

Confidentiality

- ◆ Your Diamond 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, unless specifically requested to do so by the client.
- ◆ All information and data will be treated in the strictest confidence and will not be used for the personal benefit of Your Diamond PA. This stipulation will continue after the termination of any agreement.
- ◆ A copy of completed tasks will be held by Your Diamond PA for one year; unless client requests otherwise.
- ◆ Any documents containing personal financial details belonging to the client or the client's clients will be destroyed six weeks after completion and payment of the task.
- ◆ Your Diamond PA is registered and compliant with the Data Protection Act 1998.
- ◆ If required by the client, Your Diamond PA would be happy to sign any non-disclosure or confidentiality agreement.

Booking Terms

- ◆ Initial Consultation: this is free for new clients, although if an onsite meeting is required, any travel expenses will be billed at normal rate of 40p per mile.
- ◆ Assignment Form: prior to commencement of any task, an assignment form will be completed and signed by both parties. It includes details of the task including agreed rate or payment package, deadline for completion of work and all other particulars relating to the specific task. This signed document indicates the client's acceptance of Your Diamond PA's terms and conditions contained herein.
- ◆ Returned work to the client will be by standard Royal Mail (hard copy, CD, floppy disk or memory stick as applicable) or by email or fax as agreed. If the client prefers a courier service, the cost of the courier will be added to the invoice.
- ◆ Timescale: a suitable timescale can be agreed upfront for both parties.
- ◆ Changes: should a client's original requirements change, Your Diamond PA may amend the original quotation; following client consultation.
- ◆ Your Diamond PA reserves the right to refuse to undertake any work which is believe to be unethical or unlawful, or outside of our skill set.

Payment Terms

- ◆ Invoices are payable within 14 days of task completion and will be sent to client with completed work – either by email or hard copy.
- ◆ There are several payment options: cash / cheque made payable to Sarah Bennett/ BACS, bank transfer or online banking – account details will be provided / Nochex (secure online payment system)
- ◆ Should any payment fail, the client will be liable for all related charges.
- ◆ The hourly rate will be billed in 15 minute increments, with time rounded up to the nearest quarter of an hour. Minimum invoice amount is one hour.
- ◆ Clients opting for a time package bundle will be charged 50% in advance of any work on the first invoice.
- ◆ Quotations will include a reasonable allowance for miscellaneous expenses such as stationery, telephone, fax, postage, CDs, travel and printing costs.
- ◆ Bulk tasks requiring larger quantities of stationery (i.e. over 20 items) will incur extra costs which will be charged at discounted cost price and will be agreed with the client prior to the task being undertaken.

Liability

- ◆ Your Diamond PA cannot be held responsible for any loss or damage to data or equipment relating to the task, during transit to/from, or within its premises.
- ◆ Visits to our office will not be permitted due to insurance purposes and Health and Safety.
- ◆ Your Diamond PA uses anti-virus protection and all incoming emails/documents will be scanned. We reserve the right to delete any unsolicited attachments or mail which cause concern from an unrecognised sender, have no subject heading or contain no message.
- ◆ The client is responsible for their own anti-virus protection.
- ◆ It is the client's responsibility to ensure that all work submitted to Your Diamond PA is correct and legible. Any errors made by Your Diamond PA will be corrected free of charge. Amendments other than those previously stated, will be charged at the appropriate hourly rate.
- ◆ Your Diamond PA cannot be held responsible for the end use or content of any document produced or edited by them.
- ◆ All completed assignments returned to the client will leave the premises in the usual manner and will be in perfect condition - we cannot accept liability for damage or loss caused by Royal Mail. In the unlikely and unfortunate event this should happen, we will, however, do our best to chase any problem up with Royal Mail on your behalf.

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