##### A picture containing clipart Description automatically generated

##### APCI Response

###### Notes for Members

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1. **Background**
   1. The ***APCI Response*** project was set up to provide work for APCI members. The service is free at the point of delivery to work providers and there is no charge made to members when they accept jobs.
   2. It was launched on 2 April 2008, initially for a six month trial period. On 28 October 2008 the Annual General Meeting voted for it to continue, with costs being met from subscription income.

# Service provider

* 1. Since 1 October 2015 ***APCI Response*** calls have been handled by the Serviced Office Company under the terms of our Virtual Office agreement.
  2. Members’ data are processed by the service provider for the purpose of contacting members in relation to actual or potential assignments in the languages in which they are qualified. Under the EU General Data Protection Regulation the Association requires each member’s consent to such processing. Only the data of those members who have given such consent will be made available to the service provider.
  3. Members are entitled to withdraw their consent to such processing at any time. If you wish to withdraw your consent, please notify the Secretary in writing.

1. **Security** 
   1. The security of members’ data is of paramount importance.
   2. Members’ details are stored on a properly constituted and professionally constructed database written in asp.net, a programming language used by sophisticated commercial entities all over the world.
   3. Data sent over the internet are encrypted using 64-bit SSL (Secure Socket Layer) technology as used by banks, credit card companies, etc.
   4. ***APCI Response*** staff are only allowed limited access to the database and to log in they require a password which we control. Any staff member leaving the employment of the service provider will have access privileges revoked immediately.
   5. Access to the database is only permitted (by the program itself) during the hours of operation of ***APCI Response***. Outside those hours access is blocked.
   6. ***APCI Response*** staff have Level 1 access to the database, i.e. they can only see members’ details as they are displayed on screen. The data displayed are: name, contact number(s), NR status, distance from assignment. They do not have access to addresses or even full post codes. There is no ‘copy and paste’ functionality, nor any ‘download to file or disk’ function.

# *APCI Response* number

* 1. The ***APCI Response*** number is for use by work providers only. It should not be necessary for members to call the service provider.
  2. If you have any queries concerning the details of an assignment, or difficulties in contacting the work provider, please contact any of the Directors. All Directors have full access to assignment details.
  3. The Directors cannot be contacted on the ***APCI Response*** number, which is for bookings only.

# Hours of operation

* 1. ***APCI Response*** operates between 09.00 and 17.00 on working days. Outside these hours a messaging service operates.

# Availability

* 1. If you know that you are going to be unavailable for a period of longer than a week due to other work commitments, holidays, etc, please contact any of the Directors. Your name can easily be taken off the ***APCI Response*** database for a short period and then reinstated when you are available again. It is in our interests that staff do not waste time and money calling members who are unavailable for work.

1. **Incoming calls**
   1. ***APCI Response*** staff answer incoming calls in the name of APCI, so callers assume they are talking to our office. They are trained to answer calls in a certain way so as to elicit all the details of the assignment. At the end of the conversation staff tell the work provider that an interpreter will contact them shortly.

## Outgoing calls

* 1. Once they have been notified of a potential booking, ***APCI Response*** staff search the APCI on-line database and obtain a list of interpreters in the required language, ranked in order of proximity to the assignment. They then call members in that order, first on their mobile phone and then on their landline. If the first member on the list is unavailable, then the second is contacted, and so on.
  2. ***APCI Response*** staff do not leave a message. ***APCI Response*** is an immediate response service, which means that regrettably you will not be able to call back and accept the booking at a later time.

## Declining a booking

* 1. There is no obligation on you to accept any assignment which is offered. Declining a booking will have no bearing on the number of assignments offered to you in future.
  2. Please do not accept a booking unless you know that you will be able to attend.
  3. If you ask ***APCI Response*** staff to call you back, that will be treated as declining the assignment and the staff will contact the next member on the list.

1. **Accepting a booking**
   1. If you are available and wish to accept the booking, you must say clearly “I accept the booking”. ***APCI Response*** staff will then give you details of the assignment, including the date, time and place, the contact details, etc.
   2. ***APCI Response*** staff are not able to discuss fees or other terms and conditions with you. These matters must be discussed with the work provider.
   3. ***APCI Response*** staff are not able to send you details of an assignment by e-mail, text, fax or any other means.
   4. If you are given the details of an assignment, ***APCI Response*** staff will record that you have accepted it and you will be expected to attend, unless the assignment is cancelled.
   5. If you have any queries concerning the details of an assignment, please contact any of the Directors. All Directors have full access to assignment details.

## Contacting the work provider

* 1. You must contact the work provider immediately using the contact details provided to you. It is vital that this takes place in order to ensure client confidence in our operation.
  2. No booking will come into existence unless and until you do so.
  3. If you are unable to contact the work provider using the contact details provided to you, please contact any of the Directors.
  4. If you fail to contact the work provider immediately after receiving a call from ***APCI Response***, or at all, the assignment may be given to another interpreter. In such circumstances you will have no right of redress against the work provider, APCI or the service provider.
  5. ***APCI Response*** staff are not permitted to contact the work provider on your behalf. Please do not ask them to do so.
  6. Always check the language required with the work provider.
  7. If you are required to attend immediately give the work provider your estimated time of arrival.
  8. Give the work provider your mobile number in case of difficulties.
  9. Assignments you are not able to undertake may not in any circumstances be passed on to colleagues or family members. If in an emergency situation you find that you are prevented from attending an assignment, please contact any of the Directors.

1. **Contractual arrangements**
   1. No contractual or employment relationship will come into existence between you and APCI and/or the service provider in respect of any call made to you by ***APCI Response*** staff. After the assignment you should submit your claim form / invoice to the work provider in the usual way.
   2. Neither APCI nor the service provider can accept any liability for any consequential loss you may incur in respect of any call made to you by ***APCI Response*** staff.

# Follow up

* 1. Once you have accepted an assignment, the Directors are notified by e-mail and we may contact you in order to ensure that the system is working to our work providers' satisfaction.
  2. If you need to be reminded of the details of an assignment, please contact any of the Directors. All Directors have full access to assignment details.
  3. If you have any queries about the operation of ***APCI Response*** please contact any of the Directors.