PropatyHub Internal Operations Terms Nigeria

Version 4

Effective October 8, 2026

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Updated 8 October 2026. These terms apply to authorised staff, contractors, reviewers, moderators, administrators and support personnel using PropatyHub systems. They supplement employment or contractor obligations, platform policies and applicable law. Access is limited to assigned duties and does not confer authority to make legal, payment or publication commitments outside approved processes.

PropatyHub is operated by PropatyHub Limited (RC 9293417), registered at 237A Purple Street, Jakande Estate, Isolo, Lagos State, Nigeria.

Scope and role-based access

Internal work now spans rentals, sales, off-plan listings, shortlets, hotels and other stays, event venues, property requests, listing transfers, property-preparation requests and curated trade providers. Access only the data and tools needed for your task. Do not browse personal data out of curiosity, share credentials, copy records to personal tools or work around role, approval, audit or security controls. Actions may be logged and reviewed in accordance with the Privacy Policy and law.

Intake, evidence and publication

Keep researched or unclaimed venue and property candidates private until admitted under the applicable review process. Record the source, rights or permission, material evidence and reviewer decision. Distinguish a candidate from an advertiser-submitted listing and a published listing. Do not present an unverified claim, inferred availability, price, ownership, licence or image right as fact. Check duplicate and stale records before a new listing, claim, transfer or publication decision. Preserve attributable decisions and correction history; never approve your own evidence where separation is required.

Service-specific checks

For shortlets and hospitality, check the relevant booking, payment, cancellation and guest-safety signals before making a support statement. For venue hire, distinguish enquiry from confirmed booking and check capacity and permitted-use claims. For off-plan, avoid implying title, approval or completion assurance without substantiation. For property requests, protect requester contact details and show only information approved for eligible responders. For property preparation and trade services, record provider application and routing status; approval is not a guarantee of work, licence or insurance. Do not share keys or access instructions beyond a necessary, controlled workflow.

Billing, support and incidents

Use verified provider and account records before changing plans, credits, refunds, listing status or transfer capacity. A manual override, stored subscription row and payment event can disagree; escalate rather than inventing a reconciliation. Do not disclose payment credentials or raw card data. Document customer-impacting decisions and explain holds truthfully. Escalate suspected fraud, safety issues, privacy incidents, security breaches and unlawful content promptly through the designated channels. Do not promise an outcome before it is confirmed.

Legal and data protection

Only authorised staff may draft or publish versioned legal documents. Preserve the prior published version, effective date and acceptance record; ensure public copy and downloadable copy match. Handle personal data under the Nigeria Data Protection Act 2023 and applicable policies. Limit access, retention and disclosure to a legitimate purpose. An incident or rights request must be routed to the responsible team rather than resolved through an undocumented shortcut.

Conduct and accountability

Act professionally, avoid discrimination or conflicts of interest, and do not exploit privileged information or contact users outside approved channels for personal gain. Access can be suspended for breach, security risk or the end of an engagement, subject to applicable law and contract terms. Nothing here removes an internal user's statutory rights or automatically shifts PropatyHub's legal duties to that person. Questions or incidents: use the current internal legal, security or operations channel; public support is support@propatyhub.com.