



Bizzybee

Virtual & Social Media Assistant



bizzybeebolly.com



erin@bizzybeebolly.com

Terms & Conditions

May, 2024

Important notice:

We do not require a signed agreement: your use of any services or resources provided by Bizzybee, including this website, denotes your complete agreement with and acceptance of these terms and conditions.

Geographic statement:

Bizzybee is a United Kingdom business working from within the United Kingdom. Our service and these Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales and the parties hereby submit to the exclusive jurisdiction of the English courts. Regardless of currency, all invoices and payable charges for our service originate from the United Kingdom and, as such, we are a United Kingdom based company trading in the United Kingdom for tax purposes.

Confidentiality & Rights

1. Bizzybee shall keep any work undertaken confidential and not use it for personal gain or promotion without the written consent of the Client.
2. The business affairs of the Client shall not be discussed or disclosed to any third parties without prior permission.
3. The Client will be the legal owner and will hold the intellectual copyright of all work undertaken for them by Bizzybee.
4. All images supplied by the client remain their responsibility, with regards to obtaining rights for use. All images supplied by Bizzybee will be sourced with permission.
5. Your information is held securely and backed up in accordance with UK Data Protection Laws, including GDPR.
6. We use secure email and Google cloud storage.
7. We are a registered Data Protection Controller (ICO Registration: ZA766255)
8. All original work will be returned to clients as soon as work is completed unless otherwise requested.
9. On written termination of our work relationship, we hold all client data held for 3 months and then delete, excluding data held for our own tax records.





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Payments & Billing

1. The initial 30-minute consultation by 'Google meet' or telephone is complimentary. Any phone calls or meetings will be charged.
2. Final proofreading and checking of all work supplied is the responsibility of the client.
3. The Client understands Bizzybee will estimate the time and cost for completing the work and it is an informal calculation. Any adjustments to the amount of work, schedule and/or the number of hours and fees are subject to review and renegotiation with the client when necessary.
4. A time recording software will be used to provide proof of work when requested.
5. Any errors must be reported within two (2) days of receipt of completed work. Errors generated by Bizzybee will be rectified free of charge, but amendments or alterations requested by the client thereafter will be charged at the standard hourly rate.
6. 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, Bizzybee may renegotiate the fee and/or the deadline. ●
7. Similarly, if, during the term of Bizzybee's work, additional tasks are requested by the Client, Bizzybee may renegotiate the fee and/or the deadline.
8. Should ongoing project work be suspended or delayed through any default of the client, Bizzybee shall be entitled to immediate payment for work already carried out and expenses incurred.
9. An agreement, in writing or by email, of a set number of hours a week or month may not be carried over to subsequent periods by the client, without prior written agreement from both parties.
10. If the project is based on an hourly rate (PAYG), then 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.
11. Clients will be invoiced either after an individual assignment is completed or on a monthly basis if they are retained clients.
12. Invoices will be sent out on the 1st of the month if they are a retainer client.





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13. Invoices are to be settled within seven (7) days upon the delivery unless otherwise agreed. The final invoice shall include billable time, reimbursable expenses, and any other fees related to the Work.

14. 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.

15. Billable time includes meetings and calls outside of contracted hours and includes the writing and/or reading of correspondence sent by mail or email.

16. Bizzybee prices will be reviewed at the end of every Tax year and any price change will be made the following month.

17. All postage, printing and other stationery expenses bought on behalf of the client's business will be added to the invoice for reimbursement.

18. Payment to be made by bank transfer.

19. Once an invoice becomes overdue, no further work will be undertaken.

20. Under the terms of the Data Protection Act 1998 / GDPR, the Client and Bizzybee 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.

21. Bizzybee is registered with ICO (information commissioner's office) and insured for professional indemnity and cyber fraud.

22. Either the Client or Bizzybee has the right to terminate a contract for services if there is a serious breach of its terms.

I promise to you

- 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.





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I promise to you

- 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 its intended purpose, in accordance with GDPR and all regulations set by the ICO.

AN EXTRA BIT ON GDPR:

While 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.

Notice Period

If working with Bizzybee in a long-term agreement then the notice period is ideally one month and in writing, but if the client is 'pay as you go' no notice will be necessary.

My working hours:

My working hours are 9 am - 4 pm Monday to Friday, I am aware that sometimes things need to be dealt with outside of my working hours and with the prior agreement I am willing to do so. At my discretion overtime fees may be charged.

Communication choices

My preferred method of communication is email or whatsapp. If the client has their own preferences, Bizzybee is willing to discuss a change in method.





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Turnaround time

1. My retained clients get priority.
2. If you know you'll be needing a set amount of hours every month, a specific task completed every month, or there's a possibility any of your tasks will need my attention within three working days then a retainer package is your best option.

My terms and conditions may be updated at any time to suit the demands of the business. If you have any questions do not hesitate to let me know: Erin@Bizzybeebolly.com

Erin Buck
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