



## Task Anna, Freelance Personal Assistant - Terms & Conditions

### Confidentiality & Rights:

- Task Anna – shall keep any work undertaken confidential and not use it for personal gain or promotion without written consent of the Client.
- The business affairs of the Client shall not be discussed or disclosed to any third parties.
- The Client will be the legal owner and will hold intellectual copyright of all work undertaken by Task Anna.
- All images supplied by the Client remain their responsibility, with regards to obtaining rights for use. All images supplied by Task Anna will be sourced with permission.

### Payments & Billing:

- Initial consultation of up to an one hour by skype, telephone or in person is complimentary.
- Final proofreading and checking of all work supplied is the responsibility of the Client.
- The Client understands Task Anna's estimated time and cost for completing the work is an informal calculation and that any adjustments to the amount of work, schedule and/or the number of hours and fees is subject to review and renegotiation with the Client when necessary.
- Any errors must be reported within two (2) days of receipt of completed work. Errors generated by Task Anna will be rectified free of charge, but amendments or alterations requested by the client thereafter will be charged at the standard hourly rate.
- If, however, on receipt of the item to be worked on or at an early stage, it becomes apparent that significantly more work is required than had been anticipated in the preliminary discussion/brief, Task Anna may renegotiate the fee and/or the deadline.
- Similarly, if, during the term of the Task Anna's work, additional tasks are requested by the client, Task Anna may renegotiate the fee and/or the deadline.
- Should ongoing project work be suspended or delayed through any default of the client, Task Anna shall be entitled to immediate payment for work already carried out and expenses incurred.
- Task Anna's hourly rate is £25, during normal working hours (09.00 to 17.00) Monday to Friday.
- Projects will be based on my hourly rate, a minimum invoice amount is for one hour and the hourly rate is then billed in increments of 30 minutes, with time rounded up to the nearest half of an hour
- Clients will be invoiced fortnightly following the commencement of work for hours completed.
- Invoices are to be settled within fourteen (7) days upon submission unless otherwise agreed. The final invoice shall include billable time, reimbursable expenses, and any other fees related to the Work.
- Unpaid bills will incur interest, as per government guidelines. It is at my discretion whether work continues after a bill remains unpaid beyond my 7-day payment period.
- Billable time includes meetings and calls and includes the writing and/or reading of correspondence sent by mail or email.
- All postage, printing and other stationery expenses bought on behalf of the client's business will be added to the invoice for reimbursement.
- Payment to be made by bank transfer.
- Under the terms of the Data Protection Act 1998 / GDPR, the Client and the Freelances may keep on record such information (e.g. contact details) as is necessary. Either may view the other's records to ensure that they are relevant, correct and up to date.

- Either the Client or Task Anna has the right to terminate a contract for services if there is a serious breach of its terms

**My Promise:**

- to conduct your business affairs in a professional manner and avoid behaviour that could bring your business and reputation into disrepute.
- to conduct my business affairs based on sound, ethical principles and will communicate fairly and honestly with your clients, associates, employees and suppliers.
- to make an honest representation of my skills, experience and qualifications at all times.
- to respect the confidentiality of your personal and business practices and recognise your ownership of any intellectual copyright pertaining to your business activities.
- to strive to maintain my high professional standards by staying abreast of advances within my industry and to strive for excellence through professional improvement.
- to keep all acquired personal data safe and secure and ensure it is only used for it's intended purpose, in accordance with GDPR and all regulations set by the ICO.

**Additional to GDPR:**

Whilst I take every step known to me and in accordance with guidance on the ICO website to keep data safe and secure I will never be fully immune to hacks, no one is.

**My working hours:**

My standard hours will be Monday to Friday 09.00 to 17.00 (gmt), however, I will be flexible around clients, but advanced notice of late evenings, early mornings and weekends will be most appreciated.

**Communication:**

I prefer to receive all communication and instructions via email in the first instance, although fully appreciate the need of Skype and telephone conversations.

The Client has read and agrees to the terms above:

**Client:**

**Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**VA:**

**Anna Svenson-Tuckey** \_\_\_\_\_

**Date:** \_\_\_\_\_