



# *JG Admin Services*

## *Terms and Conditions*

*Please read these Terms & Conditions which form part of any agreement that JG Admin Services and her client's may enter into. The Agreement document overrules any conflicting detail in the standard Terms & Conditions. These Terms & Conditions are subject to regular reviews. Last reviewed 1<sup>st</sup> May 2018*

### **General**

- Responsibility of final proof reading of documents lies with the client and any errors notified within 48 hours of receipt shall be corrected free of charge. After 48 hours it shall be deemed that the work has been accepted as free of errors and omissions and the VA shall accept no liability or loss arising from the performance of any services carried out under the agreement
- Errors or omissions reported after 48 hours shall still be corrected but the additional time spent shall be charged to the client
- For reasons of safety and insurance, personal visits to our premises are not permitted. Any and all necessary meetings shall be held at an alternative location
- JG Admin Services recommends any original documents to be sent via secure post
- A signed contract is required before commencement of work. This indicates the clients acceptance of our terms and conditions
- JG Admin Services shall not be held liable or responsible for the end use of any document or work carried out by us. I retain the right to reject work which involves material I feel is illegal, immoral or objectionable
- Written quotations shall be provided prior to any work commencing
- Work shall be presented using Microsoft Office applications
- Contracts can be terminated with 30 days written notice by either party. I reserve the right to charge for any work carried out prior to cancellation
- Although every effort shall be made to ensure a reliable service, in event of equipment failure, JG Admin Services or Jane Goble cannot be held liable for any loss of information.
- Online Collaboration Tools and Apps or other software. Whether or not a specific software product is highlighted, suggested, promoted, or otherwise identified to a client, JG Admin Services can accept no liability or responsibility for any loss, issue or consequence suffered by the Client relating to the downloading or use of any online collaboration tool, app, widget or similar software product. The Client is guided to always read the terms and conditions of the online product before they initialise it onto their hardware.

### **Charges & Payments**

- Monthly retainer packages to be paid within 14 days of receipt and unused hours can/cannot be carried over to subsequent months. This is at the discretion of JG Admin Services based on frequency, number of hours and other similar factors. A recommendation to adjust the agreement maybe advised.
- All charges are billed in 1 OR 15 minute increments and charged on a calendar month basis
- Deposit of up to 75% may be requested before commencement of work for PAYG clients

### **Jane Goble**

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Mob: 0770 450 1203  
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329 Ditchling Road  
Brighton  
East Sussex, BN1 6JJ



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- Payment can be made by cheque (made payable to Jane Goble), BACS transfer or via Pay Pal
- A fee of £25.00 shall be charged for any returned cheques
- If the client's original requirements change, I reserve the right to change my original quotation following suitable consultation with the client. Replacement or additional quotations to be detailed on the Service Schedule to the current agreement.
- Payment is strictly 14 days from receipt of invoice. Where this brought into question the Invoice Date shall be deemed the date of delivery.
- Failure to pay within 14 days shall result in a late payment fee of 5% of the outstanding sum.
- Failure to pay within 30 days shall result in further action to recover the debt, such as instructing a Data Collection Agency. Any and all costs incurred for chasing and/or recovering the outstanding payment shall be added to the account.
- Where a payment is not received within 14 days of the Invoice Date, all introductory, and similar incentive offers shall be deemed to be void.
- Telephone, rail/bus travel, printing, stationery, postage and other similar expenses shall be charged separately to hourly rate / package cost where incurred.
- Mileage for required car travel shall be charged at a rate of 42p per mile plus contractually agreed hourly rate.
- If turnaround of work of 24 hours is requested, additional charges of 5% may be applied.
- All charges shall be reviewed on 30<sup>th</sup> November of each year and clients shall be notified of any new charges in writing.

### ***Confidentiality & Data Protection***

- Confidentiality is guaranteed at all times
- No information shall be made available to any third party unless specifically requested by the client in writing.
- All work shall be kept on file (archive) for a period of 12 months. After this time, work shall be deleted unless specifically instructed.
- The access and use of any data appertaining to work carried out by the Service Provider on behalf of the client is subject to the strictures of the Data Protection Act (1998) and European Union Directive 95/46/EC.
- Jane Goble is registered with the Information Commissioner's Office, registration no. A8051615.
- Data Protection / GDPR / Personal Data - All data and information provided is treated as confidential and only utilised in line with instructions received from the client and pertaining to their business goals. All personal data provided is retained securely and held for the period required to manage the instruction and then stored for a period of 5 years to comply with AML regulations. No personal data held is shared, sold or utilised for marketing purposes unless by written agreement. Please see terms and conditions on website for JG Admin Services' full DPA/GDPR privacy policy. We/I reserve the right to contact our clients to keep them informed about possible information that may impact on

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#### ***Jane Goble***

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*Mob: 0770 450 1203*  
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them and for the purposes of fulfilling the client's instruction. Should a client wish to opt out of the occasional newsworthy communication, please advise in writing.

### *Your obligation under GDPR - sharing data with JG Admin Services*

If you send us/me personal data about anyone other than yourself you will ensure you have any appropriate consents and notices in place to enable you to transfer that personal data to us/me, and so that we/I may use it for the purposes for which you provide it to us/me.

### *Office/Contact hours*

I believe in working as hard as those I work for. I therefore offer extended hours to cover the busy individual who might need to concentrate on other matters during the normal working day.

I therefore can be contacted:

Weekdays and Saturdays – 9 am until 10pm / Sundays – only in an emergency  
Executive level clients – anytime.

Every effort will be made to accommodate the Client's needs within the contact hours.

Any planned absence, shall be highlighted to clients with a current contract. All effort shall be made to reduce any inconvenience to my clients.

Last reviewed 01/05/2018 jg



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