

These **Terms and Conditions** are considered to form an integral part of any service contract between **ClutterMeister(@Work)** and its clients.

## 1 General

- \* ClutterMeister(@Work) will not be held liable or responsible for the end use of any services, products or documents provided. ClutterMeister(@Work) retains the right to reject work at their own discretion without obligation to give any reasons.
- \* Upon the client's request, a written quotation will be provided by ClutterMeister(@Work) prior to carrying out any services for the client.
- \* Contracts can be terminated by either party with 14 days' written notice. ClutterMeister(@Work) reserves the right to charge for any work carried out prior to cancellation.
- \* Should the client's original requirements change, the (written or oral) contract can be adjusted in consultation with the client.

## 2 Payments

- \* If the contract pertains to a certain number of hours of services to be provided, these services must be paid in advance and the hours agreed upon must be claimed within any timeframe specified in the contract.
- \* Most services will be calculated in 1 hour or 30 minute increments and invoiced on a regular basis. Translation and Proofreading services follow the pricing rules common to the industry (see general considerations in the current price list, and specific arrangements in the service agreement, if applicable).
- \* Telephone, rail/bus travel (outside central Brighton & Hove), printing, stationery, postage and other similar expenses may be charged in addition to the cost of the services covered in the contract.
- \* Payment is accepted by cheque (made payable to Tilo Flache), BACS or Paypal. I will charge a £30 fee for any returned cheques. Costs incurred in Paypal transactions shall be borne by the client and will be invoiced accordingly.
- \* Payment must be made strictly 14 days after the date stated on the relevant invoice. 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. Any and all costs incurred for chasing and/or recovering the outstanding payment will be charged to the client.

## 3 Virtual services

- \* In case of technical failures, ClutterMeister(@Work) cannot be held liable for loss of information.
- \* Should the need arise to install certain software on the client's system to facilitate online collaboration, the client will be deemed responsible to ensure data security at their end. ClutterMeister(@Work) will 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 software. The client is encouraged to always read the terms and conditions of the online product before they consider its use.

#### 4 Translation and Proofreading services

- \* Final responsibility for proofreading of documents lies with the client and any errors notified within 48 hours of receipt shall be corrected free of charge. After that period it shall be deemed that the work has been accepted as free of errors and omissions and ClutterMeister(@Work) shall accept no liability or loss arising from the performance of any services carried out under the contract.
- \* Errors or omissions reported after 48 hours shall still be corrected and the additional time spent will be charged to the client.

#### 5 Confidentiality & Data Protection

- \* I am ICO registered and obliged to uphold the regulations governing data manipulation under the GDPR rules. In order for you to rest easy, **this document** describes your rights regarding your personal data, how and why data is collected, how long and where it is retained and why and when it is deleted completely from my electronic or physical storage.
- \* Under the new rules, you have the right:
  - \* to inquire which personal data I hold on you and for which reasons;
  - \* to request a correction/rectification of the data held by me;
  - \* to restrict how I use your personal data
  - \* to complain to the ICO if you believe I am handling your data incorrectly.
- \* I commit to these notions:
  - \* I guarantee confidentiality at all times.
  - \* Client documents will remain on the client's premises whenever this is possible.

#### 6 Communications

- \* I believe in giving my full concentration to the client I'm providing services for. Therefore I cannot always be reached directly by phone or email, as I believe it would be unfair to the client I'm dedicating my time to.
- \* If at all possible, email communication is preferred. Any caller is encouraged to leave a voice or text message, and I will make sure to follow up on those as quickly as I can.
- \* Clear communication is one of the cornerstones of any business. In case of a planned absence, I will endeavour to minimise the impact on any client work, and propose options to each client.
- \* Current clients shall be notified of any substantial changes to these terms in writing.