

Terms & Conditions of use

By registering and accessing this service you agree and accept the following terms and conditions of service.

My Tenancy Portal is a trading name of Thamesway Limited which is an ICO registered company. "We" means Thamesway Limited or My Tenancy Portal. "User" means, where applicable, a user of this website or a registered Landlord or Authorised user/Tenant registered by a Landlord.

Who Can Use My Tenancy Portal

- 1.1 You must at least 18 years of age and a property owner or designated as the the landlord for the properties you wish to manage.
- 1.2 You are responsible for the security of your account.
- 1.3 You will provide accurate information.

The Service Provided

- 2.1 My Tenancy Portal provides a document storage and management system enabling landlords to upload and store tenancy related documents.
- 2.2 The service includes tools to communicate with your tenants and functionality to manage property maintenance tasks.
- 2.3 The service also includes the storage of notes and email send via the portal.

Development of this website

- 3.1 This service is constantly developing and we therefore reserve the right to modify the features and functionality of the service.
- 3.2 Should there be any downtime required to perform important updates, users will be given a minimum of 48 hours notice of any such downtime and the expected time frame.

User/Landlord Responsibilities/Acceptable Use

You agree to the following

- 4.1 No illegal activity.
- 4.2 No hacking or interfering with the site.
- 4.3 No uploading or attempt to upload malware or malicious code.
- 4.4 No scraping or automated data collection.

Privacy Policy

- 5.1 This website is also subject to our privacy policy which explains how we collect and use your data.
- 5.2 We are subject to a Confidentiality Agreement with Landlords which explains our commitment with regard to property and tenant data.

Document /Image uploads

- 6.1 Documents/Images uploaded will be relevant for the property to which they are assigned.
- 6.2 Please ensure PDF documents are not corrupt before uploading them.
- 6.3 We reserve the right to programmatically reduce images sizes to preserve storage space.
- 6.4 As a security measure and to prevent naming duplication, all documents and images are renamed with account number, full date and time and a 32 random character string.
- 6.5 If you opt to delete a document or image it will not be retrievable.
- 6.6 You retain ownership of any documents, images and content you upload.

Payment/Refund Terms

- 7.1 Our system uses Stripe Payments as the secure payment gateway when paying for our service.
- 7.2 We offer 60 days free trial which we believe to be adequate time to determine if this service is what you require. There fore there are no refunds for continuing the service or for any further properties added. You reserve the right not to renew the service at expiry.

Renewal/Deletion of Properties

8.1 30 days before renewal, a renewal & delete button will appear to enable you to renew or delete the property from your account. An email will also be sent to you at 30 days, 14 days and 7 days prior to the expiry date and on the expiry date.

8.2 Properties not renewed will be automatically removed from your account 30 days after the expiry date along with all associated documents, images and information.

8.3 Should you wish to delete a property prior to the renewal period please contact us via the support system.

8.4 Deletion of a property will also mean deletion of all the information, documents & images relating to that property.

Account Termination/Deletion

9.1 If you would like to close your account please contact us via the support system.

9.2 Account closure will also mean the deletion of all properties and their associated documents and information.

9.3 We reserve the right to cancel and delete your data, documents & images if;

9.3.1 We detect any illegal behaviour or activity

9.3.2 Violating the Terms of use.

9.3.3 Causing any security risks by attempting to upload malicious files.

9.4 Registered landlord accounts will be deleted if no rental property details are entered within 6 months of the registration date.

Disclaimers

10.1 This service is provided "as is" without warranties of any kind.

10.2 We will not be held responsible for the accuracy of any information entered by users.

10.3 We will not be held responsible for any downtime caused by the data centre. Downtime by the data centre is extremely rare and is generally guaranteed to have 99.9% uptime.

Limitation of Liability

11.1 We shall not be liable for any indirect, incidental, or consequential damages arising from your use of this website.

Changes to Terms

12.1 We may revise these Terms at any time. Continued use of the website constitutes acceptance of the updated Terms.

Governing Law

13.1 These Terms and Conditions are governed by the laws of the United Kingdom.