

MASQANY LEGAL CENTRE

Masqany Terms of Use

The rules, responsibilities and platform policies governing use of Masqany.

Version: 1.0 **Effective:** 1 July 2026 **Updated:** 20 July 2026

Important notice

These Terms of Use apply whenever you access or use Masqany. By creating an account, publishing a listing, contacting another user or requesting a moving service, you agree to follow these terms. If you do not agree, please do not use Masqany.

1. About Masqany

Masqany is a property discovery, listing verification and user connection platform. It helps people find accommodation, enables property owners and authorised agents to publish listings, and connects users with independent moving-service providers.

Masqany is a product of Speqlink Limited. References to “Masqany”, “we”, “us” or “our” in these terms mean the Masqany platform as operated by Speqlink Limited. References to “you” or “user” mean anyone who accesses or uses Masqany.

2. What Masqany does

Masqany provides technology that helps users discover properties and related services. The platform may display property details, availability, prices, photographs, videos, locations, verification information, reviews and contact options.

Masqany facilitates connections. It is not a landlord, tenant, property owner, hotel, property manager, real-estate agent for every listing, moving company, insurer, bank or escrow provider. Any tenancy, accommodation or moving agreement is made directly between the users involved.

Masqany does not ordinarily collect rent, tenancy deposits or payments made directly to property providers or drivers. If Masqany introduces a payment feature, the applicable charges and payment conditions will be clearly presented before use.

3. Who may use Masqany

You may use Masqany only when all the following statements are true:

1. You are at least 18 years old.
2. You can legally enter into a binding agreement.
3. The information you provide is accurate and complete.
4. You are not prohibited from using the service under Kenyan law.
5. You use the platform only for lawful purposes.

If you use Masqany for a company, agency or organisation, you confirm that you are authorised to act for it.

4. Accounts and security

You may be asked to create an account using an email address, password, Google Sign-In or another supported authentication method. Some features may require a verified phone number, identity details or supporting documents.

You are responsible for:

1. Providing accurate and current account information.
2. Protecting your password and sign-in credentials.
3. Preventing unauthorised access to your account.
4. Informing Masqany promptly if you believe your account has been compromised.
5. Not creating an account using another person's identity.

Masqany may restrict features until required information has been verified.

5. Responsibilities of accommodation seekers

Accommodation seekers may browse listings, review property information, contact property providers, arrange viewings and request moving services.

When using these features, you must:

1. Communicate honestly and respectfully.
2. Attend agreed viewings responsibly or cancel in good time.
3. Review the property and any agreement before making a commitment.
4. Confirm the identity and authority of the person receiving a payment.
5. Avoid sending money solely because a listing displays a verification status.
6. Report suspected fraud, false availability or misleading information.

You remain responsible for deciding whether a property, agreement or service is suitable for you.

6. Responsibilities of property providers

Only a property owner or a person with valid authority may publish or manage a listing. Property providers must keep all material information accurate and current.

Property providers must:

1. Accurately describe the property, unit, location, price, deposit, amenities and policies.
2. Use photographs and videos that fairly represent the property.
3. Update availability promptly and remove unavailable listings.
4. Clearly disclose material charges before a user commits.
5. Provide genuine documents and verification information when requested.
6. Protect the privacy and safety of prospective tenants.
7. Avoid duplicate, deceptive or bait-and-switch listings.
8. Comply with housing, consumer, tax and other applicable laws.

Masqany may correct, pause or remove a listing that is inaccurate, outdated, unsafe or inconsistent with these terms.

7. Responsibilities of moving-service providers

Drivers and moving-service providers operate independently. Registration on Masqany does not create an employment, partnership or agency relationship with Masqany.

Moving-service providers must:

1. Hold a valid driving licence and all documents required for the vehicle and service.
2. Provide accurate identity, vehicle, plate number and service information.
3. Use the approved vehicle unless a change is disclosed and accepted.
4. Follow traffic, safety, insurance and transport requirements.
5. Agree on the price and scope of work before beginning a service.
6. Treat users and their property carefully and respectfully.
7. Never operate while impaired or use the platform for unlawful transport.

The service agreement and direct payment are between the driver and the requesting user unless Masqany clearly introduces a separate payment arrangement.

8. Verification and the Zero Trust approach

Masqany reviews information to improve trust and reduce fraud. Depending on the account or listing, checks may include identity, authority to list, property location, photographs, videos, ownership or agency documents, driving licences, vehicle records and other relevant evidence.

A Masqany verification status means that information passed the checks used at the time of review. It is not:

1. A government certification or legal title search.
2. A guarantee of ownership, availability or future conduct.
3. A structural, habitability or safety warranty.
4. An insurance policy.
5. A promise that a transaction or service will be risk-free.

Users should still inspect properties, verify agreements and exercise reasonable care. Masqany may request re-verification when information changes, a document expires, a complaint is received or fraud is suspected.

9. Listings, availability and connections

A listing may cover long-stay rentals, short-stay accommodation, hotels, offices, shops, holiday homes or another supported property category.

Masqany may use platform records to determine whether users have successfully connected. Relevant records can include contact requests, viewing arrangements, availability updates, moving-service requests and voluntary confirmations. These records help operate the platform, prevent misuse and improve service quality.

Displaying a listing does not guarantee that it remains available. Users should confirm availability and important terms directly with the property provider.

10. Fees and payments

Masqany will clearly disclose any platform fee before a user incurs it. Fees may vary by service, user category or promotional period.

Payments for rent, deposits, accommodation or moving services that take place outside Masqany are controlled by the users involved. Masqany is not responsible for holding, releasing or refunding those direct payments.

If prepaid balances, paid connections or in-platform payments are introduced, Masqany will explain the price, deduction point, cancellation rules and available dispute process before the feature is used.

11. User content

Users may upload text, photographs, videos, documents, reviews and other material. You retain ownership of your content, but grant Masqany permission to host, reproduce, display, resize and process it as reasonably necessary to operate, secure and promote the relevant platform service.

You must have the right to upload the content. Content must not:

1. Infringe copyright, privacy or other legal rights.
2. Include forged, stolen or misleading material.
3. Expose personal or confidential information without authority.
4. Contain malware, unlawful content or instructions intended to compromise the platform.
5. Misrepresent a property, vehicle, person or service.

Masqany may remove or restrict content that violates these terms or creates a material safety, legal or fraud risk.

12. Reviews and community conduct

Reviews must reflect genuine experiences and must be relevant, fair and respectful. Masqany does not permit harassment, threats, hate speech, discriminatory conduct, extortion, coordinated manipulation or retaliatory reviews.

Users must not offer or accept an improper benefit in exchange for a misleading review. Masqany may moderate, limit or remove reviews that violate these standards.

13. Prohibited use

You must not use Masqany to:

1. Commit fraud, impersonate another person or submit false documents.
2. Publish a property without authority.
3. Mislead users about availability, price, location or condition.
4. Harass, exploit, discriminate against or threaten another person.
5. Scrape, copy or harvest platform data without permission.
6. Interfere with security, access controls, infrastructure or other accounts.
7. Distribute malware, spam or unlawful advertising.
8. Avoid a restriction by creating another account.
9. Use platform information for an unrelated or unlawful purpose.

Masqany may investigate suspected misuse and preserve relevant records where lawful.

14. Intellectual property

The Masqany name, software, design, databases, branding and original platform content belong to Speqlink Limited or its licensors. These terms do not transfer ownership to users.

You may use the platform only for its intended purpose. You may not reproduce, reverse engineer, resell or create a competing service from protected Masqany materials except where the law expressly permits it.

Copyright or intellectual-property concerns may be reported to info@speqlink.com with identification of the protected work, the disputed content, the relevant listing or URL, and evidence of ownership or authority.

15. Third-party services

Masqany may rely on services such as maps, authentication, hosting, analytics, notifications and payment providers. Those services may have their own terms and privacy notices.

Masqany is not responsible for an external website or service merely because the platform links to or integrates with it.

16. Platform availability and changes

Masqany aims to provide a reliable service but cannot promise uninterrupted or error-free access. Maintenance, security events, connectivity issues or circumstances outside reasonable control may affect availability.

Features may be added, changed, paused or discontinued. Where a change materially affects user rights or paid services, Masqany will provide reasonable notice when practicable.

17. Account restrictions and termination

Masqany may warn, restrict, suspend or terminate an account or listing where reasonably necessary to:

1. Enforce these terms.
2. Protect users, the public or the platform.
3. Investigate fraud, security or verification concerns.
4. Respond to legal or regulatory requirements.
5. Address repeated complaints or serious misconduct.

Where appropriate, a user may request a review by writing to info@speqlink.com and providing relevant evidence. Serious safety, fraud or legal risks may require immediate action without advance notice.

18. Complaints and disputes

Users can report false listings, impersonation, harassment, privacy concerns, driver misconduct, vehicle mismatch, account action or other platform issues to info@speqlink.com.

Masqany may request evidence, review platform records, contact affected users and apply a proportionate outcome. Outcomes may include correction, content removal, a warning, account restriction, restored access or referral to an appropriate authority.

A Masqany decision concerns only the platform and its rules. It does not determine property ownership, criminal guilt, civil liability, tenancy rights, insurance liability or damages between users.

19. Disclaimers and user responsibility

Masqany provides platform information and connectivity services on an “as available” basis. While reasonable steps are taken to improve accuracy and trust, user-submitted information can change or be incomplete.

To the extent allowed by law, Masqany does not guarantee that every listing, user, property, vehicle, agreement or service will meet a user’s expectations. Nothing in these terms excludes a right or liability that cannot legally be excluded.

20. Limitation of liability

To the extent permitted by applicable law, Masqany and Speqlink Limited are not liable for indirect, incidental or consequential loss arising from an independent agreement between users, an off-platform payment, reliance on outdated user information or conduct outside Masqany’s reasonable control.

This limitation does not apply where liability cannot be limited under Kenyan law.

21. Privacy

Masqany processes personal information as described in the Masqany Privacy Policy. The Privacy Policy forms part of the rules governing use of the platform and is available at https://www.speqlink.com/masqany_privacy.

22. Changes to these terms

These terms may be updated to reflect new features, legal requirements, security improvements or changes to how Masqany operates. The current version and updated effective date will be published on this page.

If a change materially affects your rights, Masqany will provide reasonable notice. Continuing to use Masqany after the updated terms take effect means you accept the revised terms.

23. Governing law

These terms are governed by the laws of Kenya. Disputes that cannot be resolved directly will be handled by the courts or other competent dispute-resolution bodies in Kenya, subject to any mandatory rights available under applicable law.

24. Contact

Questions, complaints, account concerns and legal notices relating to Masqany may be sent to:

info@speqlink.com

