

TERMS OF SERVICE

Plus Back Office

1. overview

These Terms govern the use of services provided by **On Call For You Ltd**, trading as Plus Back Office.

By engaging our services, you agree to these terms.

2. our services

We provide:

- Recruitment of back-office staff
- Office-based working environment in the Philippines
- On-site supervision and operational support

We do not manage your business operations.

You retain full control over:

- Work tasks
- Systems
- Processes
- Output

3. service structure

- Staff are employed by our Philippine entity
- You are not the employer of assigned staff
- This is a service arrangement, not an employment relationship

4. client responsibilities

You are responsible for:

- Defining tasks and workflows
- Providing access to systems and tools
- Managing day-to-day work direction

5. fees and payment

Fees may include:

- Recruitment fee

- Setup fee
- Fixed monthly service fee

All fees are agreed in advance.

Failure to pay may result in suspension of services.

6. replacement guarantee

If a staff member is not suitable within the initial period, we will provide a replacement.

Details of the replacement period will be defined in your service agreement.

7. confidentiality

Both parties agree to keep all confidential information private.

This includes:

- Business operations
- Client data
- Internal processes

8. data and systems

- Staff operate within your systems
- You retain full ownership of all data

We are not responsible for:

- Security of client systems
- Data breaches arising from client-managed platforms

9. intellectual property

All work produced by assigned staff belongs to you, the client.

10. non-solicitation

You agree not to directly hire or engage staff introduced by us outside of our service without prior agreement.

11. acceptable use

You agree not to use our services for:

- Illegal activities

- Fraudulent operations
- Any activity that may harm staff or our business

12. limitation of liability

To the maximum extent permitted by law:

- We are not liable for indirect or consequential losses
- We do not guarantee specific business outcomes
- Our liability is limited to the fees paid for services

13. service suspension

We reserve the right to suspend services if:

- Payments are overdue
- Terms are breached

14. force majeure

We are not liable for delays or failure caused by events outside our control.

15. governing law

These Terms are governed by the laws of the United Kingdom.

16. updates

We may update these Terms from time to time.