EXPATS PORTUGAL

Terms of use

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.

Effective date: [EFFECTIVE DATE] · Operator: [LEGAL ENTITY NAME], [REGISTERED ADDRESS], NIPC [NIPC], [COMMERCIAL REGISTRY], tax number [NIF] · Contact: [CONTACT EMAIL]

1. What Expats is

Expats Portugal is a free resource for people living in or moving to Portugal: guidance and official links, housing preparation tools, a curated list of professionals, sourced news, and IRS preparation tools. Expats charges no platform fees and sells no paid ranking.

2. Not professional advice

Content on Expats is general information. It isn't legal, tax, immigration, financial or housing advice. Rules change, so check official sources and ask a qualified professional before acting.

Residence and immigration: the official authority is **AIMA — Agência para a Integração, Migrações e Asilo** (aima.gov.pt). Expats isn't affiliated with AIMA, can't book or speed up AIMA appointments, and doesn't handle residence applications. Always follow AIMA's own instructions for your case.

Taxes: the IRS preparation tools offer preparation support, not tax advice. Outputs must be reviewed by you and, where flagged, by a certified accountant (contabilista certificado). You submit your own declarations; Expats never submits anything to government portals.

3. Accounts

You need an account for private features. Keep your sign-in details secure and give accurate information. Accounts are for people aged 18 or over. We may suspend accounts that break these terms, after telling you why, unless the law prevents it.

4. Professionals and requests

- Professionals are independent businesses. They aren't Expats' employees or agents.
- A request is free to send, but the work isn't free: the professional quotes and charges you directly, and any contract is between you and them.
- Expats passes your request to the one professional you choose. We don't guarantee a reply, a price, availability or the quality of any work.
- Provider checks are limited to what each label says (for example "business identity checked on [date]"). A check isn't a guarantee or a recommendation.

- Don't send exact addresses, identity numbers or sensitive documents in a request.

5. Reviews and other content you post

- Review only professionals you used through a completed request, describe your own experience honestly, and declare any connection to the provider.
- Don't post personal data about others, abuse, discrimination, false statements or anything illegal.
- You keep ownership of your reviews. You give Expats a free, non-exclusive licence to display them on the service while they're published. You can edit or delete them at any time.
- Moderation follows the Review and moderation policy, which is part of these terms. We don't remove genuine negative reviews because a provider asks.

5a. Reporting illegal content

Anyone, with or without an account, can tell us about content on Expats they believe is illegal. Send [CONTACT EMAIL / REPORT FORM] the exact page link, an explanation of why the content is illegal, and your name and email. When we restrict content or an account, we explain why and how to challenge the decision.

5b. How providers are ordered

Providers are listed in alphabetical order, filtered by the category and area you choose. Ratings never decide the order, and nobody can pay for a better position.

6. Housing

Expats doesn't list properties. Links you save to other portals are your private notes. We don't check listings, and saving a home doesn't mean it's available, accurate or safe. Never pay a deposit before seeing the home and the written contract.

7. Newsletter

The weekly briefing is optional and needs a confirmation. Every briefing has a one-click unsubscribe link.

8. Acceptable use

Don't misuse the service: no scraping, automated sign-ups, bulk requests, impersonation, attempts to access other people's data, or interfering with security.

9. Liability

10. Changes and law

We may update these terms and will show the effective date. Account holders will be told about material changes. Portuguese law applies, without removing mandatory protections of your country of residence.

Complaints and disputes: you can complain through the electronic Complaints Book at www.livroreclamacoes.pt, and we reply within 15 working days. Consumer disputes can go to [ADR

ENTITY, website]. General consumer information is on the Direção-Geral do Consumidor website (www.consumidor.gov.pt).