



# WISELINK

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## CODE OF CONDUCT

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### **Confidentiality**

We are committed to maintaining the highest degree of integrity in all our dealings with potential, current and past clients, both in terms of normal commercial confidentiality, and the protection of all personal information received in the course of providing the business services concerned. We extend the same standards to all our customers, suppliers and associates.

### **Ethics**

We always conduct our own services honestly and honorably, and expect our clients and suppliers to do the same. Our advice, strategic assistance and the methods imparted through our training, take proper account of ethical considerations, together with the protection and enhancement of the moral position of our clients and suppliers. Customers will be provided with information regarding services and pricing.

Customer complaint No **034 940 0070** or [complaints@wiselink.co.za](mailto:complaints@wiselink.co.za).  
Unresolved customer complaints can be escalated to **ICASA**

### **Duty of care**

Our actions and advice will always conform to relevant law, and we believe that all businesses and organizations, including this Service Provider, should avoid causing any adverse effect on the human rights of people in the organizations we deal with, the local and wider environments, and the well-being of society at large.

### **Quality assurance**

We maintain the quality of what we do through constant ongoing review with our clients, of all aims, activities, outcomes and the cost-effectiveness of every activity.

### **Professional conduct**

We conduct all of our activities professionally and with integrity. We take great care to be completely objective in our judgment and any recommendations that we give, so that issues are never influenced by anything other than the best and proper interests of our clients.

### **Equality and discrimination**

We always strive to be fair and objective in our advice and actions, and we are never influenced in our decisions, actions or recommendations by issues of gender, race, creed, color, age or personal disability.