

Policy and procedures

Privacy and Confidentiality Policy

Please be assured that we take the utmost care to keep your personal information personal.

Any information that we collect, such as your name, email address, and other pertinent information pertaining to you, will not ever be used for promotional, or any other purpose, without your express permission, it will only be used by us to communicate with you with regards to business that we have between us.

Your email will not be sold to anyone to be used in commercial lists.

All images are the property of our company and should not be used without the correct permissions obtained from the officers of our company.

Please contact us should you have any questions, concerns or need further specific clarification on any issue pertaining to this document.

Deposit

25% upon initial agreement to create site

25% at half way Milestone

25% at completions before sign off

25% at sign off.

Non Payment of invoices

This will result in your site being pulled from the internet and only re-instated at a cost of \$100.00 when account arrears is paid up in full and any other money owing in the future to be paid by post dated cheques

Changes

Upon 48 hours of notice for emergency changes

Scheduled work

Provide by Monday at 4pm close of business day if changes are required for the following business week, not including statutory holidays. This will enable us to address any changes to you and all clients in a timely manner

Termination of services

Upon 1 months notice in writing

Hours of business

Monday to Thursday 10 am until 4 pm

Meetings

Happy to attend meetings with other collaborators on our sites, with 5 working days notice at a charge of \$50.00 an hour payable before the meeting.

Non Payment

If payment is not received for hosting or website work, your site will be taken down (if applicable) and only re-instated after full payment has been made and at an additional cost of \$100.00 to cover the time taken to re-instate the site.