

TWPAN – Immigration Site Visitor Terms and Conditions

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS SITE

These terms tell you the rules for using our website <http://www.twpan.com> and any other website owned or operated by TWPAN (UK) Limited or any of our affiliates ("our site"). These terms were most recently updated in September 2020.

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1. Who we are and how to contact us

<http://www.twpan.com> is a site operated by TWPAN (UK) Limited ("We"). We are registered in England and Wales under company number 10312633 and have our

registered office and main trading address at Victoria House, 18 Dalston Gardens, Stanmore, United Kingdom, HA7 1BU. Our VAT number is 265938459.

We are a limited company.

To contact us, please email support@TWPAN.com.

We operate a system to ensure that all user feedback is dealt with fairly and consistently and is properly recorded. We welcome any suggestions that you make about how we may improve our service. We aim to respond to all such feedback, but cannot guarantee that we will be able to do so.

2. By using our site you accept these terms

By using our site, you confirm that you accept these terms of use and that you agree to comply with them.

If you do not agree to these terms, you must not use our site.

We recommend that you print or download and store a copy of these terms for future reference.

3. There are other terms that may apply to you

These terms of use refer to the following additional terms, which also apply to your use of our site:

- [Our Privacy Policy](#). See further under How we may use your personal information.
- [Our Cookie Policy](#), which sets out information about the cookies on our site.

If you use our site as a real estate broker or estate agent who has applied to list properties on www.TWPAN.com, or as an employee or other representative of any such real estate broker or estate agent, our Broker and Estate Agents Terms and Conditions (which you accepted when applying to list properties on www.TWPAN.com) will apply to your use of the site, and if there is any conflict between these terms and the Broker and Estate Agents Terms and Conditions, the relevant terms of the Broker and Estate Agent Terms and Conditions will apply.

If you use our site as a property developer who has applied to list properties on www.TWPAN.com, or as an employee or other representative of any such property developer, our Property Developer Terms and Conditions (which you accepted when applying to list properties on www.TWPAN.com) will apply to your use of the site, and if there is any conflict between these terms and the Property Developer Terms and Conditions, the relevant terms of the Property Developer Terms and Conditions will apply.

If you use our site as an immigration agent or broker who has applied to list immigration, residency and citizenship programs on www.TWPAN.com, or as an employee or other representative of any such immigration agent or broker, our Immigration Agents and Brokers Terms and Conditions (which you accepted when applying to list immigration, residency and citizenship programs on

www.TWPAN.com) will apply to your use of the site, and if there is any conflict between these terms and the Immigration Agents and Brokers Terms and Conditions, the relevant terms of the Immigration Agents and Brokers Terms and Conditions will apply.

If you use our site as a service partner or resource provider who has applied to list your services or resources on www.TWPAN.com, or as an employee or other representative of any such service partner or resource provider, our Service Partners and Resources Terms and Conditions (which you accepted when applying to list your services or resources on www.TWPAN.com) will apply to your use of the site, and if there is any conflict between these terms and the Service Partners and Resources Terms and Conditions, the relevant terms of the Service Partners and Resources Terms and Conditions will apply.

4. We may make changes to these terms

We amend these terms from time to time. Every time you wish to use our site, please check these terms to ensure you understand the terms that apply at that time.

5. We may make changes to our site

We may update and change our site from time to time to reflect changes to our products, our users' needs and our business priorities.

6. We may suspend or withdraw our site

Our site is made available free of charge.

We do not guarantee that our site, or any content on it, will always be available or be uninterrupted. We may suspend or withdraw or restrict the availability of all or any part of our site for business and operational reasons. We will try to give you reasonable notice of any suspension or withdrawal.

You are also responsible for ensuring that all persons who access our site through your internet connection are aware of these terms of use and other applicable terms and conditions, and that they comply with them.

You are responsible for ensuring that your computer system meets all relevant technical requirements to use our site.

7. We may transfer this agreement to someone else

We may transfer our rights and obligations under these terms to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the contract.

8. Registration on our site

Where you complete the registration form to create an account on our site, you are responsible for ensuring that the information that you provide is complete and accurate and not misleading in any respects.

It is your responsibility to update and maintain any changes to that information (including your e-mail address and other contact details) by altering your details via the interface available on our site.

As part of the 'global concierge service' offered by us, and as a customer care and quality control system intended to ensure high levels of user experience, we reserve the right to advertise other properties and property related services and products to you after you have completed the registration form or otherwise filled in a property enquiry form.

9. You must keep your account details safe

If you choose, or you are provided with, a user identification code, password or any other piece of information as part of our security procedures, you must treat such information as confidential. You must not disclose it to any third party.

We have the right to disable any user identification code or password, whether chosen by you or allocated by us, at any time, if in our reasonable opinion you have failed to comply with any of the provisions of these terms of use.

If you know or suspect that anyone other than you knows your user identification code or password, you must promptly notify us at support@TWPAN.com.

10. Prohibited uses of our site

You may use our site only for lawful purposes. You may not use our site:

- In any way that breaches any applicable local, national or international law or regulation.
- In any way that is unlawful or fraudulent or has any unlawful or fraudulent purpose or effect.
- For the purpose of harming or attempting to harm any person in any way.
- To bully, insult, intimidate or humiliate any person.
- To send, knowingly receive, upload, download, use or re-use any material which does not comply with our [content standards](#).
- To transmit, or procure the sending of, any unsolicited or unauthorised advertising or promotional material or any other form of similar solicitation (spam).
- To knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware,

adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware.

You also agree:

- Not to reproduce, duplicate, copy or re-sell any part of our site in contravention of the provisions of these terms.
- Not to access without authority, interfere with, damage or disrupt:
 - any part of our site;
 - any equipment or network on which our site is stored;
 - any software used in the provision of our site; or
 - any equipment or network or software owned or used by any third party.

11. How you may use material on our site

We are the owner or the licensee of all intellectual property rights in our site, and in the material published on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

You may print off one copy, and may download extracts, of any page(s) from our site for your personal use and you may draw the attention of others within your organisation to content posted on our site.

You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text.

Our status (and that of any identified contributors) as the authors of content on our site must always be acknowledged.

You must not use any part of the content on our site for commercial purposes without obtaining a licence to do so from us or our licensors.

If you print off, copy or download any part of our site in breach of these terms of use, your right to use our site will cease immediately and you must, at our option, return or destroy any copies of the materials you have made.

12. Content standards

These content standards apply to any and all material which you contribute to our site ("**Contribution**").

The Content Standards must be complied with in spirit as well as to the letter. The standards apply to each part of any Contribution as well as to its whole.

TWPAN (UK) Limited will determine, in its discretion, whether a Contribution breaches the Content Standards.

A Contribution must:

- Be accurate (where it states facts).
- Be genuinely held (where it states opinions).
- Comply with the law applicable in England and Wales and in any country from which it is posted.

A Contribution must not:

- Be defamatory of any person.
- Be obscene, offensive, hateful or inflammatory.
- Bully, insult, intimidate or humiliate.
- Promote sexually explicit material.
- Promote violence.
- Promote discrimination based on race, sex, religion, nationality, disability, sexual orientation or age.
- Infringe any copyright, database right or trade mark of any other person.
- Be likely to deceive any person.
- Breach any legal duty owed to a third party, such as a contractual duty or a duty of confidence.
- Promote any illegal content or activity.
- Be in contempt of court.
- Be threatening, abuse or invade another's privacy, or cause annoyance, inconvenience or needless anxiety.
- Be likely to harass, upset, embarrass, alarm or annoy any other person.
- Impersonate any person or misrepresent your identity or affiliation with any person.
- Give the impression that the Contribution emanates from TWPAN (UK) Limited, if this is not the case.
- Advocate, promote, incite any party to commit, or assist any unlawful or criminal act such as (by way of example only) copyright infringement or computer misuse.
- Contain a statement which you know or believe, or have reasonable grounds for believing, that members of the public to whom the statement is, or is to be, published are likely to understand as a direct or indirect encouragement or other inducement to the commission, preparation or instigation of acts of terrorism.
- Contain any advertising or promote any services or web links to other sites.

13. Uploading content to our site

Whenever you make use of a feature that allows you to upload content to our site, or to make contact with other users of our site, you must comply with the content standards set out above.

You warrant that any Contribution does comply with those standards, and you will be liable to us and indemnify us for any breach of that warranty. This means you will be responsible for any loss or damage we suffer as a result of your breach of warranty.

Any content you upload to our site will be considered non-confidential and non-proprietary. You retain all of your ownership rights in your content, but you are required to grant us and other users of our site a limited licence to use, store and copy that content and to distribute and make it available to third parties. The rights you license to us are described in [Rights you are giving us to use material you upload](#).

We also have the right to disclose your identity to any third party who is claiming that any content posted or uploaded by you to our site constitutes a violation of their intellectual property rights, or of their right to privacy.

We have the right to remove any posting you make on our site if, in our opinion, your post does not comply with the content standards set out in *Content standards*.

You are solely responsible for securing and backing up your content.

We do not store terrorist content.

14. Rights you are giving us to use material you upload

When you upload or post content to our site, you grant us the following rights to use that content:

- a worldwide, non-exclusive, royalty-free, transferable licence to use, reproduce, distribute, prepare derivative works of, display, and perform that user-generated content in connection with the service provided by our site and across different media including to promote the site or the service forever; and
- a worldwide, non-exclusive, royalty-free, transferable licence for other users, partners or advertisers to use the content in accordance with the functionality of our site forever.

15. Do not rely on information on this site

The content on our site is provided for general information only. It is not intended to amount to advice on which you should rely. You must obtain professional or specialist advice before taking, or refraining from, any action on the basis of the content on our site.

Although we make reasonable efforts to update the information on our site, we make no representations, warranties or guarantees, whether express or implied, that the content on our site (including property information) is accurate, complete or up to date.

16. We are not responsible for websites we link to

Where our site contains links to other sites and resources provided by third parties, these links are provided for your information only. Such links should not be interpreted as approval by us of those linked websites or any information, products or services you may obtain from them.

We have no control over the contents of those sites or resources or over any such products or services.

We are not acting as an intermediary, supplier, introducer, adviser or broker for any financial services. You may see advertisements on our site or be otherwise invited to enquire about financial services, including mortgages and insurance products, but these services and the suppliers who offer these services are not connected with us.

17. We are not responsible for subsequent transactions

Where you use our site to enquire about a property listed on our site, your contact details will be sent by email to the estate agent, broker, property developer or other person who is marketing the property that you have enquired about in accordance with our Privacy Policy.

We will not be liable for any subsequent communications that you receive from such estate agent, broker, property developer or other person and we shall not be a party to, or otherwise responsible for, any transaction that you may enter into in relation to any property listed on our site.

Where you use our site to enquire about an immigration, residency or citizenship program listed on our site, your contact details will be sent to the immigration agent or broker or other person who provides the immigration, residency or citizenship program that you have enquired about in accordance with our Privacy Policy.

We will not be liable for any subsequent communications that you receive from such immigration agent or broker or other person and we shall not be a party to, or otherwise responsible for, any immigration, residency or citizenship program listed on our site that you may participate in.

18. Our responsibility for loss or damage suffered by you

Where our site contains links to other sites and resources provided by third parties, these links are provided for your information only. Such links should not be interpreted as approval by us of those linked websites or information you may obtain from them.

Whether you are a consumer or a business user:

We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors and for fraud or fraudulent misrepresentation.

If you are a business user:

- We exclude all implied conditions, warranties, representations or other terms that may apply to our site or any content on it and any other terms or conditions that you seek to impose or incorporate.
- These terms are the whole agreement between you and us, and you acknowledge that you have not entered into these terms in reliance on any warranty or representation made by us.

- We will not be liable to you for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with:
 - use of, or inability to use, our site; or
 - use of or reliance on any content displayed on our site.
- In particular, we will not be liable for:
 - loss of profits, sales, business, or revenue;
 - business interruption;
 - loss of anticipated savings;
 - loss of business opportunity, goodwill or reputation; or
 - any indirect or consequential loss or damage.

If you are a consumer user:

- Please note that we only provide our site for domestic and private use. You agree not to use our site for any commercial or business purposes, and we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.
- If defective digital content that we have supplied, damages a device or digital content belonging to you and this is caused by our failure to use reasonable care and skill, we will either repair the damage or pay you compensation. However, we will not be liable for damage that you could have avoided by following our advice to apply an update offered to you free of charge or for damage that was caused by you failing to correctly follow installation instructions or to have in place the minimum system requirements advised by us.

19. How we may use your personal information

We will only use your personal information as set out in our [Privacy Policy](#). In particular, when you register for an account on the site or indicate your interest and enquire about a particular property listed on our site, your personal data will be processed in accordance with our Privacy Policy.

20. We are not responsible for viruses and you must not introduce them

We do not guarantee that our site will be secure or free from bugs or viruses. We will not be liable for any loss or damage caused by a virus, denial of service attack or other technologically harmful material that may affect your device or other computer equipment due to your use of our site or use of any website linked to it.

You are responsible for configuring your information technology, computer programs and platform to access our site. You should use your own virus protection software.

You must not misuse our site by knowingly introducing viruses, trojans, worms, logic bombs or other material that is malicious or technologically harmful. You must not attempt to gain unauthorised access to our site, the server on which our site is stored or any server, 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. By breaching this provision, you would commit a criminal offence under the

Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our site will cease immediately.

21. Rules about linking to our site

You may link to our home page, provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it.

You must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists.

You must not establish a link to our site in any website that is not owned by you.

Our site must not be framed or otherwise 'deep linked' on any other site, nor may you create a link to any part of our site other than the home page.

We reserve the right to withdraw linking permission without notice.

The website in which you are linking must comply in all respects with the [content standards](#).

If you wish to link to or make any use of content on our site other than that set out above, please contact support@TWPAN.com.

22. Breach of these terms

When we consider that a breach of these terms has occurred, we may take such action as we deem appropriate.

A material breach of these terms, being the terms upon which you are permitted to use our site, may result in our taking all or any of the following actions:

- Immediate, temporary or permanent withdrawal of your right to use our site.
- Immediate, temporary or permanent removal of any Contribution uploaded by you to our site.
- Issue of a warning to you.
- Legal proceedings against you for reimbursement of all costs on an indemnity basis (including, but not limited to, reasonable administrative and legal costs) resulting from the breach.
- Further legal action against you.
- Disclosure of such information to law enforcement authorities as we reasonably feel is necessary or as required by law.

To the extent possible under applicable law, we exclude our liability for all action we may take in response to breaches of these terms. The actions we may take are not limited to those described above, and we may take any other action we reasonably deem appropriate.

23. You need our consent to transfer your rights to someone else

You may only transfer your rights or your obligations under these terms to another person if we agree in writing.

24. No rights for third parties

These terms do not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any of these terms.

25. If a court finds part of these terms illegal, the rest will continue in force

Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

26. Even if we delay in enforcing these terms, we can still enforce it later

Even if we delay in enforcing these terms, we can still enforce them later. If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaching these terms, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date.

27. Which country's laws apply to any disputes?

If you are a consumer, please note that these terms of use, their subject matter and their formation, are governed by English law. You and we both agree that the courts of England and Wales will have exclusive jurisdiction except that if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are resident of Scotland, you may also bring proceedings in Scotland.

If you are a business, these terms of use, their subject matter and their formation (and any non-contractual disputes or claims) are governed by English law. We both agree to the exclusive jurisdiction of the courts of England and Wales.

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