**CLIENT ENGAGEMENT LETTER**

**GDPR | COMPLIANCE**

It is the policy of our business that a ‘New Client Engagement Letter’ is completed by all of our new clients. This letter sets out our terms of engagement. Please read it and make sure you understand the scope of our engagement. If the terms are acceptable, please sign the enclosed copy of this engagement letter and return to **business@qmads.co.uk** please feel free to contact us if there is anything you do not understand, or wish to discuss, any aspect of the terms of this engagement.

**Purpose and Scope**

The engagement of QMADS is to provide you any of the service or combination of services as mentioned in the service specification document / listed in CQC packages sent via email which is further available on our website.

**Mutual Responsibilities**

QMADSwill ensure that all services are provided in accordance within agreed timeframe and to professional standards. Clients are required to arrange for reasonable access by us to relevant individuals and documents and shall be responsible for both the completeness and accuracy of the information supplied to us including the information of any third party/employee/associates who are working with them i.e. (Registered / Practice / Clinic Managers / Consultants / Doctors / Nurses / Any other staff) and whose information (if any) we will process on your behalf for any work we will carry out for you. You shall take their consent for sharing such information in line with your own GDPR policy to protect your business and us for processing the information of your staff on your behalf during any task of our services.

**Period of Engagement**

This engagement will start upon acceptance of the terms of engagement by you and until the date our services are delivered primarily and/or beyond as long as you need our services.

**Fixed Prices**

Unless otherwise stated in writing, all costs which we provide to you of our anticipated fees, disbursements and charges for any fixed price packagesare absolute amounts you can expect to be charged. **We will never charge you any hidden fee.**

**Confidentiality**

In conducting this engagement, information acquired by us during the engagement is subject to strict confidentiality requirements. That information will not be disclosed by us to other parties except as required or allowed for by law, or with your express consent. We will never share your information with any third party except when the nature of our services or you require us to do it, for example: when we process the CQC registration for you on your behalf or represent you to any Govt authority i.e. NHS England, Public Health, CCG’s, Local Council or CQC.

**Consulting Fee**

The fee arrangement is based on the expected amount of time and the skill level of staff required completing the services at the respective hourly rates. Where quotations have been provided for specific services, these quotations will provide adequate detail of all time and allocated staff and rates. If circumstances of the services to be provided change from the original quotation, a new quotation between the two parties will be agreed before any further work is undertaken, unless we have an open mandate from you to finish the work regardless of the cost.

**Terms of Service**

The terms of payment are strictly based on advance payments. An itemised account of all charges, costs and disbursements will be provided on the invoice. As part of our marketing strategy, we will display your logo (unless you explicitly tell us not to) in our Success Stories Page (website/across any digital platform) to help provide assurance and confidence to new customers to help them consider using our services. Once you are satisfied with the terms of our engagement, please sign, date and send this letter back to us. We thank you for giving us the opportunity to provide you our CQC Compliance services and we look forward to developing a strong relationship with you for many years to come.

**Clients Acceptance & Declaration**

We, agree to all/applicable terms and conditions as noted in this letter in addition to the terms and conditions of the services provided to us, and which are further available on qmads.co.uk

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| Printed name of authorised signature of customer |  |
| Authorised signature of customer to sign  (name typed electronically are accepted as signatures) |  |
| Insert date of signing |  |

***Once completed, please send this letter to*** [***business@qmads.co.uk***](mailto:business@qmads.co.uk)