

Terms and Conditions of Service

Starred Photos is a Photo Organisation service.

1. PURPOSE OF THIS DOCUMENT

This document notice describes how we will work with you and your property, and our expectation of each other during our working engagement. Please read the following carefully to understand our terms and conditions of service. By signing the Letter of Engagement, you are confirming your understanding and agreement of these terms and conditions.

2. CONFIDENTIALITY

Starred Photos operate a professional and confidential service and will never divulge any client information – personal or professional – to third parties. All information received from you is treated as confidential and will not be shared with anyone without his/her written consent.

For my personal safety and security, my family have access to my calendar with details of session dates and times, as well as the relevant client's first name and address. This information will only be accessed by my family in an emergency.

You agree that we may refer to our sessions with no identifiable information when discussing my services with a third party (e.g. "a client in Southwold that needed help with sorting multiple boxes of printed photos...").

We may request to take before, during and after photos of your project (without disclosing faces or names) or request a client testimonial from you. If you agree for me take photos or to give me a testimonial, these will only be published on my website and social media accounts with your explicit consent.

By agreeing to these Terms & Conditions, you also agree to the Starred Photos *Privacy Policy*.

Code of ethics

As a member of [The Photo Managers](#), Starred Photos are committed to adhering to their Codes of Ethics

3. HANDLING PHOTOGRAPHIC CONTENTS

We will treat your photographic content with the greatest care and respect.

4. Insurance

We hold Professional Indemnity and Public Liability Insurance to the value of £1million, we also hold Cyber and Data Protection Insurance to the value of £15,000.

5. Ownership & Consent

You agree that any content that is part of the project is yours or belong to an

adult or child that you are responsible for. If they belong to another adult who you are not responsible for or a child under the age of sixteen, we will need their explicit consent before incorporating the content in the project.

6. Transfer of Content

Before the transfer of physical and electronic content, we will perform an initial inventory, including general photos of the collection. The inventory will be emailed to you before removal. The sending of this email is considered an agreement by you to authorise the transfer of the content to our office.

We will transport the content directly to our office, ensuring the security of your content to a reasonably practicable level in a normal car.

On receipt of the content in our office, we will review the inventory and send any amendments via email.

7. Copyright

We will seek to gain authorisation to scan copyright materials from the original photographer to reasonably practicable level. Should we be unable to get consent (e.g. due to no longer in business) we will scan the content and add Metadata stating 'For archival purposes only' and this content should not be reprinted.

8. Disposal

We will not dispose of any printed photos without your explicit consent. If you agree to the disposal of printed photos, we will take the content to a reputable secure confidential shredding facility.

We do not dispose of electronic or outdated media

4. HANDLING DIGITAL CONTENT

a. Security

We know that keeping your information safe is vital. We promise to collect, process, store and share your data safely and securely. We use a variety of physical, electronic and technical measures to ensure this – all of which prevent unauthorised access to, use of, or disclosure of your personal information, including but not limited to:

- Password protection
- Use of secure sites only
- Up-to-date virus software

1. Back-up of digital content

While working with your digital content we will back-up your digital content

to our secure cloud-based back-up system and an external hard drive to prevent loss of data.

2. **Handover of digital content**

At the completion of our agreed work, all content will be passed to yourselves. All back-ups on our system will be deleted. Advice can be given on options for back-up solutions to safeguard your digital content.

With your agreement, we can retain your catalogue on our central hard drive for 2 years.

All precautions will be taken to prevent virus transmission from ourselves, however, it is the responsibility of you to ensure their own devices are virus-protected to prevent transmission.

1. **Photo consent**

Before commencement of work, an authorisation will be confirmed through a signature from you, to approve that they have permission to be in possession and direct the usage photos of any under 16-year-olds.

2. **ADVICE**

All my advice is given in good faith and with the intention of helping you achieve your goals. It is your choice to accept my advice or not, and as such we are not liable for your subsequent decisions or any consequences of your decisions.

3. **LOCATION & ACCESS**

Mileage: Locations greater than 10 miles driving from IP1 will be charged at 45p per mile beyond the 10 miles radius from IP1

Parking permits: You will need to provide relevant visitor parking permits for Starred Photos and any tradespeople required to complete the project.

Accommodation: We are more than happy to discuss projects outside of Suffolk; however, we will agree applicable accommodation costs in advance, which will be added to your invoice.

If we encounter access issues that were not made clear before arrival, we reserve the right to charge for my lost time.

4. **PROJECT LENGTH**

We will estimate the number of hours needed to complete your project at the point of engagement, but you agree that this is an estimate and may vary.

If it looks like we might run over the estimated hours, we will discuss the impact, next steps and variations to the agreed package.

5. **AGREEMENT, FEES & PAYMENT**

a. Letter of Engagement

By signing the Letter of Engagement you are agreeing to stated project package fees and you are confirming your understanding and agreement of these terms and conditions.

6. Fees

Discovery Session:

£150 for 3-hour consultation (virtual or in-home), payable in advance

Additional charges:

Media conversion – variable, cost agreed in advance

Storage materials – variable, cost agreed in advance

1. Payment methods

Payment can be made by cash, cheque or bank transfer.

Invoices should be settled within 14 days of the invoice date. A receipt will be emailed to you within 48 hours of payment.

2. CANCELLATIONS & DELAYS

If you need to cancel or reschedule a session, please give me at least 24 hours' notice. we will endeavour to give clients 24 hours' notice if we need to reschedule the session.

If you notify me of a delay of 30 minutes or more to the start of our session within two hours of our scheduled start time, we reserve the right to charge for my lost time.

3. CONTACT US

If you have any questions regarding this policy, please email us at liz@myphotomanager.co.uk, use the contact link below or telephone 07974 394 766