



Terms of Business



1. Introduction

These Terms of Business ("Terms") govern the provision of services by VTK Investigations Limited, trading as VTK Legal and VTK Digital ("VTK Legal"). By engaging our services, you agree to be bound by these Terms.

2. Company Information

- Company Name: VTK Investigations Limited
- Trading Names: VTK Legal, VTK Digital
- Address: SO1, The Craggs Country Business Park, New Road, Cragg Vale, Hebden Bridge, HX7 5TT
- Contact Information: office@vtkinvestigations.co.uk | +443456465502

3. Services

VTK Legal provides the following services:

- Residential tracing
- Employment tracing
- Asset reporting
- Process serving
- Site visits
- Surveillance
- Security

There are no limitations on the services provided.

4. Client Responsibilities

Clients are responsible for:

- Ensuring that their instructions are legal.
- Providing complete and accurate instruction requirements.

5. Fees and Payments

- Fee Structure: Services are primarily offered on a fixed fee basis. In rare cases, services may be provided on an hourly rate.

- **Payment Terms:** Payments are due strictly within 21 days of invoicing by BACS.
- **Additional Costs:** Any expenses and disbursements will be notified to the client prior to billing.

6. Confidentiality

All client information is stored securely in a bespoke case management system utilising Amazon Web Services (AWS). We ensure the confidentiality of client information through secure handling practices.

7. Data Protection

- **Compliance:** We comply with GDPR and other relevant data protection regulations.
- **Data Handling:** All data is securely handled and employees and agents are held under contract to ensure compliance.
- **Data Retention:** Personal data is deleted and destroyed within 30 days.

8. Liability

VTK Legal is not liable for errors made by clients or agents. Our liability is limited to the extent permitted by law.

9. Termination

This agreement can be terminated by either party for non-compliance or error. If work has been engaged, appropriate fees will be charged unless otherwise noted.

10. Dispute Resolution

In the event of a dispute, we encourage clients to speak with us face to face or over the phone to arrange a resolution.

11. Governing Law

These Terms are governed by and construed in accordance with the laws of the United Kingdom.

12. Amendments

Any changes to these Terms will be notified to clients in writing.

13. Subcontracting

VTK Legal may subcontract work to a trusted network of engaged agents who are monitored and audited to ensure compliance with our standards.