log and debug files, before escalating to vendor support. Gradian Technical Support and the senior vendor support resources we have access to will work together as a team to bring timely resolution to customer reported problems and strive to maintain a high level of customer satisfaction.

SUPPORT ON THIRD-PARTY PRODUCTS

Gradian Technical Support will make every reasonable effort to help you get a resolution to your third-party vendor problem within standard resolution time goals. Your case is kept open until the resolution is delivered to you or it is determined that we cannot control the third-party issue, at which time we will inform you that we are not able to resolve the issue and the case is closed.

GRADIAN TECHNICAL SUPPORT **POLICIES**

GRADIAN BUSINESS HOURS

Gradian Business Hours are recognised as the hours Mon-Fri, 0800-18:00 GMT excluding UK listed Public Bank Holidays. S1 support outside of business hours is available to Gradian customers as detailed in this guide.

GRADIAN HOLIDAY SCHEDULE

Gradian is closed on all UK Public Bank Holidays and is only available to provide S1 support to Gradian customers with a valid support entitlement (see Severity level definitions).

SUPPORT CONTRACT TERM AND RENEWAL

Unless otherwise noted, Gradian Technical Support contracts have a one year term. Gradian will automatically provide notification to you for renewal of your current support contract at least thirty (30) days in advance of its expiration date.

You are entitled to the support programs and services while your support contract fees are current. Support fees apply to any renewal period and will be determined on an annual basis at the time of renewal.

Renewal After Lapse - If there is a lapse in the software support term, Gradian will reinstate your support only after you pay all then-current back fees, annual fees going forward and a commercially reasonable lapse administration fee.

Purchasing Support - Gradian offers a full suite of technical support and upgrade options to help mitigate risk and maximise the long-term value of your solutions. To purchase a support contract contact Gradian Sales.

AUTHORISED CONTACTS

Authorised contacts are your organisation's primary tech support interface to Gradian Technical Support. *

* *TIP: Authorised technical contacts also need to have a basic understanding and access to expertise in the tasks related to administering and trouble-shooting your infrastructure technology such as, but not limited to, operating systems, application servers and databases.*

PRIVACY & **COOKIES POLICY**

YOUR PRIVACY

We are committed to protecting your privacy. This policy describes in plain English exactly what data we collect from you, how we use it and how long we retain it. This policy is effective from 25th May 2018.

By using this support service you consent to our processing of your information under the terms of this privacy policy.

YOUR RIGHTS

You may contact us with any enquiries relating to Data Protection, including to:

- Request access to information that we hold about you
- Correct any information that we hold about you
- Delete information that we hold about you

Ask any questions about our collection, storage and processing of your data

You have the right to ask us not to process your information for marketing purposes. You can exercise your right to prevent such processing at any time by following the unsubscribe link from our communications or by emailing our data protection team.

Our data protection team may be reached at dpo@gradian.co.uk or by calling +44 (0) 1276 534772.

You have the right to lodge a complaint with your Supervisory Authority. In the UK, the supervisory authority is the ICO, https://ico.org.uk/.

OUR PRIVACY PRINCIPLES

- Private: We will never sell, rent or trade information about you to other companies.
- Secure: In accordance with the General Data Protection Regulation (GDPR) we follow strict security procedures in the storage and disclosure of information that you have given us to prevent unauthorised access.
- Necessary: We won't collect information unless it is used to deliver a better service or to give you useful, relevant information.

HOW WE COLLECT DATA

We receive information about you in two ways:

- Directly from you: This is usually your contact details you provide when you email, call or via a form (e.g. Support Portal Registration).

- Automatically from our website: This includes your IP address and browsing behaviour. Understanding the way you interact with our site enables us to improve our service to you.

You must obtain their consent, for both the disclosure and the processing, before you disclose to us the personal information of another person.

HOW WE USE DATA

We use information held about you in the following ways:

- To ensure that we can communicate effectively with our customers when resolving support cases.
- To provide you with information, products or services that you request from us or which we feel may legitimately interest you. You can choose to opt-out of contact at any time.
- To carry out our obligations arising from any contracts entered into between you and us.
- To notify you about changes to our services.

Occasionally we may incorporate cookie-generated data together with other data we hold to communicate with you in the most appropriate way. We may also compile and provide aggregate statistics about our site users, information requests, traffic patterns and any other related site information but will never identify you as an individual.

Information about you will be kept secure and it will not be supplied to anyone else unless we are obliged or permitted by law to disclose it. We never sell, rent or trade any personal information supplied by you to any third party.

WHERE WE STORE YOUR DATA

Whilst we are based in the UK, and host services ourselves, we also make use of cloud and third-party services to deliver our services. This may mean that data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). When these transfers are needed, they will be done in full compliance of the General Data Protection Regulation, and all your personal information will be afforded a high level of protection wherever it is stored or processed.

HOW LONG WE RETAIN DATA

Information that we collect and process shall not be kept for longer than is necessary. However, we will retain information:

- to the extent that we are required to do so by law;
- if we believe that the information may be relevant to any ongoing or prospective legal proceedings; and
- in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk).

When information is no longer required we will securely delete or destroy such information.

COOKIES USED ON THIS SITE

To make full use of the support website, your browser needs to accept cookies.

Our cookies don't store sensitive information such as your name or address. However, if you'd prefer to restrict, block or delete cookies from our website, you can use your browser to do this. Each browser is different, so check the 'Help' menu of your particular browser (or your mobile phone's handset manual) to learn how to change your cookie preferences. We also have a 'Manage your cookies' section below.

MANAGING COOKIES

You don't need to receive cookies, you can modify your browser so that it notifies you when cookies are sent to it or you can refuse cookies altogether. You can also delete cookies that have already been set.

If you wish to restrict or block cookies you can do this through your browser settings, the Help function in your browser should tell you how. Alternatively, you may wish to visit http://www.aboutcookies.org/ which contains comprehensive information on how to do this on a wide variety of desktop browsers.

ABOUT **GRADIAN**

Founded in 2001, Gradian is a consultancy, technology solutions and support services firm – our core expertise lies in the world of secure messaging and compliance. We focus on de-risking the use, misuse and abuse of email across your enterprise & entire supply chain.

Gradian's purpose is to ensure your data security technologies are not only tailored to fit your exact requirements but are working so efficiently that they're maximising your return on investment in support of your investment strategy.

Representing just a handful of vendor technologies, we only align with those rated highly by the likes of Gartner, Forrester and IDC. With a strong focus on partnership and core business values aligned to delivering you the best experience possible, you'll be exposed to the highest level of collaborative global expertise keen to develop and improve your security posture. Collaboration means full hand holding and guidance throughout the optimisation process from solution design to implementation and the ongoing management of your portfolio.

WHY **GRADIAN**?

We want to hear about your pain points; we will listen, we will advise and then we will work together to find the best way forwards.

We hold the highest levels of global vendor-certification enabling us to most efficiently deliver technology solutions, consultancy and world class support services. With nearly 50 years' combined industry experience we've developed a bespoke skill set, an enviable knowledge base and experience that is second to none. Our proven and robust industry pedigree allows us to provide a World Class service to clients regardless of size.

What you're actually buying is **integrity**. The price you pay is the leap of faith you take in trusting us. **We don't underestimate this**. Behind this integrity sits a wealth of experience, knowledge and specialism combined with a burning desire to help protect you.