



## **TERMS AND CONDITIONS**

**Latest version dated: 14/04/18**

This terms & conditions of use agreement ("Terms & Conditions") applies to your use of any agency services facilitated and/or made available by Property Typing ("Services"), and governs your use of these Services. Please read these Terms & Conditions carefully.

**By using the Services you agree that you have read, understood and agree to these Terms & Conditions (as amended from time to time, with the latest date of amendment listed at the top of this document). If you do not agree to these Terms & Conditions you must stop using the Services.**

Should you have any questions about these Terms & Conditions or wish to contact us for any reason whatsoever, please contact us by e-mail at [typing@property-typing.com](mailto:typing@property-typing.com)



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## 1. Definitions

- a. Property Typing shall be known in these Terms & Conditions as “we”, “us”, “the Company”, “the Agent” or “Property Typing”.
- b. “The Client” or “Principal” is any individual or company who uses the service of the Company, and shall also be known in these Terms & Conditions as “you”.
- c. The “Property Typing Portal” is Property Typing’s online workflow management system and the upload site for work to be received by Property Typing, found at <https://portal.propertytyping.com/>, and shall also be known in these Terms & Conditions as “the Portal”.
- d. The “Transcribers” or “Typists”, are the individual or individuals sourced by the agent to perform Services on behalf of the Client, and shall also be known in these Terms & Conditions as “Freelancers” or “Contractors”.

## 2. Our Service as Agent

- a. Property Typing will source and oversee Freelancers who are capable of providing an accurate transcript delivered within the agreed time frames, subject to these Terms & Conditions.
- b. The Client must inform Property Typing within 7 days of any errors or omissions that have occurred with any Deliverable and it is Property Typing’s responsibility to arrange for the Typists to rectify such errors free of charge if they were omitted/wrongly delivered due to any fault of the Freelancer. Such amendments are subject to the Terms & Conditions listed in the Amendments to Deliverables section of this document.

## 3. Property Typing Portal

- a. Property Typing carries out all Services via the Property Typing Portal. By using any Services provided by Property Typing, you agree to use the Portal, and/or for Property Typing to store any Materials



and information required for the Service via the Portal.

- b. Our Cookie & Privacy Policy can be viewed on page 18 of these Terms & Conditions.
- c. It is the Client's responsibility to ensure all information and Materials in the Portal are correct, as the Service may commence at any time once the primary Materials are received. If any information is incorrect and requires editing, the Client should inform Property Typing immediately. This can be done via the Messaging function on the Portal, via telephone or email.
- d. Property Typing is exempt of all liability that may arise from security or confidentiality issues where Clients choose to send information, data or Materials outside of the Property Typing Portal.
- e. By using any Services provided by Property Typing, you agree that information about you will be used and stored on the Property Typing Portal, including but not Limited to: Company Name, Name, Email Address, Contact Address, Contact Telephone Number, and history of Services provided.
- f. The Terms & Conditions subject to any Client Materials uploaded to the Portal are detailed in the Client Materials section of these Terms & Conditions.

## 4. Rates

- a. Our rates are as agreed in advance and confirmed in writing via email. Rates differ depending on the type of Service required, the turnaround, and the nature of the Materials to be sent. The Client must inform Property Typing of the full nature of the Materials to receive an accurate quote.
- b. Property Typing reserves the right to amend rates quoted due to unforeseen circumstances, including but not Limited to audio quality, the delivery format and nature of the materials, additional administration required to process the Materials or complete the



Service, and additional requirements not specified or covered by the standard descriptions of the Services.

- c. Property Typing will endeavor to inform the client of any such amendments before commencement of the work, unless certain circumstances are only realised after commencement of the work.

## 5. Turnaround Times

- a. Turnaround times commence when the materials required for the intended Services are received by Property Typing within working hours, unless otherwise specified in any other clause in these Terms & Conditions.
- b. Materials must be received within our official office hours for the turnaround time to be guaranteed. If material is received outside of our official office hours, the turnaround time will start when office hours begin. However Property Typing will attempt to accommodate all turnaround requests; please discuss your requirements with us if necessary.
- c. If the Client sends materials to Property Typing via a method other than the Property Typing Portal, Property Typing cannot guarantee that the Service will be delivered within the agreed time frames.
- d. Property Typing reserves the right to amend turnaround times due to unforeseen circumstances beyond Property Typing's control. Property Typing will endeavor to notify the client if a turnaround time or deadline is not going to be met.
- e. The Client must inform Property Typing within 48 hours if any Deliverable has not been delivered on time, as per the agreed Turnaround Time as defined by these Terms & Conditions.

## 6. Transcription

- a. Transcription Agency Services provided by Property Typing are broadly defined as sourcing suitable typists to carry out the



conversion of recorded audio or other Materials to text format. “Transcription” in these Terms & Conditions covers all varieties of Services sourced by Property Typing in the capacity of Agent, that fit this description, and also any other similar Services, including but not Limited to data entry, copy typing, inserting photographs, copying and pasting paragraphs and the formatting or re-formatting of documents or information.

- b. All Transcription Services are carried out via the Property Typing Portal or by emailing a job to [jobs@propertytyping.com](mailto:jobs@propertytyping.com) using the email address you are registered with on the portal. All information and Materials required for the Service should be provided by the Client via the Portal.

## 7. Opening Hours and Out of Hours Contact

- a. Property Typing office hours are officially 9.00am-5.30pm UK time (GMT/BST) Monday to Friday only. However you can email [typing@property-typing.com](mailto:typing@property-typing.com) at any time. The quickest way to get a response is to send a message via email. Should you wish to speak to a member of the team the phone numbers can be found on our website.
- b. Property Typing operates 5 days a week and turnaround times are only applicable Monday to Friday.
- c. Work carried out over the weekend incurs no additional charge unless specified.
- d. Work carried out over Bank and Public holidays incurs no additional charge unless specified.

## 8. Cancellation

- a. If a Transcription job is cancelled, either in part or in whole, prior to being started, Property Typing will usually not charge for this, but reserves the right to do so.

- b. If a Transcription job is cancelled, either in part or in whole, while in progress, Property Typing will charge for the amount of work completed so far. The Client must be aware that it may not be possible to immediately cancel a booking, but Property Typing will make every effort to do so. Property Typing also reserves the right to charge for the full fee of the cancelled booking.
- c. Availability for the provision of Services, particularly where Typists must be booked in advance (for example, for an urgent same day job), can only be confirmed or guaranteed when the job has been received. Property Typing are unable to reserve any Freelancer time until the resources required to perform the work has been received.
- d. Property Typing reserves the right to defer or to cancel any assignment or job without liability if it is prevented from carrying out any Service due to unavoidable circumstances, including but not limited to; floods, fire or other acts of nature, sudden illness or bereavement, computer or internet failure, power cuts, viruses and loss in transmission.

## 9. Client Materials

- a. “Client Materials” refers to any materials sent to Property Typing by the Client, regardless of if it is related to the Service or not.
- b. “Digital” materials described here include but are not limited to digital audio, video or multimedia files, documents and software.
- c. “Physical” materials described here include but are not limited to hard disk drives, flash memory storage devices, paper-based documentation, CD-ROMs, DVDs, Dictaphones and other audio recording devices.
- d. You agree to inform Property Typing of the nature and format of any materials to be delivered prior to their delivery.
- e. All Materials will be stored via the Portal, whether the Client delivers it directly to the Portal or not.



- f. The Company will not be responsible for any loss or damage to physical or digital materials which may occur in shipping or transmission electronically.
- g. You agree to keep a backup copy of all physical and/or digital materials sent to Property Typing.
- h. The following Terms & Conditions apply particularly to digital materials, but may also apply to physical materials:
  - i. All digital materials should be delivered via the Property Typing Portal. Property Typing is not liable for any security issues or errors arising from sending work outside of the Portal, including but not limited to, loss, destruction, or accidental dissemination of the materials, or any effect on the Service provided if materials are delivered outside of the Portal.
  - ii. Property Typing will scan all digital materials for viruses or other harmful or malicious software. Property Typing reserves the right to refuse any digital materials that it suspects to contain such software.
  - iii. Property Typing will not open unsolicited attachments and emails which are not self-explanatory. It is the Client's responsibility to scan emails and attachments received from Property Typing, and Property Typing will not accept any liability or responsibility for these.
- i. The following Terms & Conditions apply particularly to physical materials, but may also apply to digital materials:
  - i. If the Client sends materials to be transcribed via a physical medium and as such cannot upload it to the Property Typing Portal, the agreed time frames for the work will not begin until the materials have been appropriately processed into the format or formats Property Typing requires in order to begin work.





- ii. Property Typing recommends you send any physical materials via courier or special delivery, and takes no responsibility for any loss or damage for materials sent through any other method. You agree to inform Property Typing when a delivery has been sent so that we can ensure someone is in the office to sign and receive them.
- iii. Property Typing agrees to ensure any physical materials are secured to as best a possible standard with the resources available. Property Typing is not liable for any damages caused by loss or damage to physical materials.
- iv. Property Typing will not, as a matter of course, automatically return any physical materials to the Client upon completion of the work. The Client must request the return of the Physical Materials, along with a preferred delivery method and address. Property Typing reserve the right to seek or claim reimbursement for any costs associated with the storage or transportation of physical materials.
- v. If the Client does not request the return of any physical materials within 30 days of the invoice being delivered, Property Typing reserves the right to dispose of or destroy the physical materials.
- vi. Physical materials will usually be processed or converted into digital materials by Property Typing in order to carry out the Service. In these instances, the Terms & Conditions that apply to digital materials will also apply.
- vii. If physical materials are processed or converted into digital materials, the Client may request the digital versions of the physical materials. Property Typing reserves the right to charge for providing these.
- j. Property Typing will store digital materials uploaded by the client, or digital versions of physical materials delivered by the client, for up to 30 days after the date of the invoice being paid. Any deliverables



created from these materials are stored for up to 90 days after the invoice being paid. After this time, Property Typing may delete the relevant materials, and the materials and deliverables may no longer be accessible.

- k. Some information about the materials will be retained permanently on file, which includes but is not limited to, the name of the project, the file name of the digital materials, the Client and contact responsible, the Service required, and the cost of the Service.
- l. Property Typing's Rates are based on good quality Materials that are suitable for the Services to be rendered. The main example of this is that the audio quality on Materials for transcription should be suitable and audible to produce an accurate transcription. The Client will be notified if the quality is such that additional charges will need to be made for extra time taken to produce an accurate transcript. The Client will be notified and given the opportunity to cancel or continue with the Service.
- m. Property Typing may also offer Services to improve the quality of audio on materials we receive. We will offer advice and guidance on costs and estimated results before proceeding with this kind of service. However due to the nature of audio processing work, we cannot guarantee the quality of the final result of this Service.
- n. Property Typing cannot guarantee that Materials uploaded in error, or Materials uploaded in duplicate, will be identified as such by Property Typing. Property Typing reserves the right to charge for up to the full fee for any Services carried out on such Materials.
- o. It is the Client's responsibility to ensure that the Materials required for the Service, and ONLY these Materials, are uploaded to the job on the Portal. The Client will be charged for all Materials uploaded to the Portal (with the exception of any supporting information used to support the Service).
- p. If the content of the materials is of a sensitive, disturbing or offensive nature, the Client must inform Property Typing prior to it



being delivered. Failure to do so could result in a delayed turnaround time, as we will need to source Contractors willing to accept the materials, or Property Typing may refuse the material altogether.

- q. Property Typing reserves the right to refuse any material for any reason. If Property Typing finds a reason to refuse material part way through a job, Property Typing reserves the right to charge for the work completed up to that point, even if no deliverables are provided.
- r. Where you provide material to Property Typing you must ensure you are entitled to do so, and you will fully indemnify us if our use of that material results in a third party claim against us.

## 10. Deliverables

- a. The Deliverables of any Service from Property Typing will be sent via the Portal, to ensure security and confidentiality protocols are being followed, and to ensure the Deliverables are received by the correct person.
- b. Deliverables will either be attached to an email from [no-reply@property-typing.com](mailto:no-reply@property-typing.com), or available to download from the Portal via an internet browser. Property Typing recommends Clients add [no-reply@property-typing.com](mailto:no-reply@property-typing.com) as a “Safe Sender” or safe domain in their email client/service.
- c. The Property Typing Portal will only return the Deliverables to the contact who arranged and booked the Service.
- d. If the Client is unable to access or receive emails from the Portal, Property Typing will endeavor to deliver the Deliverables by an alternative secure method. This may impact turnaround times depending on the method required.

## 11. Amendments to Deliverables

- a. If you are not satisfied with any Deliverables, or require amendments to any Deliverables, you must let Property Typing know within 7 days of receiving the deliverable.
- b. Property Typing will amend any Deliverable only once, and it is the Client's responsibility to inform Property Typing of all amendments needed. Any further amendments will carry an additional charge.
- c. Property Typing will not be responsible or obliged to make amendments where:
  - i. The Client has failed to provide full instructions of what they require prior to the Service beginning.
  - ii. The nature of the Service that has been chosen and payment agreed for has been misunderstood or misinterpreted by the Client (for example, if the Client expected same day turnaround on a Friday but the work was returned on Monday, even though this was within the 24 hour service).
  - iii. The Materials delivered by the Client have caused a problem or issue that impacts Property Typing's ability to carry out the Service.
  - iv. The quality of the Materials delivered by the Client are deemed poor by Property Typing. Poor audio quality will cause delays in turnaround time and lower accuracy levels.
- d. Property Typing reserves the right to charge for amendments required that fall outside the original specification of the Service booked by the Client.
- e. Where Deliverables require approval by multiple parties, including or not including the Client, all parties must agree on the amendments prior to Property Typing amending the Deliverable. Once the amendments are agreed and made, no further



amendments will be made by Property Typing. Property Typing will not be liable for any error after amendments have been made.

## **12. Transcribers, Typists & Proofreaders**

- a. In this section, Transcribers, Typists and Proofreaders sourced by Property Typing will be collectively referred to as “Freelancers” for ease of comprehension.
- b. Property Typing assumes responsibility for payment of the Freelancers.
- c. The direct engagement by a Client of a Freelancer introduced by Property Typing, or the introduction by the Client of a Freelancer to any third party resulting in an engagement (or, where applicable, if the Freelancer has become incorporated under a company, the engagement of that company) Property Typing automatically assumes the role of an Employment Agency and this renders the Client subject to the payment of an introduction fee calculated at 17.5% of the annual gross taxable remuneration and emoluments payable to the Freelancer, provided that the engagement takes place within six months from the termination of any Assignment, or if there was no Assignment, within six months of the introduction of the Freelancer, by the Company. Where the Client fails to inform Property Typing of the annual remuneration, the introduction fee will be calculated by multiplying the hourly charge of the Company for the Freelancers’ Services by 300. If the Freelancer does not have a fixed hourly charge, an estimated charge shall be calculated based on their remuneration for the Service or Services and the average amount of time taken to perform the Service or Services. No refund of the introduction fee will be paid in the event that the Engagement subsequently terminates. VAT may be payable in addition to any fee due.

### **13. Accounts & Invoicing**

- a. An invoice will be submitted to the Client either upon the completion of each job undertaken or at any interval deemed suitable by Property Typing. Property Typing will invoice for the work the Freelancer carries out as well as their agency fee which will equal the total fee agreed. Our payment terms are strictly 14 days upon receipt. Any extension to these terms must be agreed with Property Typing prior to work commencing.
- b. Failure to meet these terms may result in interest being added at a rate of 10% daily on the overdue balance until payment is made, or legal action being taken.
- c. Property Typing reserves the right to request partial or full payment prior to the job commencing. In these instances, work will not commence until payment has been received.
- d. The contact details shown on the invoice will be taken from the information provided by the Client via the Property Typing Portal. It is the Client's responsibility to ensure this information is accurate and any alternative contact details are highlighted. Any special instructions pertaining to invoicing must be communicated prior to the commencement of work.
- e. Property Typing reserves the right to charge an additional fee if the invoice must be processed through a specific process or system required by the Client, or if the invoice must be provided in a specific format.
- f. Property Typing reserves the right to refuse or postpone the provision of Services if the Client has an overdue balance on their Account.
- g. Failure to meet the payment terms specified in these Terms & Conditions, unless otherwise stated by a Director or member of Senior Management of Property Typing, will render all other contracts and agreements between the Client and Property Typing



null and void.

## 14. Anonymization

- a. Property Typing will not, by default, anonymise any information in the Client Materials used for the Service. As an example, if the Materials are recordings that require transcription, and the participants give their names in the recording, this will be transcribed unless Property Typing are expressly told not to do so.
- b. Identifying information, such as file names of digital materials, may be present on invoices and on Property Typing's records. The Client must either inform Property Typing if they need this information to be anonymized, or anonymize it on the Materials before the Materials are delivered to Property Typing.
- c. The Client must inform Property Typing where such anonymization is required and to what extent, including any specific terms or names that should be anonymized and how they should be anonymized.
- d. Property Typing reserves the right to charge for or refuse anonymization requests.

## 15. Confidentiality

- a. Property Typing undertake to keep all information supplied by you confidential and will not disclose any information to third parties without your consent.
- b. Property Typing will usually be happy to arrange for the Freelancers and Property Typing to sign any Confidentiality Agreement or Non-Disclosure Agreement provided by the Client prior to carrying out any Services. These Agreements must be reviewed by Property Typing prior to starting the Service. In these cases, Turnaround Times will not begin until the Agreement has been reviewed and approved by Property Typing.



- c. If, on review of a Confidentiality Agreement or Non-Disclosure Agreement provided by the Client, Property Typing would not be happy to sign the Agreement for any reason, Property Typing reserves the right to suggest amendments to the Agreement in order to make it suitable and agreeable.
- d. If the Client asks Property Typing to sign a Confidentiality Agreement or Non-Disclosure Agreement after Services have begun or have been completed, Property Typing cannot guarantee that they will be happy to sign the Agreement. In these instances, the Client must still pay for any Services rendered, either at the full value if the Services have been completed, or at the value of the Services that have been completed so far.
- e. All Freelancers and contractors, including all Transcribers, Typists and Proofreaders, are required to sign a Confidentiality Agreement with Property Typing. Any Confidentiality Agreement or Non-Disclosure Agreement signed by Property Typing automatically applies to any Transcribers, Typists or Proofreaders who may carry out the Services.
- f. Property Typing reserves the right to share any signed Confidentiality Agreement or Non-Disclosure Agreement with any Transcribers, Typists or Proofreaders who may carry out the Services, to ensure they are aware of any such Agreements.
- g. Property Typing reserves the right to provide any Transcribers, Typists or Proofreaders who may carry out the Services with an amended version of the Confidentiality Agreement or Non-Disclosure Agreement signed by the Client and Property Typing. In such cases Property Typing will endeavour to amend as little of the original Agreement as possible. Amendments made include but are not limited to: declaring the agreement between Property Typing and the Transcriber, Typist or Proofreader, as opposed to Property Typing and the Client; and removing or censoring the names of individuals or organisations.





## **16. Changes & Variations to Terms & Conditions**

- a. Property Typing reserves the right to change these Terms & Conditions at any point and without warning. The latest date that these Terms & Conditions were changed will be shown on the first page.
- b. It is Client's responsibility to read Terms & Conditions before booking any Service with Property Typing, and to be aware of any changes since their most recent agreement to the Terms & Conditions for a prior Service.
- c. No variation can be made to these terms without the written consent of a Director of the Company.



## **Cookie & Privacy Policy**

This privacy policy sets out how we use and protect any information that you give when you use this website. We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. We may change this policy from time to time by updating this policy. You should check this policy from time to time to ensure that you are happy with any changes.

### **1. Information collected by our Website**

For the purpose of making an enquiry or placing an order or Booking, our website may collect the following information. Your name and appropriate contact information including email address, address, preferences and interests. Other information relevant to customer surveys and/or offers may also be requested.

### **2. What we do with the Information collected**

We require this information to understand your needs and provide you with more information for the product(s)/Service(s) you have requested. Your information will be stored in a CRM system for internal record keeping. We may use the information to improve our products and services. We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided. From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail. We may use the information to customise the website according to your interests.

### **3. Controlling your Personal Information**

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information



held on you please write to or email us.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

## **4. Website Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## **5. External Links**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## **6. An Introduction to Cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no

way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of our website.

## **7. Cookies deployed by our Website**

- Cookies deployed by our website:
- ensure that functionality operates as intended
- remember your choices and preferences during and between visits
- allow you to share pages via social network links like Facebook, Twitter and AddThis
- allow you to interact with our website by leaving comments or opinions
- track your visit for statistical analysis, allowing us to improve the usability, speed and security of our website Cookies are not deployed to:
- collect any personal identifiable information (without your express permission)
- collect any sensitive information (without your express permission)
- pass data to advertising networks
- pass personally identifiable data to third parties
- pay sales commissions

## **8. Your Consent for Cookie deployment by our Website**

In compliance with the 2011 EU Cookie Law, our website operates on an 'Implied Consent' basis. This means that we will assume that you have



opted-in for our website to deploy cookies until you choose to deactivate them within your browser settings or via the instructions below. By default, the majority of popular web browsers automatically permit websites to deploy cookies onto your device. Below you can learn more about the specific cookies deployed by our website, and how they can be disabled. For more information on the EU Cookie Law in the UK, we recommend visiting the Information Commissioner's Office (ICO) website where you can find the latest information, guidelines and advice on the EU Cookie Law.

## 9. How our Website uses Cookies

Our website uses Cookies for the following purposes:

**Social Network Sharing:** We encourage users to share our content and/or like our on profile on the popular Social Media websites Facebook, Twitter, YouTube, Google+ and LinkedIn. In order to make 'Social Sharing' accessible, our website utilises widgets either provided directly from the Social Networks and/or via amalgamative widgets from third parties such as AddThis. Cookies and privacy implications from the social networks vary and will be dependent on your nominated privacy settings with each Social Network. Social Sharing buttons will only deploy cookies if you are signed to that respective Social Network at the time of being on our website.

**Analytical Tracking:** Our website has Google Analytics installed which allows us to track and compile anonymous visitor statistics. The information collected ranges from simple traffic volume to the type of browser you are viewing our website with. This information is valuable to us not just for marketing analysis and quantification, but to improve the usability, security and load speed of our website content. Google Analytics is a popular, secure, flagship webmaster product from Google. The privacy and security of Google Analytics data is a high priority at Google that you can read more about on Google's Analytics Data Safeguarding page. Google also offer a Google Analytics Opt-out Browser Add-on that will allow you to automatically Opt-out of all websites that track your activity via Google Analytics. No personal information is collected by Google Analytics.



**WordPress:** Our website, either in full or in part, is built on the popular open-source CMS framework – WordPress. WordPress utilises cookies to allow visitors to register, login and comment on our website’s content. If you do not wish to participate in commenting on our website, WordPress will not deploy any cookies onto your device. Cookies will only be created by WordPress if you actively register or comment via the clear forms on our website.

**Enquiry Forms:** Visitors can choose to contact us via enquiry form(s) on our website. In order to prevent spam enquiries, we protect our forms with a ‘CAPTCHA’ challenge to ensure the submission is from a living person, rather than a computer bot. This CAPTCHA challenge creates a cookie that is used only to check the input response from the user is correct. The CAPTCHA cookie does not store any other information from your enquiry.

**Google Maps/Places:** Our website may have our Google Maps/Places profile embedded within an iframe. Google Maps creates cookies that enable the functionality of their powerful mapping software. No personal information is stored or shared on the cookies deployed by Google Maps/Places

## 10. How to disable cookies

Most modern browsers allow you to control your cookie settings for all websites that you browse. You can disable cookie deployment completely by editing your browser settings, however in doing this you may be limiting the functionality that is displayed on our website. To learn how to disable cookies on your preferred browser we recommend reading this advice posted by Google.

If you are concerned about cookies tracking your movements on the Internet then you may be concerned about spyware. Spyware is the name given to a particular band of cookies that track personal information about you. There are many antispyware programs that you can use to prevent this from happening. Learn more about antispyware software – <http://en.wikipedia.org/wiki/Spyware>. As mentioned earlier in this page you can also disable Google Analytics on all websites by downloading the Google



Analytics Opt-out Browser Add-on.



# Example Freelancer Confidentiality Agreement

## CONFIDENTIALITY AGREEMENT

### THIS AGREEMENT IS BETWEEN:

**Property Typing** (The Agent) and

**[Name of Freelancer]** (The Freelancer)

This agreement was made on **[dd/mm/yyyy]**

### WHERE:

(i) Property Typing agrees to allow the Freelancer access to confidential information outlined below:

Any data or information emailed, posted, faxed or handed to Property Typing by clients or business partners that requires formatting, typing, scanning, copying or any other nature of business which the clients may engage Property Typing as an Agent to source Freelancers to carry out on their behalf.

(ii) Strictly for the purpose of:

Carrying out jobs and completing any required work for and on behalf of Property Typing and its clients. This work may take the form of scanned documents, hand written documents, typed documents, audio files and any other format used by Property Typing and its clients.

(iii) The Freelancer agrees to use the confidential information strictly for the above purpose and to hold all information confidential during and after use.

### IT IS FURTHER AGREED THAT:

(a) Property Typing will allow the Freelancer access to the above confidential information and will allow suppliers, Freelancers, customers or representatives to offer further confidential information to the Freelancer if necessary.

(b) The Freelancer will hold all confidential information secret and will not disclose any confidential information to other Freelancers, consultants or third parties under ANY circumstances UNLESS Property Typing has given prior consent.

(c) The Freelancer will not make any copies or records of the confidential information without the prior consent of Property Typing.





(d) The Freelancer must return the confidential information in its entirety when prompted by Property Typing.

(e) The Freelancer understands that if they breach the agreement, Property Typing will be entitled to apply for injunctive relief and will claim for damages of breach.

(f) The Freelancer will not disclose the confidential information to anyone after their association has been terminated at Property Typing.

**I AGREE TO THE TERMS & CONDITIONS OF THE CONFIDENTIALITY AGREEMENT**

**Signed for and on behalf of the Property Typing:**

Signature .....  
Position: Business Owner  
Dated:

**Signed for and on behalf of the FREELANCE TRANSCRIPTIONIST:**

Signature .....  
Position: Freelance Transcriptionist  
Dated:

Property Typing  
13 Crossgates  
Amberley  
Arundel  
West Sussex  
BN18 9NS