



# Master Client Engagement Contract

**Including Data Consent, Privacy Notice, and Terms of Service (TOS)**

Docu-Hub Operations Services (The Agent)

Proprietor: Laura Clarke

Effective Date: December 11, 2025

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## I. 🤝 Commercial Terms and Scope of Engagement (TOS)

*This section governs the commercial relationship, fees, and strictly defines the services provided.*

**A. Acceptance of Terms:** By engaging the Agent, the Client accepts all terms contained within this Master Contract, which governs all services provided by Docu-Hub Operations Services.

**B. Service Scope:** Services are strictly limited to clerical assistance, data entry, document formatting, payment remittance, and digital education (guidance).

**C. Fees and Payment:** The Client agrees to pay the fixed service fee (as defined in the invoice) plus the exact amount of the statutory payment (e.g., motor vehicle tax).

### D. POCA/AML Protocols (Funds Handling):

1. The Client agrees to comply with the Agent's formal Customer Due Diligence (CDD) / KYC Protocol, including verifying identity and source of funds.
2. For Payment Agency Services, the Client must transfer the total pre-calculated amount to the Agent's segregated business account, and the statutory portion shall be immediately remitted to the government entity.

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## II. ⚖️ Liability, Risk, and Legal Disclaimers

*This section enacts the crucial legal firewalls protecting the sole proprietorship.*

**A. Unauthorized Practice of Law (UPL) Disclaimer:** The Agent is not an attorney, legal advisor, or certified tax consultant. Services do not include legal opinions or interpretation of statutes.

**B. Limitation of Liability (The Cap):** The Client agrees that the Agent's maximum liability for any administrative error, clerical mistake, or omission related to the service(s) rendered shall be strictly capped at the total professional service fee paid to Docu-Hub Operations Services for that specific transaction. The Agent is not liable for consequential damages or government penalties.

**C. Submission Responsibility:** For Core Form Preparation (PICA, RGD drafts), the service ends upon delivery of the final draft PDF. The Client remains solely responsible for the final vetting, notarization, and physical/digital submission to the agency.

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### III. Data Processing Consent and Authorization (JDPA Standards 1, 2, 5)

*This section fulfills the core JDPA requirements by establishing lawfulness and retention limits for the data you process.*

**A. Data Controller Identity:** Docu-Hub Operations Services (Proprietor: Laura Clarke) is the Data Controller responsible for the processing activities described in this contract.

**B. Explicit Consent and Purpose Limitation:** The Client grants explicit and informed consent to the Agent to collect and process their data solely for the timely and accurate completion of the specified statutory payment, renewal service, **or administrative guidance session.**

**C. Data Processed:** The Agent is authorized to collect and process Standard Personal Data, including Full Legal Name, TRN, Residential Address, Vehicle Plate Number, Chassis Number, and Assessment Number.

**D. Data Retention Protocol (Storage Limitation):** The Client acknowledges that the Agent shall securely delete or render anonymous all *transactional* processing data (including receipts and identifying details) within thirty (30) days following the successful completion and delivery of the requested service.

**EXCEPTION:** In strict compliance with the **Proceeds of Crime Act (POCA)**, all Customer Due Diligence (CDD/KYC) records (including copies of ID, TRN, and proof of address) must be securely retained in an encrypted format for a minimum of **seven (7) years.**

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### IV. Data Security and Data Subject Rights (Privacy Notice)

*This section serves as your transparent public declaration, fulfilling the Fairness (Standard 1) and Security (Standard 7) mandates.*

**A. Security Measures:** The Agent confirms that client data is stored on encrypted devices and managed in accordance with the Agent's documented Internal Data Security Protocol (DPA Security Protocol).

**B. Prohibited Data:** The Agent will not collect, scan, or store any sensitive personal data (e.g., biometrics, health data, criminal conviction data, or filiation data) unless required solely for guidance under the Consultancy Model, where the client retains full custody and control.

**C. Data Subject Rights:** The Client is hereby informed of their rights under the JDPA, including the Right to Access the data held by the Agent, the Right to Rectification (correction), and the Right to Erasure (deletion) of their data outside of the mandatory retention periods. **The Client also has the right to lodge a complaint with the Office of the Information Commissioner (OIC) Jamaica if they believe their rights have been infringed.**

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## V. Signatures and Acceptance

I have read, understand, and agree to all terms and conditions outlined in this Master Client Engagement Contract.

**Client Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Agent Signature (Proprietor):** \_\_\_\_\_

**Date:** \_\_\_\_\_