



## Customer Vulnerability and Accessibility Policy

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## 1. Purpose of the policy

Connexin is dedicated to ensuring that all our customers, including those with additional needs, can enjoy a positive and inclusive experience with our services. We believe that everyone, whatever colour, shape and size, or what type of vulnerability you may have, should have equal access to the amazing services that we have to offer. This policy outlines our commitment to addressing vulnerabilities and enhancing accessibility for customers with unique requirements.

## 2. Applicable Legislation

[Ofcom – Treating Customers Fairly](#)

[The Data Protection Act](#)

## 3. Scope of the Policy

This policy applies to all our products and services, including our Website, Mobile applications (where applicable) and customer service channels.

## 4. Definitions/Abbreviations

Vulnerable Customers – We define ‘Vulnerable Customers’ as those who may be at a disadvantage due to their personal circumstances, such as age, disability, or financial hardship.

Accessibility requirements – We define this as the needs of customers who require additional support to access our products and services due to a disability or other impairment.

LPA - lasting power of attorney

DPIA – Data Protection Impact Assessment

## 5. Responsibilities

All employees are responsible for ensuring that our products and services are accessible to all customers, regardless of their circumstances. We will provide training and support to all employees to ensure they understand their responsibilities under this policy.

Connexin will also ensure that for any/all information captured that is deemed as special category and/or sensitive data will be given extra protection to ensure that it is safe guarded. Information would be dealt with using a DPIA and logged appropriately.

## 6. Dedicated Support

In life we face many challenges, and sometimes we might face situations that may make us vulnerable. This might be because of age, physical or mental disability, or difficulty in communicating. We recognise that each customer may have unique accessibility requirements. Our customer support team is available to provide assistance and guidance, ensuring that customers have the support they need to fully utilise our services.

Please make sure to let our sales team know that you require additional support when joining our services, this will then be logged on your account so that we can best guide and support you.

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## 7. Third Party Support

You may appoint a third party to represent you, and we will comply with all relevant Data Protection laws to help you with this. We will need your permission to deal with that third party and to confirm what matters we may talk to them about. Once confirmation is received the details of your appointed person will be stored on your account allowing them to speak on your behalf.

If you want to assign a Power of Attorney to act on your behalf, or to let us know that you wish to act on behalf of one of our customers, please send us a certified copy of the LPA certificate to the following address:

Connexin Ltd  
K3 Business Park  
200 Clough Road  
HULL  
HU5 1SN

Confirmation of third party request or a verified LPA can also be sent via email to [DPO@connexin.co.uk](mailto:DPO@connexin.co.uk)

Further information about LPAs can be obtained from your solicitor or Citizens Advice Bureau.

## 8. Customised Support Plans and Financial Support Plans

We understand that all customers may have varying needs. Our support team can work with you to create personalised support plans that align with your accessibility preferences.

We can offer tailored payment plans should a customer be facing financial difficulties and find themselves falling behind with their payments for our services.

Should a customer find that they are struggling with the monthly payment amount and would like to reduce this, we are happy to work with them to downgrade their services to a more affordable service plan. Entering into a lower cost plan would enter the customer into a new contractual term.

Should you find yourself experiencing financial difficulties there are a number of charities that are able to offer assistance, details of these charities are as follows:

[Step Change Debt Advise](#) Telephone: 0800 138 1111

[National Debtline](#) Telephone: 0808808400

[Citizens Advice](#) Telephone: 0800 144 8848

## 9. Hearing & Speech Difficulties

Help for customers who have hearing or speech difficulties.

### 9.1. Connexin Live Chat

We offer a Live Chat service as standard. You will find the red chat button at the corner of each page on our website, [Submit a request – Connexin](#).

### 10. Vision Impairment - Help for customers with impaired vision or blindness.

- **Bills in alternative formats**

If you require your bill in a different format, such as large print, audio, or braille, please let us know and we will endeavour to do our best to support you with any reasonable requirements.

### 11. Cognitive Impairment

Help for customers with conditions that might impact their decision making or communication.

- **Free Priority Service as Standard**

If you have a fault with your service, which you rely on, then we will endeavour to prioritise your appointment with no additional costs. We will endeavour to prioritise your repair over standard service levels. However, this may not always be possible due to reasons beyond our control, for example, extreme weather conditions that can delay or prevent our engineers from carrying out the repair work.

### 12. Mobility Difficulties

Help for customers with mobility difficulties.

- **Free Priority Service as Standard**

If you have a fault with your service, which you rely on, then we will endeavour to prioritise your appointment with no additional costs. We will endeavour to prioritise your repair over standard service levels. However, this may not always be possible due to reasons beyond our control, for example, extreme weather conditions that can delay or prevent our engineers from carrying out the repair work.

### 13. Security Measures

Your security is our priority. We employ advanced security measures to protect your personal information and ensure a secure environment for all interactions with us.

### 14. Clear Communications

We are committed to transparent and clear communication. Any changes that may impact the accessibility of our services will be communicated in advance, and we are open to addressing any concerns you may have.

### 15. Accessibility Updates

Stay informed about accessibility enhancements and updates through our communications channels. We regularly provide information to keep you in the loop about improvements we make to our services.

#### **16. Vulnerability management**

We will identify and support vulnerable customers by providing additional support and guidance where necessary. We will ensure that our employees are trained to identify and respond to vulnerable customers appropriately.

#### **17. Monitoring and Auditing**

We will monitor our compliance with this policy on an ongoing basis and review it annually to ensure that it remains up-to-date and effective.