

THE PHOTO CURATORS

Organising photos, preserving memories

TERMS AND CONDITIONS

Best Advice

Photo organising advice is given in good faith by The Photo Curators Pty Ltd ("TPC") and it is always the Client's decision to accept guidance on whether or not to keep particular images or media. TPC cannot accept responsibility for the consequences of such decisions.

Removal of Items & Copyright

Items to be removed from the Client's premises, either for further studio work or confidential disposal, will be at the Client's discretion. Disposal of any item or image will not take place without Client authorization. The Client accepts responsibility for all items disposed of in the organising and preserving process. By releasing items for scanning and/or digital backup, the Client acknowledges that they own the copyright to the images or that they have obtained the written permission of the copyright owner.

Referrals

As required, TPC will signpost services and products to assist the Client's project. TPC will ensure that all such recommendations have their own warranties and insurances as TPC cannot accept responsibility for them. It is therefore important that the Client understands these services and prices and is satisfied that they are appropriate to the Client's needs

Confidentiality and Privacy

TPC works to the security principles of the more advanced EU/UK GDPR and ICO standards and Sarah holds an Enhanced UK DBS certificate having worked in private households and with vulnerable clients for the past 13 years. As security recommendations advance, so will TPC's working policies which are found on our website. All software and relevant industry standard best practice updates are continually maintained by TPC.

With such privity to personal data, all Client information is protected under the relevant & most current international and Australian Data Protection Acts and never divulged to third parties. The one way your situation may be mentioned to others is in the context of TPC services and experiences which is depersonalized e.g., "Mum wanted us to scan all her scrapbooks"; "A client was separating and both partners required copies of the family photos". You, the Client, will always be asked for permission for any image of your project to be shared for marketing or archival purposes.



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Safeguarding

TPC has a duty of care to safeguard the Client, ourselves and Client's personal information. TPC is also legally required to report accidental and purposeful breaches of law. Where possible, this will be discussed with you, the Client, before any action is taken.

Cancellations

TPC uses a 'fair and reasonable' approach to cancellations and rescheduling while also asking clients for a minimum 24 hour cancellation period. TPC also reserves the right to set new pricing strategies and policies for Clients when these boundaries are challenged.

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