

Terms and Conditions

Regulation and Statutory Duties

Any communication within this Portal is subject to the SRA Code of Conduct 2011 and/or FCA Handbook under the terms of our authorisation (or as varied by amendment). Please refer to the following external links for further details of the relevant regulation, statute, policies and procedures:

www.sra.org.uk

www.fca.org.uk

www.carpentersgroup-law.co.uk

Use of Resolver Portal

1. By using Resolver Portal, you agree to be legally bound by these terms, which shall take effect immediately on your first use of Resolver Portal. If you do not agree to be legally bound by all the following terms please do not access and/or use Resolver Portal.
2. Carpenters Group may change these terms at any time by posting changes online. Please review these terms regularly to ensure you are aware of any changes made by Carpenters Group. Your continued use of Resolver Portal after changes are posted means you agree to be legally bound by these terms as updated and/or amended.
3. Carpenters Group operate under a Data Protection Policy in accordance with the Data Protection Act 2018 and General Data Protection Regulation however where cases of fraud are alleged, your data may be shared with relevant authorities and/or your insurers and/or relevant third parties (please refer to the Fair Processing Notice provided at the outset of your claim).
4. If you require further information on data protection please refer to the Information Commissioners Organisation www.ico.org.uk
5. A client user's login details are provided for their sole use and must not be disclosed to any third party and procedures for access must be followed at all times.
6. If a client user chooses to use Resolver Portal on a shared and/or public computer, they do so entirely at their own risk and Carpenters Group will not be responsible for any losses arising therefrom.
7. If a client user chooses to share their login details, they do so entirely at their own risk and Carpenters Group will not be responsible for any losses arising therefrom.
8. You may not copy, reproduce, republish, download, post, broadcast, transmit or otherwise use Resolver Portal content in any way except for your own personal, non-commercial use.
9. You agree to use Resolver Portal only for lawful purposes and in a way that does not infringe the rights of, restrict or inhibit anyone else's information or data.
10. Prohibited behaviour includes providing false information in relation to your account or any other personal details.
11. Attempting and/or accessing information over which you have no legal entitlement.
12. Attempting and/or accessing information on credentials that you know have expired.
13. Attempting and/or accessing information on credentials that you know have expired.
14. Attempting and / or accessing information using an ex-employees' credentials.
15. Attempting and/or representing business relationships that do not exist for any reason.
16. Comply with all applicable national laws in using the Service.
17. If we have evidence that you have failed to abide by these terms when accessing Resolver Portal service, you will be sent an e-mail or contacted by other methods to inform you why your account has been suspended.
18. Carpenters Group reserve the right to take action against any account, at any time, for any reason.

Intellectual Property

19. The names, images and logos identifying Resolver Portal, Carpenters Group or third parties and their products and services are subject to copyright, design rights and trademarks of the Carpenters Group or third parties.
20. Nothing contained in these terms shall be construed as conferring by implication or otherwise any licence or right to use any trademark, patent, design right or copyright of Carpenters Group, or any other third party.
21. Subject to the limited rights expressly granted hereunder, Carpenters Group reserves all rights, title and interest in and to Resolver Portal service, including all related intellectual property rights.
22. No rights are granted to any client hereunder other than as expressly set forth herein.

Disclaimers & Limitation of Liability

23. Resolver Portal content, including the information, names, images, pictures, logos and icons regarding or relating to the Carpenters Group , its products and services (or to third party products and services), is provided "as is" and on an "is available" basis without any representations or any kind of warranty made (whether express or implied by law) to the extent permitted by law, including the implied warranties of satisfactory quality, fitness for a particular purpose, non-infringement, compatibility, security and accuracy.
24. Carpenters Group does not warrant that functions contained in Resolver Portal content will be uninterrupted or error free, that defects will be corrected, or that Resolver Portal or the server that makes it available are free of viruses or bugs.

General

25. If any of these terms are determined to be illegal, invalid or otherwise unenforceable by reason of the laws of any state or country in which these terms are intended to be effective, then to the extent and within the jurisdiction in which that term is illegal, invalid or unenforceable, it shall be severed and deleted from these terms and the remaining terms shall survive, remain in full force and effect and continue to be binding and enforceable.
26. These terms and conditions shall be governed by and interpreted in accordance with the laws of England and Wales.