

DISCLOSURE, TERMS AND CONDITIONS, POPI PRIVACY NOTICE

Our company is an independent close corporation (CK2007/147556/23) based in South Africa that provides **English editing**. The company was established to provide skilled **English editing services**, related services and advice to clients. It is CIPRO registered and is also registered on the CSD (government) database.

Jointly, the team boasts more than 90 years of editing experience, undertaking editing in the academic, commercial and government sectors, currently comprising up to ten editors and the Director.

The company has extensive editing experience in a multitude of disciplines in many countries in addition to South Africa, including but not limited to Angola, Canada, China, Dubai, Ethiopia, Germany, Holland, Lesotho, Saudi Arabia, Singapore, South Africa, South Korea, Swaziland, the United Kingdom, the United States, Zambia and Zimbabwe. This global experience enables us to offer our clients a broad range of solutions that are best suited to their individual needs.

Expert English Editors prides itself on offering an independent, reliable, and dedicated service to every client. No outside firm, government or government agency has any shareholding or control over our company.

Editing is a highly specialised and labour-intensive professional service, which can make all the difference to the quality of the final document, transforming it from an ordinary document to a professional document, or from a pass to a first-class pass.

OUR MAIN CONTACT DETAILS

WhatsApp: +27 (0) 82 862 3085

Website: www.expertenglisheditors.co.za

Email: editsa@gmail.com

TERMS AND CONDITIONS

1. WHAT WE DO

1.1 English language editing

- We edit with an eye to the majority of language and stylistic problems, especially significant ones, focusing on the 7Cs: Clarity, Comprehensibility, Comprehensiveness, Concord, Congruence, Consistency and Correctness (making the text easily readable and understandable).
- We examine grammar, layout, punctuation, spelling, style, syntax and usage.
- We check the flow of the argument and will comment where needed, but we are not content editors.

- We examine the logic and structure of the document (including repetition and adequate links), and minor formatting (e.g., fonts, paragraphing, margins) are also checked. Suggestions are made if needed.

1.2 Reference lists

- The edit typically includes just correcting the basic formatting of references and is based on the reference list word count. We ensure that items in reference lists are consistent and in line with the referencing styles such as APA, Vancouver, Chicago, Harvard, and so forth, provided the client has attempted to adhere to these conventions (see 1.3 Technical editing).
- Adding **missing content** to references **is not included** and is the responsibility of the author. We do not search for missing references, and our editors do not ‘fix’ incomplete references, such as missing URLs, DOIs, dates, dates accessed, and so forth. The client must provide that information.
- By arrangement with the client and at the time of quoting, digitisation of manual references, rechecking after the inclusion of missing content, and cross-checking references and citations for inclusion incur additional charges on a per-hour basis, depending on the number of references (see 1.3 Technical editing).
- We offer the value-added service of cross-checking that in-text citations correspond exactly with items (references) in the reference list. Here, we charge per item.

1.3 Technical editing/minor formatting (see above also)

- If this is required, additional time may be required. Please allow suitable time for this. This additional time incurs an additional charge for normal editing and minor formatting.
- Technical formatting of items costs extra and is dependent upon the number of technical items.
- Document formatting will be quoted based on the layout requirements and the number of pages in the document on a per-hour basis.
- Academic layouts will be charged per 100 pages.

1.4 Value-added options

- We offer the value-added service of cross-checking that in-text references and items in the reference list correspond exactly. Here, we charge per item.
- Training in digital referencing is offered in the form of a webinar. This webinar is quoted at the time of the request. It is usually a one-hour session or part thereof.
- Student webinars on ‘how to write’ are also available by arrangement.

2. COSTS (please see above too)

- Each document is individually priced according to the amount of work involved
- We aim for reasonable pricing in terms of the language profession’s guidelines. Our fees are in line with the South African Freelancers’ Association’s (SAFREA) definitions and pricing guidelines, as well as those of the Professional Editor’s Guild.

3. OUR APPROACH

- We accept PDFs or READ-ONLY documents for quoting purposes but only edit using the client's final, completed-draft WORD document (MS Word).

3.2 Academia

- **We only edit completed documents**, and in the case of academia, the completed documents would have been approved for editing by the supervisor.
- The supervisor should apply a **plagiarism check before** we edit.
- We do not act as supervisors and are not content editors.
- We are language editors, not supervisors – unsupervised work will be returned for finalisation before editing can commence.

3.3 Track changes

- We use track changes on MS Word to make all changes visible.

3.4 Turnaround time

- The turnaround time depends upon the length and fluency of the written work. Examples: A master's dissertation will typically take about ±2 weeks, while a PhD thesis typically takes ±3 to 4 weeks. The anticipated duration is discussed with the client at the time of quoting.

3.5 Urgent work

- Very urgent work may attract a surcharge.
- We will **not stop** editing a document on which we are already working if late work from another client arrives.

4. USE OF ARTIFICIAL INTELLIGENCE (AI)

- AI generated material **must be acknowledged** in the same way that **any other quoted material is** acknowledged (surname, year, page/s, date accessed, and so forth). Non-acknowledgement will be treated as plagiarism (see 5. PLAGIARISM).

4.1 AI tools

- It is not the responsibility of our company to verify whether AI-generated content is used in the place of human authorship. It is the responsibility of the author to acknowledge this and, in the case of academia, their supervisor. If AI tools are used, their use must be clearly acknowledged.
- Authors are responsible for any errors, potential plagiarism or inconsistencies introduced by AI tools.
- Verifiable authorship from an AI tool or content generator is not possible. Checking this is the responsibility of the author and the supervisor. Acknowledgement thereof is the responsibility of the author.
- Although all content is the responsibility of the author and not this company (as we are not content editors), if AI-generated content is found to be included within a manuscript without explanation

or acknowledgement, our company reserves the right to return the work as per our conditions for plagiarism.

5. PLAGIARISM

- Although the detection of plagiarism is the responsibility of the client and their supervisor, if/where we do come across it, we reserve the right to notify the authors and immediately return the document. We shall immediately cease editing and only resume the work if the authors have addressed the issue and an anti-plagiarism certificate is provided therewith. ***No monies will be returned.***
- Where the university is the client, we may contact the supervisor at our discretion, and all fees for work done will remain payable to Expert English Editors CC.
- We do not rewrite work beyond assisting the client to improve the readability and language correctness of their manuscript. For assistance with learning how to write (see 1.4 Value-added options).

6. COSTS

- **Institutions:** Costs are payable as per the institution's protocols: through the provision by the institution of a PO number or by an up-front payment.
- **Private companies or individuals:** Our terms and conditions are a 60% forward payment (which serves as a non-refundable deposit), with the balance payable immediately before delivery of the edited document.
- We quote per word (a straightforward unit of measure).
- Graphics et cetera are not included in the word count and hence are not charged for.
- Wording of footnotes, tables, and text boxes is counted and thus charged for.
- We do not edit appendices unless specifically requested to do so.
- For our overseas clients, we usually quote in USD, but we can quote in EUR or GBP, if required, at the ruling rate on the day of quoting.
- The final invoice may vary from the quotation if there are changes from the client after quoting and/or additional editing services required.
- Additional technical editing is charged according to the requirements of each job.

7. PAYMENTS

- Payment may be made by direct bank deposit or internet transfer (EFT). We prefer the latter. Cash deposits, cheque deposits and payments from non-South African banks cost extra and will be charged for.
- Clients who are elsewhere than in South Africa may use the SWIFT code included in the quotation document for payment purposes.
- Urgent work may attract a surcharge.

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QUALIFICATIONS, ASSOCIATIONS AND EXPERIENCE

Personnel for Expert English Editors CC	
Frances Levey <ul style="list-style-type: none">• Member• Team Leader/Administrator• Professional Editors' Guild No. LEV003• Fifteen years of editing experience• SACE registered Reg. No. 12247570	Jonathan Levey <ul style="list-style-type: none">• Member and Director• Dip Business Management & Entrepreneurship (<i>cum laude</i>)
Other editors: Our team consists of highly experienced and qualified editors.	

COMPLAINTS PROCEDURE

Complaints to be lodged in writing to the following persons:

Frances Levey Email: editsa@gmail.com	Jonathan Levey Email: editsa@gmail.com
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PARTICULARS OF (RELATED) PROFESSIONAL ASSOCIATIONS

Professional Editors' Guild (PEG) www.editors.org.za SACE www.sace.org.za	CSD no. MAAA0522685
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PROTECTION OF PERSONAL INFORMATION (POPI) ACT

Privacy Policy and Customer Privacy Notice

Expert English Editors CC (the "Responsible Party") recognises that one of its fundamental responsibilities is to ensure that it protects Personal Information entrusted to it by its customers.

This is critical for the maintenance of the Responsible Party's reputation and for complying with its legal

and regulatory obligations to protect the Responsible Party's customer Information. The Responsible Party also follows a transparent Policy to handle Personal Information of its customers.

In this Policy, Personal Information means any Information that relates to a natural person, which either directly or indirectly, in combination with other information available or likely to be available with the Responsible Party, is capable of identifying such person (e.g., telephone number, name, documents, etcetera.). This Policy is in compliance with the Protection of Personal Information Act, Act 4 of 2013.

Applicability

Expert English Editors CC collects two types of Information: Personal Information and Non-personal Information.

Personal information means any Information that relates to a natural person, which either directly or indirectly, in combination with other information available or likely to be available with the Responsible Party, is capable of identifying such person, for e.g., telephone number, name, documents, etcetera.

Any Information that is freely available or accessible in public domain or furnished under the PAIA or any other law for the time being in force shall not be regarded as sensitive Personal Information or Information for the purpose of this Policy.

The Information customers provide online is held by the Responsible Party's business that maintains the account or is processing the application for a new product or service.

Non-Personal information includes the IP address of the device used to connect to the Responsible Party's website along with other information such as browser details, operating system used, the name of the website that redirected the visitor to the Responsible Party's website, etc. Also, when you browse our site or receive one of our e-mails, the Responsible Party uses cookies and/or pixel tags to collect information and store your online preferences.

This Policy is applicable to Personal Information (including sensitive Personal Information) collected by the Responsible Party directly from the customer or through the Responsible Party's online portals, electronic communications as also any Information collected by the Responsible Party's server from the customer's browser.

Accuracy

Expert English Editors CC shall have processes in place to ensure that the Personal Information residing with it is complete, accurate and current. If at any point of time, there is a reason to believe that Personal Information residing with the Responsible Party is incorrect, the customer should inform the Responsible Party in this regard. The Responsible Party shall correct the erroneous information as quickly as possible.

Purpose of Collection and usage of personal information

Expert English Editors CC shall use the information collected to manage its business. Further, it shall enable the Responsible Party to:

- Process applications, requests and transactions
- Maintain internal records as per regulatory guidelines
- Provide services to customers, including responding to customer requests
- Comply with all applicable laws and regulations
- Understand the needs and provide relevant product and service offerings

If a customer does not wish to provide consent for usage of its sensitive Personal Information or Information or later withdraws the consent, the Responsible Party shall have the right not to provide services or to withdraw the services for which the information was sought from the customer.

Disclosure/Sharing of Information

Expert English Editors CC shall not disclose Personal Information of its customers without their prior consent unless such disclosure has been agreed to between Expert English Editors CC and the customer, or where the disclosure is necessary for compliance of a legal obligation. In case the Responsible Party discloses the Personal Information to Third Parties, such Third Parties shall be bound contractually to ensure that they protect customer Personal Information in accordance with applicable laws.

The above obligations relating to sharing of Personal Information or Information shall not apply to information shared with government mandated under the law to obtain such information or by an order under law for the time being in force. Further, if any Personal Information or Information is freely available or accessible in the public domain, the Responsible Party shall not have any obligations regarding the same.

No specific Information about customer accounts or other personally identifiable Personal Information shall be shared with non-affiliated Third Parties unless any of the following conditions is met:

- To help complete a transaction initiated by the customer
- To perform support services through an outsourced business provided it conforms to the Privacy Policy of the Responsible Party
- The customer/applicant has specifically authorised it
- To conform to legal requirements or comply with legal process
- The information is shared with Government agencies mandated under law
- The information is shared with any Third Party by an order under the law
- Enforce the terms and conditions of the products or services
- Act to protect the rights, interests or property of the Responsible Party or its members or of other persons.

Security practices

The security of Personal Information is a priority and shall be ensured by maintaining physical, electronic, and procedural safeguards that meet applicable laws to protect customer Information against loss, misuse, damage and unauthorised access, modifications or disclosures. Employees shall be trained in the proper handling of Personal Information. When other companies are used to provide services on behalf of the Responsible Party, it shall ensure that such companies protect the confidentiality of Personal Information they receive in the same manner the Responsible Party protects. The Responsible Party shall continuously review and enhance its Security Policies and security measures to consistently maintain a high level of security.

Amendments

Expert English Editors CC shall reserve the right to change or update this Policy or Practice, at any time with reasonable notice to customers on the Responsible Party's website so that customers are always aware of the information which is collected, for what purpose the Responsible Party uses it, and under what circumstances, if any, the Responsible Party may disclose it.

By virtue of this Privacy Policy, the customer assents to collection, use, transfer, disclosure, retention

and other processing of her/his Personal Information, including sensitive Personal Information, as described in this Policy.

Response to enquiries and complaints

Expert English Editors CC shall encourage customer enquiries, feedback and complaints which shall help it identify and improve the services provided to the customers.

Changes in this policy

We reserve the right to change this Policy at any time, in order for us to comply with the requirements imposed by applicable privacy and data protection laws.

Please visit this Privacy Notice each time prior to submitting your personal data to us.

Thank you for taking the time to read through these documents.

Please feel free to contact us should there be anything further we can assist with.