

Terms and Conditions



Confidentiality/Privacy

1.1 Virtuoso-PA will not, at any time, either directly or indirectly, divulge, disclose or communicate in any manner, any information that is proprietary to the client. All information will be treated as strictly confidential and will not be used for the personal benefit of Virtuoso-PA. This provision will continue after the termination of any agreement.

1.2 Virtuoso-PA is happy to sign any non-disclosure or confidentiality agreement, as required by the client.

1.3 We will ensure that as a DPO (**Data Protection Officer**) all personal information supplied is held securely in accordance with the General Data Protection Regulation (EU) 2016/679, as adopted into law of the United Kingdom in the Data Protection Act 2018.

Information Security Policy

2.1 The purpose and objective of this Information Security Policy is to protect the company's information assets (note 1) from all threats, whether internal or external, deliberate or accidental, to ensure business continuity, minimise business damage and maximise return on investments and business opportunities.

It is the Policy of the Virtuoso-PA to ensure that:

- Information will be protected from a loss of: confidentiality (note 2), integrity (note 3) and availability (note 4).
- Regulatory and legislative requirements will be met (note 5).
- Business continuity plans will be produced, maintained and tested (note 6).
- Information security training will be available to all staff.
- All breaches of information security, actual or suspected, will be reported to, and investigated.

1. Information takes many forms and includes data printed or written on paper, stored electronically, transmitted by post or using electronic means, stored on tape or video, spoken in conversation.
2. Confidentiality: ensuring that information is accessible only to authorised individuals.
3. Integrity: safeguarding the accuracy and completeness of information and processing methods.
4. Availability: ensuring that authorised users have access to relevant information when required.
5. This includes the requirements of legislation such as the Companies Act, the Data Protection Act, the Computer Misuse Act and the Copyright, Design and Patents Act.
6. This will ensure that information and vital services are available to users whenever they need them.

Booking Terms

- 3.1 A signed booking form is required before work will commence. Booking forms contain details of the work to be carried out, timescales and fee quotation. This signed document indicates the clients' acceptance of the Virtuoso-PA terms and conditions contained herein.
- 3.2 Should the clients' original requirements change, Virtuoso-PA reserves the right to amend the original quotation; following client consultation.
- 3.3 Initial enquiries are non-chargeable.
- 3.4 Quotations will include a reasonable allowance for miscellaneous expenses such as stationery, telephone, fax, postage, CDs, travel and printing costs. Excessive costs will be charged separately; following agreement with the client.
- 3.5 Should work be suspended/delayed by the client, Virtuoso-PA shall be entitled to full immediate payment for work undertaken.
- 3.6 A copy of completed tasks will be held electronically by Virtuoso-PA for one month; unless different timescales are specifically requested by the client.
- 3.7 The original enquiry provides an estimate of the time it will take to complete the requested work. Virtuoso-PA will make every effort to complete the submitted work in that time. However, it may be necessary in some instances to renegotiate the time allocated. Virtuoso-PA will notify and discuss this with the client.

Payment Terms

- 4.1 There is a minimum charge of 1 hour and my hourly rate is £20; unless a negotiated rate has been agreed. After the first hour you will be charged in minute increments.
- 4.2 Virtuoso-PA reserves the right to request either 50% or full payment in advance; dependent on the type and extent of the work involved.
- 4.3 Invoices are due for payment within 7 days. We invoice on the final working day of the month.
- 4.4 Payment should be by cheque made payable to "Virtuoso-PA", or by bank transfer, details will be provided on the invoice. Should the bank return a cheque, the client is liable for the related charges.
- 4.5 Virtuoso-PA will review prices and services annually on the 2nd January and increases will be notified by email.

Retainer Package Terms

- 5.1 Virtuoso-PA offers discounted retainer packages where appropriate.
- 5.2 50% of the payment for retainer packages is due in advance (if requested by Virtuoso-PA)
- 5.3 Unused hours will be carried forward to the following one month only.
- 5.4 Clients' wishing to cancel a retainer package must do so with one month's notice.

Liability

- 6.1 Virtuoso-PA cannot be held responsible for any loss or damage to data or equipment relating to the task, during transit to/from, or within Virtuoso-PA' premises.
- 6.2 For insurance purposes, client visits to Virtuoso-PA premises cannot be accommodated.
- 6.3 Due to the current climate, all incoming emails/documents will be scanned. We reserve the right to leave un-open any unsolicited attachments or mail which cause concern from an unrecognised sender, have no subject heading or contain no message.
- 6.4 Final proofreading and checking of all work supplied is the responsibility of the client. Errors generated by Virtuoso-PA notified within 5 days of client receipt will be corrected free of charge. Amendments/alterations other than those previously stated, will be charged at the appropriate hourly rate.
- 6.5 Virtuoso-PA cannot be held responsible for the end use or content of any document produced or edited by them.

Bookkeeping Service

- 7.1 We are licensed to undertake bookkeeping within the premises by HMRC as an Accountancy Service Provider and operate within strict Anti-Money Laundering guidance. Therefore before we commence any business relationship with regards to financial services we are required to see a photo ID and proof of address. A copy of which will be securely retained at our office for 5 years after the termination of any agreement.

Capacity/Independent Contractor

- 8.1 In providing the Services under this Agreement it is expressly agreed that the Contractor (Virtuoso-PA) is acting as an independent contractor and not as an employee. The Contractor and the Client acknowledge that this Agreement does not create a joint venture or partnership between them, and is exclusively a contract for services only.