

Terms of Service for Conveyd

1. Introduction

Conveyd ("we," "us," or "our") operates in two distinct capacities: (i) As a facilitator we act as an intermediary for homeowners to collect and share their personal and property information with our legal partner (ii) As a provider of workflow platform technology to legal service providers. We are not a law firm and do not provide legal services.

2. Definitions

- "Platform" means both the homeowner information collection service and the workflow platform technology provided by Conveyd
- "Information Collection Service" means the technology enabling homeowners to collect and share their personal and property information
- "Workflow Platform" means the technology solutions provided to Legal Partner
- "User" or "you" means any homeowner using the Information Collection Service
- "Legal Partner" means any conveyancing firm or legal service provider using the Workflow Platform
- "Services" means collectively the Information Collection Service and Workflow Platform

3. Nature of Services

3.1. Information Collection Service:

- Enables homeowners to collect their personal information
- Facilitates gathering of property-related information
- Provides secure sharing of this information with chosen Legal Partner
- Maintains digital records of shared information

3.2. Workflow Platform:

- Provides technology solutions to Legal Partner
- Facilitates digital workflow management

3.1. Our Service Model:

- Conveyd provides a digital platform for property transactions
- Our platform streamlines the process through:
 - Digital information collection
 - Automated workflow management
 - Integrated legal service delivery
- We work with a selected regulated Legal Partner

- Our full service features are available when using our panel Legal Partner

3.2. Legal Service Choice:

- You have the right to choose any legal services provider
- If you wish to use our integrated service:
 - You agree to proceed with our panel Legal Partner
 - You will benefit from our full platform capabilities
 - Your transaction will be managed through our system
- If you prefer to use a different legal provider:
 - Our service will not be suitable for your needs
 - You should seek legal services directly
 - You should not proceed with information submission

3.4. Legal Service Delivery:

- Legal services are provided by our regulated Legal Partner
- Legal Partner maintains full professional independence
- You will enter into a direct legal relationship with chosen panel Legal Partner
- Conveyd facilitates but does not provide legal services
- We have fee-sharing arrangements with our panel Legal Partner

3.5. Quality Assurance:

- Our panel Legal Partner is carefully selected
- Our Legal Partner is regulated by the Solicitors Regulation Authority
- Our Legal Partner maintains required professional standards
- Service levels are monitored for quality assurance

3.6. Mortgage Broker Services:

- We may introduce Users to mortgage brokers on request
- Users are free to choose any mortgage broker or lender
- We receive referral fees for successful mortgage broker introductions
- Mortgage services are provided independently by third-party brokers
- We do not provide mortgage advice or broker services
- Our role is limited to making introductions
- Mortgage brokers maintain their own regulatory responsibilities
- We are not responsible for mortgage advice or services provided

3.6. Before Proceeding: By continuing to use our service, you confirm that:

- You understand you have free choice of legal provider
- You have chosen to proceed with our integrated service
- You wish to use our Legal Partner
- You accept our platform's operational model

4. Data Protection, Privacy, and Third-Party Services

4.1. Data Processing and Storage:

- We collect and process personal data as described in our Privacy Policy
- Information is stored securely on Google Cloud Platform infrastructure
- All data is encrypted both in transit and at rest
- Data centres are located within the United Kingdom
- Regular security audits and monitoring are performed
- Personal and property information is processed and stored in compliance with GDPR and UK data protection laws

4.2. Digital Security:

- We implement appropriate technical measures to protect User data, including:
 - Industry-standard encryption protocols
 - Multi-factor authentication for access control
 - Regular security updates and patch management
 - Automated threat detection and monitoring
 - Regular backup procedures
- Information sharing processes are secured using enterprise-grade security measures
- Users maintain control over their personal information
- Legal Partner can only access information shared with them through secure, authenticated sessions
- All access to the platform is logged and monitored for security purposes

4.3. Third-Party Service Providers and Identity Verification:

- Google Cloud Platform is used as our infrastructure provider
- We partner with regulated identity verification providers (such as Thirdfort) to verify User identity
- Basic contact information (such as name, address, email address and phone number) will be shared with our identity verification partners
- Users consent to their information being shared with these verification providers when using our service
- All third-party providers are carefully selected and maintain appropriate regulatory authorisations
- Data processing agreements are in place with all service providers
- Each third-party provider's privacy policy will apply to information shared with them
- Users may be required to complete additional steps directly with these providers
- We only share the minimum information necessary for service provision

4.4. Third-Party Provider Relationships:

- We regularly review and assess our service providers' security standards
- All third-party providers are required to maintain appropriate security certifications
- Users acknowledge that use of our service may require interaction with these third-party providers
- We are not responsible for the services provided directly by third-party providers
- Users may be subject to additional terms of service from these providers

4.5. Security Incidents:

- We maintain an incident response plan
- Users will be notified of any security incidents affecting their data as required by law
- We coordinate with relevant authorities and service providers in case of security incidents
- Regular testing of security incident procedures is conducted

5. Fee Structure and Payments

5.1. All-Inclusive Pricing:

- Users are presented with a total transaction price including:
 - Legal services by our appointed Legal Partner
 - Platform fees
 - Third-party costs and disbursements
- All components are clearly itemised
- Pricing is transparent and communicated upfront

5.2. Fee Arrangements:

- The total fee is collected by Conveyd
- Fees are shared between Conveyd and our Legal Partner
- This arrangement is part of our integrated service model
- Fee sharing does not affect the independence of legal advice

5.3. Disbursements:

- Third-party costs are included in the total price:
 - Search fees
 - Identity verification fees
 - Land Registry fees
 - Other necessary third-party services

6. Referral and Fee-Sharing Disclosure

Users acknowledge and understand that:

- Conveyd has financial arrangements with Legal Partner
- Users have free choice of legal service provider
- Fee-sharing arrangements do not affect the independence of legal services
- Conveyd receives referral fees from selected mortgage brokers for successful client introductions
- Users are under no obligation to use introduced mortgage brokers
- The amount of any referral fees will be disclosed to Users upon request
- All service providers maintain their professional independence regardless of referral arrangements

7. Legal Partner Platform Usage

7.1. Independent Services:

- Legal Partner maintains complete professional independence
- Legal Partner may decline to use the platform at their discretion
- Conveyd does not influence legal decisions or advice
- Platform usage does not create any obligation to accept instructions

7.2. Workflow Usage:

- Legal Partner is responsible for their use of the platform
- Digital workflows do not replace professional judgement
- Legal Partner maintains their own professional obligations
- Platform usage must comply with relevant regulations

8. Platform Availability

8.1. Service Availability:

- We strive to maintain platform availability
- Scheduled maintenance will be communicated in advance
- Technical support is available for platform-related issues
- Service levels are monitored and maintained

9. Limitation of Liability

Conveyd:

- Provides technology solutions only
- Is not responsible for legal advice or services
- Limits liability to the extent permitted by law
- Maintains appropriate professional indemnity insurance for its technology services

10. Amendments to Terms

- We reserve the right to modify these terms
- Users will be notified of significant changes
- Continued use constitutes acceptance of modified terms
- Changes will not affect existing transactions without notice

11. Complaints and Dispute Resolution

11.1. Platform Issues:

- Technical platform issues are handled by our support team

- Users retain rights to regulatory complaints procedures
- Clear escalation procedures are maintained

11.2. Legal Service Issues:

- Complaints about legal services should be directed to the Legal Partner
- Platform usage issues are separate from legal service complaints
- Conveyd will assist with technical aspects of complaints only

12. Governing Law

These terms are governed by the laws of England and Wales.

13. Third-Party Services Acknowledgment

Users acknowledge and agree that:

- Use of our service requires interaction with third-party identity verification services
- Basic personal information will be shared with these services
- Additional terms and conditions may apply from these service providers
- Privacy policies of these providers will apply to information shared with them
- Users may need to provide additional information directly to these providers
- We carefully select our third-party providers but are not responsible for their services
- Users consent to the sharing of necessary information with these providers

Contact Information

For platform-related questions, contact: support@conveyd.co.uk

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