LANDLORE LISTING CONTENT, INTELLECTUAL PROPERTY & MODERATION POLICY

This Policy governs content uploaded, displayed or communicated through LandLore, including property photographs, descriptions, plans, videos, documents, reviews and other User-generated content.

1. Accuracy

Listing Content must be current, materially accurate and not misleading. Photographs should depict the actual Property unless clearly identified as renders, plans or illustrative material.

2. Ownership and Permission

Users may upload only content they own or are authorised to use. Uploading content grants LandLore the licence stated in the Terms and Property Provider Agreement.

3. Prohibited Content

a. False title, ownership, licensing or regulatory claims;
b. Copyright, trademark, privacy or confidentiality infringement;
c. Fraudulent documents or manipulated images intended to deceive;
d. Unlawful discriminatory or harassing content;
e. Malware, phishing, scams or prohibited payment solicitation;
f. Personal data of third parties published without lawful basis;
g. Content that creates a credible safety or criminal risk.

4. Moderation

LandLore may use manual and automated tools to detect policy violations. Automated detection may flag content for review; LandLore may reject, restrict, de-rank, edit only for formatting/technical reasons, or remove content where permitted by the Terms.

5. Intellectual Property Complaints

A rights-holder complaint should identify the protected work, the allegedly infringing Listing/content, the complainant's contact details, basis of ownership/authority and a good-faith statement explaining the complaint.

6. Takedown and Counter-Notice

LandLore may temporarily disable disputed content while reviewing a credible complaint. The uploader may be invited to respond with evidence of authority. Reinstatement will depend on the information available and applicable law.

7. Repeat Violations

Repeated or serious infringement, fraud or misleading content may result in Listing removal, account restrictions or termination.

8. Reviews and Ratings

Reviews must reflect genuine experience and must not be purchased, fabricated, retaliatory, defamatory or manipulated. LandLore may remove reviews that violate this Policy while preserving legitimate criticism.

9. Appeals

Where appropriate, a User may request review of a moderation decision through [Appeals Email/In-App Process].

10. Contact

Content/IP complaints: [IP/Content Email].

Things to Note

Act 1047 advertising oversight

REAC's statutory functions include monitoring real estate advertisements, including internet advertising. Listings by regulated practitioners must therefore display and substantiate required professional status and must not misrepresent property, authority, price or transaction terms.

Data protection in Listings

Providers must not publish Ghana Card numbers, passports, signatures, unredacted title instruments or other unnecessary personal data in public Listing content. Verification documents shall be handled through restricted verification channels.