

# Terms & Conditions

Time Precious PA Ltd. Terms and Conditions

## Timing and Standard of Provision Services:

- **Business Hours:** Time Precious PA Ltd. operates the business between Monday – Thursday and works flex-time, as a result, does not carry out work during fixed office hours but will always work to the Client's deadlines and be available to communicate via telephone at mutually agreed times.
- **Emails:** All emails will be responded to within 24 hours, on most occasions much sooner. For specific task responses, please see 'turnaround time'.
- **Phone calls:** These will be answered during office hours as soon as possible, however, due to the fact the Contractor has multiple Clients this is not always feasible. In this case, the Client is requested to leave a voice mail or send SMS and the Contractor will contact the Client as soon as possible. Time Precious PA Ltd. is not available over the weekend or Bank and Public Holidays and Personal Leave unless specifically agreed.
- **Turnaround Time:**
  - Standard turnaround service (time) is a maximum of 24 hours, however in most instances earlier.
  - Premium turn around service, for urgent same business day responses, is available and may be subject to an additional fee of £5.00 p/h (or 15 mins. Increments thereof).
  - Rush turn around service (referred to as "priority service") which requires an instant response, within the hour, are subject to availability for an additional £10.00 p/h (or 15 mins. Increments thereof).

## Data and Privacy

We have a privacy policy which is available on our website.

## Confidentiality & Data Protection

- All our virtual assistants are fully insured and sign strict confidentiality contracts.
- Your information is held securely and backed up in accordance with UK Data Protection Laws, including GDPR.
- We are a registered Data Protection Controller (ICO Registration ZA494644). Our Data controller is: Lonneke Macauley, c/o 15 Fairhaven, Weston nr Crewe, CW2 5GG | Email: [Lon@TimePreciousPA.com](mailto:Lon@TimePreciousPA.com) | Tel: +44 78 034 25552 | Initial request should be made by email.
- All original work will be returned to clients as soon as work is completed, unless otherwise requested.
- On written termination of contract, we delete all client data held, excluding data held for our own tax records.

## Software & Programmes

Time Precious PA Ltd. use the following programmes: Microsoft Word, Microsoft Powerpoint, Microsoft Excel, Adobe Acrobat PDF, HTML. We cannot support other formats or programmes. If you use other formats, please contact us in advance to discuss whether we are able to assist you.

## Governing Law & Jurisdiction

- Time Precious PA Ltd. carries professional public liability insurance with an Indemnity Limit.
- All Agreements are governed by the law of English and Wales and subject to the exclusive jurisdiction of the English Courts.
- No work can commence without having a signed agreement in place. Either party may terminate the agreement with or without case by providing the other party with a minimum of thirty (30) day written notice.
- Time Precious PA Ltd. is registered with Company House as a Private Limited company under company number 11369740

## Payments

- All invoices are due within 5 days of receipt of invoice.
- In the event an invoice is not paid on time, after 30 days, Time Precious PA will charge a late payment fee of the Bank of England reference rate plus 8%. All payment obligations are non-cancellable, and fees paid are non-refundable.
- In case of overdue payments, the Time Precious PA Ltd. reserves the right to re-schedule work until payment is made or to stop work until payment is received.
- Retainer Hours, unless agreed differently cannot be carried forward to the following month.
- Times are tracked with a time app for all tasks and billed by increments of 5 minutes by default (i.e. for ad hoc hours) or billed by the minute for retainer hours.
- Postage/courier fees are not included in our hourly rates and will be billed separately.
- Client shall reimburse all expenses that are reasonable and that have been authorized in writing by Client in advance; payable within 5 business days of itemized invoice.
- Billing for retainer clients, the 1<sup>st</sup> of the month before services are performed. Occurs on the last working day of the month for ad-hoc clients. All invoices are due within 5 days of receipt of invoice. Times are tracked with a time app for all tasks and billed by increments of 5 minutes by default (i.e. for ad hoc hours) or billed by the minute for retainer hours.
- Retainer packages require a minimum commitment of 2 months and are available starting from 6 hours per month and include a monthly ½ hour catch up call.
- Although Time Precious PA Ltd offers Virtual Business support, from time to time, on-site support can be offered, however only if agreed in advance. Client will be charged for time spent for travelling to onsite location (normal hourly rate will be charged – increments thereof) and cost of 45p per mile will be applicable. Mileage travel (45 p/mile) does not apply to on-site locations within 10 miles of CW2 5xx, however are still subject to travel time charged by Contractor.

- In case Time Precious PA Ltd. must travel by any form of transport as per the request of Client to the agreed on-site location, the Client is responsible for reimbursing the contractor for cost incurred

*Updated: November 2019*