

Service Definition Document

An overview of our services
from set up to onboarding

Disclaimer

Campaign Master (UK) Ltd has made every attempt to ensure the accuracy, relevance and completeness of this material but excludes (to the extent allowed by legislation) any warranties regarding it. Furthermore its staff and agents shall not be liable for any loss, cost or damage (however incurred including negligence) arising out of errors or omissions in the material, especially if such materials contain information sourced from third parties. In some cases the materials provided contain case studies and anecdotes which may not directly apply to the user's circumstances and are used as representative examples only and should not be considered as authoritative advice regarding any or industry opinion.

Copyright

Documents and materials may not be copied, altered, edited, disposed of or distributed without the prior written consent of Campaign Master (UK) Ltd.

Trademark Rights

All trademarks used in this material are owned by Campaign Master (UK) Ltd or the indicated registered owners of the trademarks. Users are forbidden from using, copying or transporting the Campaign Master (UK) Ltd trademarks without express prior written consent.

Microsoft, Windows, Windows XP, Vista, Windows 7, Internet Explorer, Excel, Word, Office, SQL Server and Outlook are either registered trademarks or trademarks of Microsoft Corporation in the United States and other countries. Other trademarks and names are the property of the owner of the trademark.

Contents

Introduction	3
Onboarding	4
Data & Security	5

Introduction

Campaign Master (UK) Ltd. is a wholly UK based supplier of email marketing online tools and services.

In addition to an email marketing platform, we also provide a CRM and online survey platform too.

Our platforms are scalable, meaning clients only pay for what they use. Users can enhance their efforts by adding on optional modules such as SMS, email automation, forms etc. at any stage of their agreements.

We work with clients in all sectors and our users range from beginners to digital experts.

You can learn more about us here <https://campaignmaster.co.uk/>

Onboarding

Our onboarding process is clear and comes in the form of one email which requires responses to various questions.

These questions include:

1. What sending address/es the client will use
2. How many accounts/sub accounts/sub sub accounts are required
3. How many trainees require training
4. Would the client want us to design and build templates for them
5. Does the client require subscriber forms to be set up

Once the account/s are set up, we provide training and this can be either online, or at the client's premises.

These sessions are tailor made to suit the trainees' requirements and catering for beginners and experienced users.

Refresher sessions are also available should any trainees require further help or have purchased advanced modules.

Thereafter, platform support is fully inclusive of the subscription and is unlimited too.

Support is provided in UK business hours being Monday to Friday, 9am to 5.30pm.

Within our platforms, online guides are available for further assistance in addition to an online help centre.

The allocated account manager performs the onboarding process and even delivers the training, so there is a single point of contact throughout and a great relationship is created from the start!

Data & Security

We take data and security very seriously at Campaignmaster.

We have a comprehensive Information Security Policy that provides IT departments with the reassurances they need, that they are working with a secure and trusted sender of bulk emails.

We also have detailed documentation on our business continuity and disaster recovery plans, that we send to potential clients.

Our data centre is located in Canary Wharf, in central London so data never leaves the UK and no data is processed outside of the UK. We do not work with any sub processors either and are fully compliant with the GDPR (General Data Protection Regulation).

All client accounts are secure and can be accessed via MFA (multi-factor authentication) if required.

We also provide TLS (transport layer security) as standard for further enhanced email delivery.

Finally, clients can create multiple user levels to confine access areas to users if required.

Campaignmaster are the data processors and our clients the data controllers. Clients can add, delete, and export data as they wish. We never own client data.