



## TERMS AND CONDITIONS

### 1. General

- 1.1. Wherever these Terms and Conditions differ from an existing contract or service agreement, the conditions of the contract or service agreement take precedence.

### 2. Definitions and Interpretation

- 2.1. Sterling Transcription/we/us means Sterling Transcription, the UK trading name of Pacific Solutions Pty Ltd, and any employees, agents or subcontractors of Sterling Transcription or Pacific Solutions.
- 2.2. Rates brochure refers to any of Sterling Transcription's standard pricing brochures and individual client rates letters as applicable in the current calendar year.
- 2.3. Client/you means anyone by whom Sterling Transcription has been engaged in the provision of services.
- 2.3.1. Research clients are clients to whom the research rates brochure applies, that is, clients who utilise Sterling Transcription services for the transcription of research or other interviews or focus groups.
- 2.3.2. Professional dictation clients are clients to whom the professional rates brochure applies, that is, clients who utilise Sterling Transcription's services for transcription of professional dictation, whether it be medical, legal, or otherwise in nature.
- 2.4. Transcript means the type-written version of audio either provided by the client to Sterling Transcription or recorded by Sterling Transcription, and transcription means the production of a transcript by Sterling Transcription.
- 2.5. Manager refers to a duly authorised manager of Sterling Transcription.
- 2.6. Personal information means the information or an opinion (including information or an opinion forming part of a database) whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.
- 2.7. Confidential information means information that:
- 2.7.1. is by its nature confidential;
- 2.7.2. is identified (whether in writing or not) as confidential by the client to Sterling Transcription;
- 2.7.3. Sterling Transcription knows or ought to know is confidential;
- 2.7.4. Is Personal information.

<sup>1</sup> Sterling Transcription is a registered trading name of Pacific Solutions Pty Ltd, a company incorporated in Australia. (ABN 67 100 292 171)



- 2.8. Words importing a gender include the other; words in the singular number include the plural and vice versa; and references to legislation or to provisions in legislation include references to amendments or re-enactments of them and to all regulations and instruments issued under the legislation.

### 3. Supply of Services

- 3.1. Sterling Transcription provides a transcription, typing, and document-production service for businesses, institutions and also individuals.
- 3.1.1. Sterling Transcription is also a supplier of digital audio recording equipment and qualitative analysis software programs.
- 3.1.2. Sterling Transcription also provides translation services.
- 3.2. Sterling Transcription may be engaged in the provision of services explicitly, by verbal and written negotiation, or implicitly, by the provision of audio to Sterling Transcription by client for the purpose of transcription.
- 3.3. By engaging Sterling Transcription in the provision of services, the client acknowledges that the client has read and accepted the Terms and Conditions set out herewith. These Terms and Conditions are also maintained in client logins and are freely available on request.
- 3.4. Sterling Transcription reserves the right to decline to engage in the supply of services to any client. This will usually be as a result of very poor quality audio. If Sterling Transcription declines to engage in the supply of services to a client, the client will be notified.
- 3.5. Supply of services may be carried out by either a Sterling Transcription employee or an authorised Sterling Transcription subcontractor.
- 3.6. Sterling Transcription may from time to time include clients' company logos on promotional material. If you do not wish to have Sterling Transcription use your company logo on promotional material, please notify us.

### 4. Rates

- 4.1. Rates brochures are available either:
- 4.1.1. in client login;
- 4.1.2. in a separate rates letter/client agreement; or,
- 4.1.3. in the case of prospective clients, by email.
- 4.2. Upon providing Sterling Transcription with audio for Transcription, it is deemed that you have read, understood and accepted all information contained in the rates brochure, and are liable for all subsequent transcription costs incurred by us.
- 4.3. Itemised quotations for cost of services are provided in good faith, and are an approximation of anticipated charges based on information provided by client. A precise assessment of final charges will be made once the audio has been received and typed, and other factors relevant to the transcription of the audio are known. Sterling Transcription reserves the right to alter the final charges made to clients, in line with rates brochure, where circumstances change.



- 4.4. For research clients, pricing is based on a rate per audio minute, dependent on audio quality.
- 4.4.1. 'Audio minutes' refers the total minutes of transcribed audio per file, with each file rounded up to the nearest whole minute.
- 4.4.2. 'Audio quality' is rated from low through to high, with 'low' audio charged at a higher rate in line with our standard rates.
- 4.5. For professional clients, pricing is based on a rate per line or per audio minute, depending on the negotiated agreement.
- 4.5.1. 'Per line' has the meaning attributed in our rates sheets, namely: every 65 characters with spaces (i.e. 65 keystrokes), but not white space. This can be audited against the Microsoft Word character count. Part lines are rounded up to the nearest whole line.
- 4.6. Sterling Transcription will only inform client of a divergence from a quotation if the cost of services is likely to vary by greater than 15%.
- 4.7. In special circumstances, Sterling Transcription is able to provide an enforceable pricing agreement with a client. To do so, the entirety of audio subject to the pricing agreement needs to be provided by the client in order for Sterling Transcription to make an assessment of anticipated costs.
- 4.8. The decision as to whether or not a discount is applicable is at the discretion of the Sterling Transcription manager and is determined on a case-by-case basis, however this will be confirmed with the client prior to any costs being incurred.

## 5. Invoicing

- 5.1. An invoice for work completed is issued monthly or at the end of the project, unless other arrangements are made.
- 5.2. Sterling Transcription reserves the right to require pre-payments, to require payment before release of a transcript, to issue invoices more frequently to new clients, and also to require payment of outstanding invoices before continuing to provide services.

## 6. Payment

- 6.1. Sterling Transcription reserves the right to charge late fees on overdue amounts at a rate of 10% of the outstanding balance or £15, whichever is greater, per month.
- 6.1.1. Late fees will be charged after an invoice remains outstanding for 60 days from the date of invoice.
- 6.2. Sterling Transcription retains ownership of all transcripts until the invoice for those transcripts is paid and reserves the right to take reasonable measures to recover costs from invoices outstanding greater than 60 days.
- 6.3. In the event of a cheque from client being refused by the bank, or a refund being made by the credit card, client will be responsible for all bank charges resulting from the returned cheque/credit card refund.
- 6.4. In the event of invoices remaining unpaid, Sterling Transcription has the right to commence legal proceedings to recover the debt.



- 6.5. Prepayment for transcription is available at the discretion of the manager, and such funds provided to Sterling Transcription with this purpose in mind remain in your credit until exhausted by payment for services, or for a maximum of two years from the date of prepayment.
- 6.6. Invoice payment is to be made in full and without deduction or offset of fees or charges levied by the client's financial institution.

## **7. File Retrieval/Archiving**

- 7.1. For security and confidentiality purposes, unless archiving is requested by client, Sterling Transcription purges all client Transcripts from client accounts approximately one month after payment of invoice has been received.
- 7.2. A general offsite backup is maintained for approximately one year. Files may be retrieved during this time where possible for a small retrieval fee, outlined in the rates brochure.
- 7.3. Sterling Transcription's archiving service keeps completed transcripts (and, by negotiation, audio) on Sterling Transcription's server for as long as the archiving fee continues to be paid by client.
  - 7.3.1. Where client fails to pay the archive service fee, Sterling Transcription reserves the right to purge documents and/or audio in line with usual security and confidentiality policies as outlined in clause 14.

## **8. Turnaround**

- 8.1. Except where another arrangement exists, turnarounds detailed in rates brochures operate as guidelines only and may vary depending on audio quality and volume of work. Turnarounds are not enforceable in any way. Sterling Transcription endeavours to meet all reasonable requests for specific turnaround times, and the client may add notes detailing a specific turnaround request to any audio uploaded. Sterling Transcription will notify the client if any reasonable deadline specified in a note is unlikely to be met.

## **9. Style**

- 9.1. Sterling Transcription's Standard (sometimes known as "intelligent verbatim") style will be used for all transcripts of interviews/focus groups (and other multi-speaker recordings) unless otherwise agreed. In order to improve the readability of the transcript, the Standard Sterling Transcription style excludes false starts, repeated words, verbal acknowledgements (when not pertinent to the meaning of the transcript), repetitive speech habits, over-speaking and trailing off.
- 9.2. Dictation, unless instructions are given to the contrary, will be transcribed using the exercise of reasonable care, skill and discretion by the typist, with regard to punctuation, capitalisation, and spelling of words. This applies to all professional transcription.



## 10. Trials

- 10.1. Where requested, and at the discretion of the manager, Sterling Transcription may offer a free trial of services for 10 minutes of audio for the purpose of confirming template, style and quote specifications.

## 11. Cancellation

- 11.1. Where transcription of a standard turnaround cancelled file has not yet commenced, there is no fee charged for cancellation.
- 11.2. Where transcription of a cancelled file has commenced, client will be charged for the audio minutes transcribed at the time of cancellation.
- 11.3. Where Transcription of a cancelled file has been completed, the full amount for transcription of the file is payable.

## 12. Dispute Resolution

- 12.1. Although all transcripts are quality assured prior to return to client, it must be noted that the final checking of transcripts is the responsibility of the client.
- 12.1.1. Sterling Transcription will comply with any reasonable request for correction of typing without charge, but does so at the manager's discretion, taking into account quality of audio, nature of transcript, and types of errors.
- 12.1.2. a request for the correction of a transcript must be made within 14 days of issuance of invoice for the transcript.
- 12.1.3. Sterling Transcription is not liable for any charges the client might incur correcting a transcript.
- 12.2. Sterling Transcription endeavours to resolve all disputes to the satisfaction of client and aims to do so in a peaceable and amicable manner. If any dispute or difference arises out of, or in connection with, these Terms and Conditions which are unable to be resolved by negotiation, then Sterling Transcription and client agree that the dispute shall be submitted to an independent mediator appointed by agreement between Sterling Transcription and client. Any disputes regarding the quality of a transcript should be assessed by a mediator familiar with the nature and standard practices of the industry. Costs for mediation are to be shared by the parties. In the event that either Sterling Transcription or client should fail or refuse to agree to, or participate in, this dispute resolution procedure, then either party shall be free to seek to resolve matters by obtaining independent legal advice.
- 12.3. Sterling Transcription will provide appropriate avenues for people to state and resolve any grievances about the service received without fear of penalty or victimisation.
- 12.4. All grievances will be handled according to Sterling Transcription's Terms and Conditions, Privacy and Confidentiality policies.
- 12.5. Consumers of Sterling Transcription services are able to lodge complaints in the following ways:
- Via email: To the relevant staff member or to the manager.
- Via post: 78 York Street, London, W1H 1DP



12.5.1. Complaint details will be recorded, including: date of the complaint, name and contact details of the complainant (this information will be kept confidential), a record of the investigations undertaken, the nature of the complaint (including subject and details of the matter), final action taken and the date and manner in which the complainant was informed of the outcome.

12.5.2. The complainant will be notified within 10 working days from the notification of the complaint as to the process being undertaken to reach a resolution and will be informed as to the final outcome and/or updated as appropriate. Organisational members will be given the opportunity to answer any complaint.

### **13. Warranties and Liability**

- 13.1. Sterling Transcription warrants that services will be provided using reasonable care and skill, and that all typists are subject to strict confidentiality agreements, have appropriate experience and have undergone a rigorous quality review process.
- 13.2. Sale of goods and services
- 13.2.1. Where Sterling Transcription supplies in connection with the provision of the services any goods supplied by a third party, such as the sale of merchandise, Sterling Transcription does not give any warranty, guarantee or other term as to their quality, fitness for purpose or otherwise, but shall, where possible, assign to client the benefit of any warranty, guarantee or indemnity given by the party supplying the goods to Sterling Transcription.
- 13.2.2. Refunds for sale of goods such as digital audio recorders or software are dealt with in accordance with the manufacturer's standard refund policies.
- 13.2.3. Refunds for transcription will only be considered after a mediation assessment.
- 13.3. Sterling Transcription shall not be liable for any loss, damage, costs, expenses or other claims for compensation arising from:
- 13.3.1. any breach by client of these conditions;
- 13.3.2. any client material or instructions supplied by the client which are incomplete, incorrect, inaccurate, illegible, out of sequence or in the wrong form, or arising from their late arrival or non arrival, or any other fault attributable to the client;
- 13.3.3. any use by the client of the transcribed or typed material for illegal or libellous purposes;
- 13.3.4. the production by Sterling Transcription of any transcript, or the use by the client or anyone else of any transcript.
- 13.4. Sterling Transcription recommends that any client material sent to Sterling Transcription through the postal services is sent via recorded delivery. Sterling Transcription shall not be liable for any loss, damage, costs, expenses or other claims arising from any client material which is lost or damaged through the postal system or of which the client has not retained a copy.
- 13.5. Sterling Transcription will not be liable for any loss or damage to any cassettes/discs or other portable storage media or due to any mechanical failure of a cassette/disc or other form of portable storage media. For this reason we recommend that clients maintain a duplicate copy of any material provided to us.



- 13.6. Force Majeure
- 13.6.1. Sterling Transcription does not accept liability for failing to supply services due to Acts of God, fire, flood, electrical or telecommunications problems or any other reason beyond our control.
- 13.7. All incoming emails, discs, CDs or other media will be scanned for viruses. Sterling Transcription will not open unsolicited emails or email attachments which do not have an accompanying explanatory message.
- 13.7.1. Sterling Transcription will endeavour to scan all email attachments sent to customers. However, it is the responsibility of all recipients to check attachments prior to opening the file as no responsibility or liability will be accepted by Sterling Transcription.

## 14. Confidentiality

- 14.1. The client warrants that it has the right to disclose any confidential information which it discloses to Sterling Transcription.
- 14.2. The client agrees to save, protect, defend, indemnify and hold Sterling Transcription harmless from and against any and all claims and/or financial losses of any type whatsoever arising from any third party claim that use of the information disclosed to or by Sterling Transcription hereunder in accordance with these Terms and Conditions violates or infringes any third party's property or proprietary rights of any kind.
- 14.3. Sterling Transcription and its operations will at all times adhere to the letter and spirit of the *Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011*, the *Data Protection Act 1998* and the *Telecommunications (Data Protection and Privacy) Regulations 1999*.
- 14.4. Sterling Transcription at all times acknowledges that confidential information remains the exclusive property of the client and this Agreement does not convey any proprietary or other interest in the confidential information to Sterling Transcription, except in circumstances where Clause 6.3 applies.
- 14.5. Sterling Transcription will use the confidential information provided by the client only for the purpose of providing the services to the client.
- 14.6. Sterling Transcription agrees that during and after the provision of services:
- 14.6.1. It will only disclose the confidential information on a "need to know" basis to its directors, employees, agents or subcontractors for the purposes of providing the Services.
- 14.6.2. It will inform its directors, employees, agents or subcontractors of their obligation under these Terms and Conditions and will ensure they sign any confidentiality agreements which are necessary to ensure their compliance with these Terms and Conditions and the standards required by the *Privacy and Electronic Communications (EC Directive) Regulations 2003*, the *Data Protection Act 1998* and the *Telecommunications (Data Protection and Privacy) Regulations 1999*.
- 14.6.3. Confidential information will be kept in a secure location where it cannot be accessed by any third party.
- 14.7. The obligations of Sterling Transcription under these Terms and Conditions will not be taken to have been breached where the confidential information:
- 14.7.1. is legally required to be disclosed, provided the client is notified promptly in order to contest such a disclosure;



14.7.2. is or becomes generally available to the public through no wrongful act, omission or breach of these Terms and Conditions by Sterling Transcription;

14.7.3. was in Sterling Transcription's possession prior to the time it was acquired from the client free from any obligation as to confidentiality and was not acquired, directly or indirectly, from the client;

14.7.4. has been independently developed or acquired by Sterling Transcription;

14.7.5. forms part of a transcript that falls under the conditions set out in Clause 6.3 retaining ownership of the transcripts until the invoice for those transcripts is paid.

14.8. Term and Termination:

14.8.1. obligations as to the non-disclosure of confidential information are ongoing and will survive the expiration or termination of the provision of the services.

14.9. Waiver and Variation:

14.9.1. a provision or obligation under these Terms and Conditions may not be waived except in writing signed by the party granting the waiver

14.9.2. a provision or obligation under these Terms and Conditions may not be varied except in writing signed by the parties.

**15. Signing**

15.1. All clients are taken to have read, understood, accepted and agreed to Terms and Conditions set out above. For clients who require a signed agreement for their own administrative purposes, please refer to the signing page overleaf.





**Signing is optional unless clients require a formal agreement.**

IN WITNESS WHEREOF, the parties have read, understood, accepted and agreed to all of the Terms and Conditions contained in this document.

For \_\_\_\_\_ , \_\_\_\_\_  
(Client name) (Company/Institution)

of \_\_\_\_\_  
(Address)

\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Signature of Witness: \_\_\_\_\_

Name: \_\_\_\_\_ Name of Witness: \_\_\_\_\_

Position: \_\_\_\_\_ Date: \_\_\_\_\_

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

**for PACIFIC SOLUTIONS PTY LTD, trading as STERLING TRANSCRIPTION**

Signature: \_\_\_\_\_ Signature of Witness: \_\_\_\_\_

Name: \_\_\_\_\_ Name of Witness: \_\_\_\_\_

Position: \_\_\_\_\_ Date: \_\_\_\_\_

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