



VSS Virtual Secretarial Services™ Terms and Conditions

(Updated October 2018)

(General Terms Only – for full Terms and Conditions please request a copy)

- Written quotations are initially provided in writing and a Booking form sent out for completion. Upon receipt of a signed Booking Form a certified copy will be sent to the customer. The quotation will remain fixed once the booking is completed. However, if the customer's requirements significantly change after this time, VSS Virtual Secretarial Services™ reserve the right to amend our original quotation in line with the additional changes.
- Payment is not required until the booking has been completed. Invoices shall then be dispatched to be paid in full by the customer within 30 days of the date of invoice. VSS Virtual Secretarial Services™ understand and will exercise our statutory right to charge interest under the Late Payment of Commercial Debts (Interests) Act 1998 if we are not paid within 30 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 and will be incurred from the first date the invoice becomes overdue until payment is settled in full and final settlement.
- Subsequently if a processed cheque is returned by this Firm's Bank, the customer will be held responsible for all resulting bank charges.
- VSS Virtual Secretarial Services™ are not responsible for the end use of any document produced or edited by us. Customers are solely responsible for its appropriate use, including abiding by any copyright laws, plagiarism laws and publishing requirements, we will assume no responsibility for any plagiarised material supplied by a customer and reserve the right to return the work should we become aware of such inappropriate use. VSS Virtual Secretarial Services™ reserve the right to refuse or immediately cancel any work requests or Bookings subsequently found to be illegal, immoral or objectionable.

- Whilst VSS Virtual Secretarial Services™ has fully comprehensive indemnity insurance in force we cannot guarantee any tapes, CD`s, documents or any other original media format sent to us, therefore it is strongly advisable that backup copies be kept by the customer. The media remains the sole responsibility of the customer. VSS Virtual Secretarial Services™ cannot accept liability for any loss or damage that may result in the return of the media by post. We shall endeavour to keep all media safe, and will use recorded or special delivery when posting the media.
- Physical files are kept for 5 years before being destroyed as confidential waste and are held in secure storage. The physical file ONLY contains financial transaction paperwork, needed to comply with current HMRC practice for tax and auditing purposes. All current work requests, recordings and transcripts are stored on a password protected PC hard drive. Furthermore, all recordings received and documents provided to the customer are encrypted for an extra level of safety. VSS Virtual Secretarial Services™ has always adhered to the Data Protection Act 1998, now replaced with the General Data Protection Regulation (GDPR) EU 2016/679.
- All recordings and typed documents are deleted once the assignment is complete (unless a prior arrangement has been specifically agreed) in order to comply with GDPR regulations.

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