Terms & Conditions

Last updated: October 2026

These Terms & Conditions explain how I provide my services and what you can expect when working with Chalmers Right-Hand VA.

By agreeing to work with me, you agree to these Terms & Conditions.

1. About Chalmers Right-Hand VA

Chalmers Right-Hand VA is a sole-trader virtual assistant service providing flexible administrative, research, project and personal assistant support to businesses, creatives and individuals.

I aim to provide a friendly, reliable and professional service while working in a way that suits each client's individual needs.

2. My Services

Services may include, but are not limited to:

- Administrative support
- Research and information gathering
- Project support and organisation
- Personal assistant support
- Diary and appointment management
- Email and document support
- Data entry and organisation
- Event and production support
- Other reasonable administrative tasks agreed with the client

The exact services, hours, deadlines and deliverables will be agreed with each client before work begins but my contactable hours are 8:30am – 5pm Monday to Friday (excluding Bank Holidays). Please note that I will not be contactable outside of these times. If I am unable to answer the phone, please leave a message or send an email and I will endeavour to respond the same working day.

I may decline work where I feel that a task is outside my skills, experience, available capacity or the nature of the services I offer.

3. Agreeing to Work Together

Before work begins, we will agree the nature of the work required, the applicable rate or package, and any relevant deadlines or arrangements.

By signing and returning the Client Form, the client confirms that they have read, understood and agree to these Terms & Conditions, which form part of the agreement between the client and Chalmers Right-Hand VA.

Where the scope of work changes significantly, I will discuss this with you before carrying out additional work.

4. Fees, Payment & Cancellation

My current rates and packages are available on request or as stated on my website.

Payment is required in full before agreed work begins. The balance must be paid within 72 hours of the invoice being sent to the client. If payment has not been received within this period, the agreement may be terminated. Clients may cancel their agreement in writing before work has commenced and receive a full refund of any fees paid.

Once work has commenced, clients are encouraged to notify me promptly if they are unhappy with any aspect of the service provided. I will make reasonable efforts to resolve any concerns, including correcting work where appropriate. Where a refund is requested, this will be considered based on the circumstances and the work already completed.

Nothing in these Terms & Conditions affects a client's statutory consumer rights.

Any additional costs incurred by Chalmers Right-Hand VA (such as travel expenses, printer ink, stationery and stamps) will not be paid for without prior permission from the Client and will then be billed directly to the Client.

If you wish to end a monthly retainer or direct debit, please note that a months' notice is required in writing.

5. Changes to Booked Work

I understand that plans can change and business timelines vary.

If a client needs to pause or rearrange previously agreed work, I ask that 48 hours' notice is given. Please note that the package cannot be reduced mid-month, once agreed but the tasks you require of me can be amended.

If a client regularly pauses or changes agreed work at short notice, I may need to review the working arrangement or availability.

6a. Additional Retainer Hours

If you're on a monthly retainer and need a little more support than your package includes, there's no need to purchase another package. I can provide additional hours at your package's hourly rate, which will be invoiced at the beginning of the following month.

If you regularly find that you need more hours than your current package provides, we can discuss upgrading to a larger monthly package that better suits your ongoing needs and will be more cost effective.

6b. Unused Retainer Hours

If a task included within your monthly retainer is completed sooner than expected, any unused hours can be carried over into the following month.

Carried-over hours must be used during that following month and cannot be carried over beyond that point. Any remaining hours at the end of that period will expire and cannot be refunded or exchanged for cash.

7. Client Responsibilities

To allow me to provide the best possible service, clients are responsible for providing accurate information, instructions, access and materials reasonably required to complete the agreed work.

Clients should also ensure that they have the appropriate rights or permissions to provide me with any documents, images, personal information or other materials they ask me to work with.

Where a task depends on information, approval or access being provided by the client or another person, any resulting delay may affect the agreed deadline.

8. Confidentiality

I understand that clients may share confidential or commercially sensitive information with me.

I will treat client information with care and will not knowingly disclose confidential information to third parties unless:

- the client has given permission;
- disclosure is necessary to carry out the agreed work; or
- I am legally required to do so.

I will take reasonable steps to keep client information secure, storing it within a protected file.

Further information about how I collect, use and protect personal information can be found in my Privacy Policy.

9. Research and Information

Where I provide research or information-gathering services, I will make reasonable efforts to locate reliable and relevant information using appropriate sources. The information provided is for general information purposes only. While I make every effort to ensure that the information is accurate and up to date, I cannot guarantee that it will always be complete or error-free.

Research is provided to assist the client and does not replace the client's own professional judgement or, where appropriate, advice from a suitably qualified professional.

Where research involves legal, financial, tax, medical or other regulated matters, I will not present my research as professional advice.

10. Disclaimer

While I will take reasonable care to ensure that all work is completed accurately and professionally, I cannot guarantee that information supplied by clients or obtained from third-party sources will always be accurate, complete or up to date.

Clients are encouraged to review completed work and notify me promptly of any errors or concerns. Where an error has occurred as a result of my work, I will take reasonable steps to investigate and correct it, where appropriate, at no additional charge.

I will not be responsible for errors or delays arising from inaccurate or incomplete information supplied by clients, or circumstances outside my reasonable control. Nothing in these Terms & Conditions excludes or limits liability where doing so would be unlawful.

11. Quality of Service and Liability

I will provide my services with care and skill and will make reasonable efforts to meet agreed deadlines and requirements.

I cannot be responsible for problems caused by circumstances outside my reasonable control, including third-party services, website or software outages, inaccurate information supplied by a client, or delays caused by a client or another third party.

Nothing in these Terms & Conditions affects any rights or responsibilities that cannot legally be excluded or limited.

I will securely store client documents and information for as long as reasonably necessary to provide the agreed services.

When our working relationship ends, I will securely delete or return client documents and information, as appropriate, unless I am legally required to retain certain records or we have agreed otherwise in writing.

Any information retained for legal, accounting or regulatory purposes will continue to be stored securely and will not be used for any unrelated purposes.

I will not retain or use client documents, confidential information or completed work for my own purposes without the client's permission.

12. Intellectual Property

Unless otherwise agreed:

- Materials and content supplied by the client remain the client's property.
- Original work specifically created for the client as part of the agreed service will belong to the client once the relevant invoice has been paid in full, where applicable.

I will not use a client's confidential work or materials for promotional purposes without the client's permission.

Any pre-existing templates, systems, processes, tools or resources belonging to Chalmers Right-Hand VA will remain my intellectual property, even where they are used in providing services to a client.

Where such materials are incorporated into completed work supplied to the client, the client will have permission to use them as part of that completed work for their own business purposes, unless otherwise agreed in writing.

This does not affect the client's ownership of original work specifically created for them as part of the agreed services, once the relevant invoice has been paid in full.

13. Third-Party Services

Some work may involve the use of third-party websites, software or services.

Where I use a third-party service as part of agreed work, I cannot guarantee the availability, security, functionality or accuracy of that third-party service.

Clients remain responsible for any third-party accounts, subscriptions or services that they own unless otherwise agreed.

14. Changes to These Terms

I may update these Terms & Conditions from time to time, for example if my services change or if there are changes to relevant laws or regulations.

The latest version of these Terms & Conditions will be available on my website or provided directly to clients upon request.

Where a proposed change would materially affect an existing client's working arrangement, I will notify the client and obtain their agreement before the change takes effect.

15. Contact

If you have any questions about these Terms & Conditions or about working with Chalmers Right-Hand VA, please contact me using the details below.

Chalmers Right-Hand VA
Jen Chalmers
chalmers-right-hand-va@hotmail.com
www.chalmers-right-hand-va.co.uk
07870 810988

Appendix A – Data Processing Agreement

This Data Processing Agreement forms part of the Terms & Conditions between the client and Jen Chalmers, trading as Chalmers Right-Hand VA.

It applies where Chalmers Right-Hand VA processes personal data on behalf of the client as part of the agreed services. For such processing, the client acts as the Data Controller and Chalmers Right-Hand VA acts as the Data Processor.

Both parties agree to comply with their respective obligations under applicable UK data protection legislation, including the UK GDPR and Data Protection Act 2018.

1. Processing Client Data

I will only access, use, store or otherwise process personal data on the client's documented instructions, including instructions provided through our agreed tasks, emails or other written communications, unless processing is required by applicable law.

If I am legally required to process personal data outside those instructions, I will inform the client beforehand unless the law prohibits me from doing so.

I will notify the client if I believe an instruction would breach applicable data protection legislation.

2. Third-Party Services and Sub-Processors

I will not appoint another organisation or individual to process personal data on the client's behalf without the client's prior written authorisation.

Where the client provides general written authorisation, I will notify them of intended changes involving the addition or replacement of sub-processors and provide a reasonable opportunity to object.

Any authorised sub-processor will be required to comply with appropriate contractual data protection obligations, providing protection equivalent to that required under this agreement.

I will remain responsible to the client for the performance of my sub-processors' data protection obligations.

3. Personal Data Breaches

If I become aware of a personal data breach affecting information processed on behalf of the client, I will notify the client without undue delay.

I will provide the information reasonably available to me about the incident, including its nature, the information potentially affected and any steps taken to contain or resolve it.

I will cooperate with the client in investigating the incident and taking appropriate action.

4. Data Protection Requests

I will provide reasonable assistance to the client in responding to requests from individuals concerning their personal data, including requests for access, correction, deletion or restriction of processing.

If I receive such a request directly relating to personal data processed on behalf of a client, I will forward it to the client promptly and will not respond on the client's behalf unless instructed or legally required to do so.

5. Compliance and Audits

I will make available information reasonably necessary to demonstrate my compliance with the data processing obligations set out in this agreement.

I will cooperate with reasonable audits and inspections carried out by the client or an auditor appointed by the client, in accordance with applicable data protection legislation.

Any audit arrangements will be discussed in advance where practicable, with appropriate safeguards to protect the confidentiality and security of other clients' information.

6. Details of Data Processing

The personal data processed, the individuals concerned, the purpose and nature of the processing, and its duration will depend on the services agreed with each client.

These details will be recorded on the Data Processing Details document, which will be included in the Welcome package email.

Personal data will only be processed for the agreed purposes and for the duration necessary to provide the services, subject to any applicable legal retention requirements.

7. Confidentiality, Security and International Transfers

I will ensure that anyone authorised to process personal data on my behalf is subject to an appropriate duty of confidentiality.

I will implement appropriate technical and organisational security measures, taking account of the nature of the information and the risks involved.

I will not transfer personal data outside the UK, or authorise an international transfer by a sub-processor, except in accordance with the client's documented instructions and applicable data protection legislation, including any required transfer safeguards.

8. Ending the Agreement

When the relevant services end, I will, at the client's choice, securely return or delete the personal data processed on their behalf, including existing copies, unless applicable law requires continued storage.

Any legally retained information will remain appropriately protected and will not be used for unrelated purposes.