



HERDENS

Terms of Business

Please note that these terms will apply to this case and all subsequent instructions received from your offices. If you require further copies or for these details to be printed out on each acknowledgement please advise.

In relation to all instructions received by Herdens, the firm will ensure the following:

- ☒ The receipt of all instructions will be confirmed (usually in writing within 72 hours of receipt)
- ☒ An estimated time for completion of instructions will be given if requested, however an interim or final report will usually be issued within 28 days of receipt of the instructions
- ☒ Enquiries will be completed promptly and efficiently in accordance with your written instructions
- ☒ If required, a maximum cost for the enquiry can be agreed at any point and no further work will be carried out if it is thought that this sum may be exceeded, until a new fee has been agreed
- ☒ No enquiry will be carried out that is against any law, in breach of the data protection act or contravenes current human rights legislation
- ☒ At all times the firm will maintain professional indemnity insurance
- ☒ At all times the firm will be registered with the Information Commissioners Office
- ☒ All personal information which the firm holds in accordance with its Data Protection registration will be deleted / destroyed 2 years after the conclusion of our enquiries, unless any law requires us to hold the information for a longer period of time.

In addition Herdens would expect the following from you:

- ☒ All instructions should be provided in writing, including details of any special requirements that you may have
- ☒ If investigations are urgent, then they are clearly marked as such and they should be received by Herdens with sufficient time to allow completion to our usual standards
- ☒ All information provided to Herdens in connection with instructions should have been collected legally and where appropriate with the consent of any individuals concerned
- ☒ No instructions sent to Herdens should request a service that is against any law, in breach of the data protection act or contravenes current human rights legislation
- ☒ All invoices should be settled within the timescale stated on them (minimum of 30 days)

If you have any queries regarding these terms of business, then please contact us on 0845 486 0073 to discuss the matter.