



## TERMS AND CONDITIONS

These terms and conditions shall govern your use of the LethQ website and portal. By using the LethQ you accept our terms of use in full. If you register to use the LethQ website and portal then you have agreed to these terms. We own and control all Intellectual property and material on our website and you agree to not reproduce or duplicate any material without our express written permission. Should you breach our terms of use in any way or if we suspect that you have breached these terms we reserve the right to send formal warnings, suspend or block your access to our portal or cancel your account. We may revise our terms of use from time to time. Should a provision of these terms and conditions be determined by a court or other authority to be unlawful or unenforceable the other provisions will continue in effect. These conditions of use are for the benefit of LethQ, our partners and you. They are not intended to benefit or be enforceable by a third party.

### Website

You are permitted to view and download pages from our website in a web browser. You may print pages, application forms and documents downloaded from the LethQ website strictly for the use of tenant referencing and supplementary services. You are permitted to upload documents and other supporting documentation and files to LethQ only for the use of reference applications and document storage. If you upload material, supporting documentation to our website or use any of our online services we ask you must agree to these terms of use. You may only use our website and portal for purposes of personal and business use. You must not edit or modify any material from the LethQ website or portal unless given our written permission. You must not republish material from our website and or republish on another website. You must not exploit material from our website for your own commercial use. LethQ reserves the right to restrict access to our portal at our own discretion and you agree to not attempt to bypass any access restrictions that we may implement.

You will not misuse our website in any way or take any action that may cause damage to the website or portal that may impair performance or accessibility. You agree to not use our website in any way that is illegal, fraudulent or harmful.

LethQ reserves the right to discontinue, alter or close our website and any of our supplementary online services at any time without notice. Some information and features of our website and portal may be provided free of charge and we will not be liable for any loss from such services or features.

Opinions expressed in blogs, news feed or community pages on our site are those of the contributing user only and are provided for the purposes of general interest and information.

## **Security**

In accordance with our terms of the LetHQ website you consent to our use of cookies. You must not misuse our site by knowingly introducing viruses, trojans, worms, logic bombs or other material which is malicious or harmful. You must not attempt to gain unauthorised access to our site, portal or server on which our site is stored or any computer or database connected to our site. You must not attack our site via a denial-of-service attack or a distributed denial-of service attack. You must not conduct any systematic or automated data collection activities, scraping, data mining and extraction of data. You will not attempt access or interact with our website using a spider, robot or other automated means.

## **Your account**

You may register online for an account by completing and submitting the account registration form from our website and clicking the verification link in the automated email that we will send you. You must inform us immediately if you become aware of any unauthorised activity on your account. Do not use any other clients account to access our portal unless you have express permission to do so from that client. If you register for an account with you will be asked to choose a password. You and or your staff will keep yours or their user passwords strictly confidential. You and or your staff are responsible for any activity on our website arising from failure to keep passwords confidential and will be liable for any losses from failure to do so. We reserve the right to suspend or cancel your account at any time at our discretion without notice.

## **Content**

Any content you upload or store with LetHQ must not be illegal or capable of giving rise to legal action against us or any other person. Your content and the use of your content by us must not be libellous, maliciously bogus, indecent, misleading or infringe any copyright or intellectual property.

## **Liability**

We will not be liable to you in respect of any losses arising from any events beyond our control in respect of any business or personal losses, including loss of or damage to profits, income, revenue or damage to any residential, retail, commercial property or land. We are not liable to you in respect of loss or data, database, software or data corruption. You accept that we have an interest in protecting the liability of our employees and partners and you will not bring any claim against them in respect of any losses you suffer in connection with LetHQ and its supplementary services.

## **Insurance**

LetHQ Limited are a none-advisory insurance broker online only. FCA number 757682.

## **Credit assessment**

Output is available to letting agents and landlords for the sole purpose to vet the suitability of a tenant prior to any type of tenancy agreement. You will ensure that all personal, company and reference information you supply to us is true, accurate, complete and none bogus. Explicit consent

of the data subject must be obtained and a footprint will be retained on their credit file by the credit assessment provider TransUnion International UK Limited. You agree to keep reference reports confidential unless conveyed to the landlord of the related property to be let and comply with the 1998 Data Protection Act and all other legislation in regards of the reference. LetHQ process all applications promptly but you understand have limited influence over the length of time taken by referees.

## **Orders**

All online orders made through our website will require your user-name and password for verification of identity to access. Please ensure expiry dates of cards used for card payments is after the anticipated despatch date and time of your online order. In the event that the payment card has expired we will be unable to fulfil your order. You must ensure that there are sufficient funds in your designated bank account to pay amounts due for orders through the LetHQ portal. You agree to indemnify against any cost or loss which you may suffer as a result of any facility or supplementary service performed directly or indirectly by LetHQ. Errors and emissions from an application may result in reference results being unreliable and having to be resubmitted at full cost. All LetHQ fees are calculated plus VAT. All applications are charged for on the day we receive the application, NOT when reference results are completed. Card payments are collected from your account on completion of an application order being submitted to LetHQ. As the LetHQ online system relies mostly on automation as soon as a check is paid and submitted to us costs are incurred so refunds cannot be made.

## **Complaints**

Should you wish to provide any feedback or make a complaint please email [info@LetHQ.co.uk](mailto:info@LetHQ.co.uk) and our team will aim to respond to you within five business days.

## **General**

We are registered in England and Wales under company registration number 07399692. Our VAT number is 111343372 and our registered office is at Enterprise House, The Courtyard, Old Court House Road, Bromborough, Wirral, CH62 4UE.

**Last updated February 2025**