

Find That Home User Agreement

This User Agreement governs your use of the Find that Home platform. By creating an account or using our services, you're agreeing to these rules. Please read them carefully.

1 Purpose of Platform

- You can search for properties, save favourites, contact landlords or sellers, and apply for a mortgage through our connected third-party providers
- You can create listings for your properties, manage enquiries, and connect with potential tenants or buyers
- Our service is intended for individuals aged 18 and over who are looking for a residential property in the UK or who have a legal right to list a UK residential property for rent or sale.

2 User Responsibilities

- You agree to use the platform for its intended purpose—to facilitate genuine property searches and listings
- You must not:
 - Post false, misleading, or fraudulent information
 - Use the platform to harass, discriminate, or harm others
 - Use bots, scrapers, or other automated means to extract data from our platform without our express written permission
 - Upload any content that is illegal, offensive, or infringes on someone else's rights.

3 Privacy and Data Use

- We collect information you provide (like your name, email, property preferences) and data from your use of the app (like search history and IP address)
- When you apply for a mortgage, we collect financial information necessary for that process
- Data is collected to provide and personalise our service, to connect you with relevant properties and mortgage providers, and to improve our platform
- We keep your data only as long as necessary to provide our services or as required by law. You can request deletion of your account and data at any time, subject to certain legal obligations.

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4 AI Transparency

- Our AI powers features like personalised property recommendations, smart search filters, and automated chat support to answer your basic questions
- Our AI is a tool for assistance only. You should not rely on it for:
 - Legal, Financial, or Professional Advice: The AI does not provide advice on tenancy law, mortgage suitability, or investment decisions
 - Absolute Accuracy, AI can make mistakes. The information it provides may be incomplete or occasionally inaccurate
 - The AI cannot replicate the nuanced understanding of a human estate agent or mortgage advisor
- Always verify any critical information provided by the AI through independent sources.

5 Content Accuracy Disclaimer

- We strive to provide a reliable platform, but we do not guarantee the accuracy, completeness, or reliability of any property listings or information provided by other users or third parties
- It is your responsibility to independently verify all information before making any decision, such as renting or buying a property. This includes arranging viewings, conducting surveys, and checking the terms of any contract.

6 Liability

- You are solely responsible for any decisions you make based on information from our platform. Find that Home is not liable for any losses or damages arising from your interactions with other users, your reliance on property listings, or your use of the mortgage application service
- Our platform integrates with third-party services like Stripe for payments and external mortgage providers. Your use of these services is subject to their own terms and conditions, and we are not liable for their actions.

7 User Account Rules

- You are responsible for keeping your account login details secure and for all activities under your account
- You can delete your account at any time through your settings. We also reserve the right to suspend or terminate accounts that violate this Agreement

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- Please notify us immediately if you suspect any unauthorised use of your account.

8 Complaints and Support

- If you have a complaint, spot a problematic listing, or encounter a technical issue, please contact our support team
- Please provide a clear description of the issue and any relevant photographic evidence
- We aim to acknowledge all complaints within 2 business days and will work to resolve them as quickly as possible.