

Source code

All source code is owned by info rhino limited unless licensed to us by a third party. You are not permitted to use this code or attempt to recreate this for yourself.

Copyright and Intellectual Property

Certain functionality on this website is clearly unique to info rhino limited, findigl.co.uk and findigl.com. Any clear attempt to replicate this could be in breach of copyright law and/or intellectual property law. Rather than trying to replicate us, just ask.

Data held on you

By consenting to use our services each data item you provide is held on our database. We make significant attempts to protect this information by using advanced software design approaches. To keep our systems efficient, we archive and remove data frequently. We also pseudonymise data for longer term storage and analytics, any data that goes through this process is no longer associated with a user.

We make every attempt to try and protect your data but cannot be held responsible for data breaches. It is, for example, worth considering that the deeds of your house are searchable through land registry, the prices can be approximated using various calculation formulae and plans can be obtained from local authorities, and you may be on various forms of social media.

User Derived data

This is data derived by using algorithms to try and understand the profile of a user and group of users. An example is our matching service whereby we will try to find equivalent interests based upon interests you have supplied. This type of data is statistical conjecture but must be considered sensitive data because it classifies individuals. We will look to use pseudonymisation to protect you but cannot be held accountable for losses occurred to users through breaches of this data.

To reiterate - we will never pass your user derived data onto third parties or companies who may directly/indirectly come into contact with you.

Shared data

Any data which intersects your data and another user's data is considered shared data and by using these features it is clear their data is also protected by respective data protection acts. This means that by engaging with another site member you have consented to allowing that user to know certain information about you, your address, your email, your telephone number and your name through our services. If you request all your data, we will not provide the details of the other members unless requested to do so by a statutory authority. You can understand how this protects your personal data from ending up on third party databases.

Consenting to your data shared with third parties

We will never share your data as an individual or group of individuals with third parties. If you express interest for our services to help you buy, sell, or let your home we will supply details of these suppliers on our website only to you rather than giving them your details meaning you are initiating contact with them first.

Accuracy of data you supply

We have made significant efforts and continue to strive to hold accurate and timely information. We rely upon the integrity and honesty of our members to keep our services informative and valuable. Any data supplied may have to conform with United Kingdom and international law and erratum should be corrected by you at the earliest opportunity. We may contact you to correct information or in some situations remove such content instructing you why this has been done. If you notice errors, please inform us at oops@findigl.com we may be able to correct this. Clear repeated attempts by members to distort data could be illegal and subject to law and if identified as a possible breach will be reported to appropriate authorities.

Timeliness of data

When significant actions happen in relation to your property sale, you must update this on our website. Legally, you are obliged to change the status of your home from; for sale to under offer when you have accepted an offer; under offer to sold when your sale has completed.

We may use mechanisms to verify the accuracy and timeliness of data - any clear breaches will result in inactivating your account without any reimbursement. We will always endeavour to contact you before doing so and may flag your profile with an investigation status until this query has been resolved.

Accountability for loss to you through findigl.com

We accept no responsibility for losses to you through findigl.com through any failure in the services of our platform. To give non-exhaustive examples, if the website is down, if the automated email is delayed, if our emails end up in your email spam filter inbox, if other members fail to honour your appointments, if your house fails to sell because there is an issue with our website, if our services gets hacked or compromised.

Statistics, Machine learning and artificial intelligence services

We may use these services to help identify patterns and report this information to you. We may or may not cross validate this information. Any reports or insights provided on this website can only be considered an opinion and potentially wrong. We accept no responsibility for any losses from you using these services or any losses occurred by you because of inaccuracy or a lack of availability of any services.

Spamming and email policy

Some notifications cannot be avoided and are required to allow us to continue our service to you.

By subscribing to our services, we may contact you from time to time and will send notifications of events that you are invoking on our site - for an example, an appointment. Our goal is to avoid notifications via email and text over time and to keep notifications to an absolute minimum. If you wish to no longer receive emails, then we will ask you to leave our website.

Service downtime and availability

We see it to be more important to deliver a quality service to our clients than to open the service up to billions of people. We are likely to reduce the significance of the website overtime and focus on finding better ways to ensure you can get the services you deserve.

However, initially, for any paid monthly subscribers you should expect 75 percent uptime. If we fall below those levels we will roll your account subscription for the next month to the amount of downtime suffered in the previous month or offer a reduction on the next month's charge.

Misuse and abuse of our services

We created this website to provide alternative services in the property market to people who we felt deserved better services. Any attempts to hack, expose, block our services is not only inherently evil - it is illegal. Please don't do this as we will do everything possible to make sure you are held accountable by the law.

Site content provided by ourselves

Any opinions, content and media displayed on our site is opinion based and is neither intended to be defamatory, advisory or offensive. If you wish to complain about any features on our site, please contact us at complaints@findigl.com We will endeavour to formally reply within 2 weeks unless the communication is deemed to be licentious or irrelevant.

Site content provided by third parties – commercial

We allow third parties to place content on our website and they are reminded of the need to be non-offensive, relevant, informative and factual. If you find any reason to complain about this content, please use the report button on our website. This will create an email to ourselves, the third party. You will be required to verify this link.

Site content provided by other users

Other users are required to provide non-offensive, relevant, informative and factual data. If you have a direct complaint about another site user, please contact us at usercomplaint@findigl.com . We will also be supplying report buttons at relevant pages on our site in the future.

Complaints about user's behaviour outside of the findigl.com platform

Whilst not an exhaustive list, it could include members failing to honour an appointment, a seller not owning the property they are claiming to own, a house already been sold but an appointment being open, abusive behaviour etc. These items are outside of our control but we welcome reporting on any of these and findigl.com

Termination of site membership on findigl.com

We reserve the right to terminate the accounts of problematic users to maintain the integrity of the platform with immediate effect and no reimbursement of payment.