

## **FAQ**

### **Where are VSS based?**

Our registered office is in Sunderland, North of England. Location is largely irrelevant since all contact is virtual, by telephone, fax, e-mail or post. Staff work from their own home and due to insurance requirements, home visits are not permitted. If you wish to meet in person and the travelling distance is reasonable this could be arranged with the Owner. Work can be collected from your premises if you are local and returned the same way. There is comprehensive insurance in force.

### **What about client confidentiality?**

VSS Virtual Secretarial Services™ guarantee complete confidentiality for all work undertaken. VSS Virtual Secretarial Services will sign a Non-Disclosure Agreement and will comply with any relevant security checks. All hard copies of work in progress are disposed of by confidential waste. VSS Virtual Secretarial Services™ are registered with the Information Commissioner's Office (Reg. No. ZA122890) and this Firm strictly follows the guidelines in the Data Protection Act 1998.

### **What hours will you work?**

Business hours in the UK are 9.00 a.m. - 11.00 p.m. Mon-Sat, including Bank Holidays. However, VSS Virtual Secretarial Services do operate an overnight service (which must be pre-booked). We will endeavour to return all telephone calls, e-mail enquiries and provide you with a timescale guide or quotation outside these UK hours. There is no extra charge for working at the weekend or on Bank Holidays or for using our priority overnight services.

### **What format do electronic documents take and can you guarantee your computer network is virus free?**

VSS Virtual Secretarial Services™ generally use Microsoft Office and will save work in whatever specification is given, including pdf, there is only one Apple Mac user. Our computer network has up to date anti-virus software and firewalls installed for your complete satisfaction.

### **How long are files kept?**

Physical files are kept for 5 years before being destroyed as confidential waste and are held in secure storage. All stored work on each computer and our one laptop is password protected. Recordings and typed documents are all encrypted. All recordings and transcription are securely deleted from the hard drive using SDelete, once sensitive files are deleted with SDelete, your data is gone forever. VSS Virtual Secretarial Services™ strictly adheres to the Data Protection Act 1998. Please ask to see our Privacy Policy for full details.

### **What other charges will I incur?**

There are NO extra charges for telephone calls or faxes made on your behalf, paper supplied, postage, or work stored on disc, etc. Should you ever need extra copies of completed work in the future, copies can be sent to you completely free of charge. This makes VSS Virtual Secretarial Services™ the cheapest online service in the UK. Please see our Terms and Conditions for full details, or request an electronic copy at any time.

### **How long does it take to transcribe a recording?**

General guidelines and standard quality practices allow up to 4 hours per 1 hour of recording. Variables such as poor sound quality, multiple speakers or accents will take longer. Additional time will need to be spent on proofreading, printing, posting or e-mailing the finished article however VSS Virtual Secretarial Services™ standard practice is to make no extra charge for this service.

### **How do we instruct you?**

As soon as you contact us we shall send you a booking form which you should complete in full and return. Please keep a copy for your records.

### **How do we pay you?**

Details are provided on the invoice. Payment is accepted by Credit Card, Bank Transfer, cheque or Paypal if you prefer (Payments by credit/debit card or Paypal will incur a surcharge). Virtual Secretarial Services™ do not currently charge VAT. Payment is due within 28 calendar days on completion of the assignment undertaken, returned encrypted. From August 2009, VSS Virtual Secretarial Services will exercise our statutory right to charge interest under the Late Payment of Commercial Debts (Interests) Act 1998 (amended legislation 2013) if we are not paid within 28 days of the date of the invoice presented upon completion of the assignment. The rate of interest charged is the current base rate as set by the Bank of England (currently 8%) and will be incurred from the first date the invoice becomes overdue until payment is settled in full and final settlement.

### **Do you outsource work or use freelancers?**

From time to time, VSS Virtual Secretarial Services will use British freelance typists for general transcription. Any work deemed confidential, or where VSS Virtual Secretarial Services™ has already entered into a Confidentiality Agreement with a customer, or any work this Firm undertakes in the future deemed to be confidential in nature, will not be outsourced.