EXPATS PORTUGAL

Provider terms

Last updated 2 October 2026

DRAFT — not yet in force. This text is being reviewed by a lawyer and may change. Blanks in [brackets] will be completed by Expats.

Operator: [LEGAL ENTITY NAME] · Contact: [CONTACT EMAIL]

1. Listing

- Listing on Expats is free. There's no paid ranking, and providers can't pay to remove reviews.
- The Expats team creates and updates profiles. Profile changes are reviewed before they're published.
- You must give accurate business details and a private contact email. The contact email is never shown publicly.
- **Ranking**: profiles are listed alphabetically, filtered by category and area. Ratings, reviews and payments don't affect the order.

2. Checks

- A profile is published only after a passed **business identity** check. Regulated services (for example legal, accounting or health) appear only after a passed **professional registration** check.
- Each public label says exactly what was checked and on what date. Checks can expire, and then they stop showing.
- You agree to provide evidence when asked and to tell us about changes (lost registration, lapsed insurance). Expats keeps evidence private and records only what was checked.
- Expats may suspend a profile if a check fails, expires or turns out to be wrong. You'll receive the reasons in writing when the suspension takes effect.

3. Requests

- Requests come from people who chose you and agreed to share their details with you **for that request only**.
- Use the requester's email only to respond to that request: no marketing, no sharing, and delete it when it's no longer needed.
- Update the request status honestly (quote sent, accepted, declined). Only the customer can mark work as completed.
- Your quotes, contracts and payments are directly between you and the customer. Expats takes no commission.

4. Reviews and replies

- Only customers who completed a request through Expats can review you. Reviews are moderated.

- You can post one public reply per review. Replies are moderated: be factual and respectful, and don't include personal data.
- To dispute a review, use the report process. Expats doesn't remove genuine negative reviews on request. Your right to reply is part of the review system.

5. Provider workspace access

The Expats team links named people to your provider profile. You're responsible for who you ask us to link. Tell us when someone should lose access.

6. Ending the listing

You can ask us to remove your listing at any time. Expats may end a listing for breaches of these terms or the law, with written reasons at least 30 days before it takes effect, except where the law allows immediate termination. Published reviews remain available for at least six months.

7. Other