

## **Vernon's Virtual PA – terms of business**

### **Charges**

Digital dictation: £1.05 per recorded minute of client's dictation for all work received Monday-Saturday, (ie 15 minutes' dictation = cost to client of £15.75 for transcription).<sup>1</sup>  
Sunday, bank holiday and premium (see below) rate will be £1.60 per recorded minute of client's dictation.

Copy typing: £15 per hour (ie 025p per minute) for all work received Monday-Saturday.  
£20 per hour Sunday, bank holiday and premium rate.

All other work: cost to be agreed before work is commenced.

Vernon's Virtual PA is not VAT rated.

### **Invoicing and payment**

Invoices will be submitted fortnightly, payment within 7-days of the date of the invoice via BACS transfer.

### **Data protection**

Voice files: Vernon's Virtual PA will receive from the client digitally produced audio dictation via electronic mail (or Dropbox). Voice files will be retained by Vernon's Virtual PA for seven days, after which they will be deleted from Vernon's systems.

The client will retain a copy of all voice files sent as a back-up – in case files are lost in transmission.

Copy: All script will be deleted seven-days post word processing.

The client will retain a copy of all scrip sent as a back-up.

Data general: Vernon's Virtual PA will not use any data other than in connection with the provision of services as instructed/agreed by/with the client.

Vernon's Virtual PA contracts with the client to hold all data in strictest confidence and to take all reasonable steps to protect such data.

Word processed documents will be retained by Vernon's Virtual PA for one month post-processing, after which all such data will be deleted from Vernon's systems.

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<sup>1</sup> On average, it takes four times the length of a piece of dictation to transcribe into a print document.

## **Timescales**

Client work may be despatched to Vernon's Virtual PA at any time to the convenience of the client. However, due to the actual working hours of Vernon's Virtual PA, work received electronically will not normally be acknowledged before 11:00.

In most instances, work will be returned to the client within a few hours of receipt dependent upon the size of the voice file forwarded for transcription or number of pages for copy typing. In any event, our aim is to ensure work received one day is returned to the client in time for the commencement of business on the day immediately following receipt. Our constant endeavour is to produce and return work within a period of 24-hours from the recorded time of receipt to the time of return of documents to the client.<sup>2</sup>

Work received after 21:30 hours cannot be guaranteed to be returned for the commencement of business on the following day (ie work received on or after this time will be regarded as having been received at the commencement of normal business hours on the following day).

Timescales in respect of all other work will be agreed with the client prior to commencement of the task.

Urgent work must be identified at outset/time of sending/receipt by Vernon's and in such cases, a premium rate of £1.60 per recorded minute will apply.

R E Thomas

Proprietor

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<sup>2</sup> Provision must be made for more substantive items and/or volume of work being handled on any one day.