SHEPHARDLINK PROVIDER VERIFICATION POLICY

Last Updated: October 12 2026

ShephardLink may verify Providers to improve marketplace trust, reduce fraud and help Customers understand information about Providers.

Verification is a risk-control and information-checking process. It is **not a guarantee of a Provider's future conduct or quality of Services.**

1. PURPOSE

Provider verification may help ShephardLink:

- confirm identity;
- reduce impersonation;
- prevent fraud;
- confirm business information;
- confirm qualifications where relevant;
- improve marketplace safety;
- meet legal or regulatory requirements.

2. VERIFICATION

Depending on the Provider and Service category, ShephardLink may request:

- government-issued identification;
- photographs/selfies;
- business registration information;
- business address;
- professional certificates;

- licences;
- references;
- service history;
- other information reasonably necessary for verification.

A Provider may receive one or more verification statuses.

Identity Verification

We have completed an identity check using information or documentation supplied by the Provider or an authorized verification service.

Business Verification

We have checked specified business information supplied by the Provider.

Qualification Verification

We have reviewed a qualification, certificate, licence or similar document where applicable.

Address Verification

We have completed an applicable address/location verification.

3. VERIFICATION INFERENCES

A verification badge does not automatically mean:

- ShephardLink guarantees the Provider;

- the Provider is the best Provider;
- the Provider will never engage in misconduct;
- the Provider's work is guaranteed;
- the Provider has every licence that may ever be required;
- the Provider is insured;
- the Provider will always be available;
- the Provider will perform Services satisfactorily.

Verification relates only to the specific information and checks described by the relevant verification status.

4. THIRD-PARTY VERIFICATION

ShephardLink may use specialist verification providers.

These providers may process verification information on ShephardLink's behalf.

Where appropriate, ShephardLink may receive a verification result rather than retaining the complete underlying document.

5. DATA MINIMIZATION

ShephardLink seeks to collect and retain only information reasonably necessary for the verification purpose.

Where a verification result is sufficient, ShephardLink may avoid retaining the underlying identity document.

6. RE-VERIFICATION

ShephardLink may request verification again where:

- information expires;

- a qualification expires;
- material information changes;
- suspicious activity is detected;
- a serious complaint arises;
- legal requirements change;
- periodic verification is reasonably necessary.

7. CUSTOMER INFORMATION

ShephardLink may display limited verification information to Customers, such as:

Identity Verified

or

Qualification Verified

We will not ordinarily display the underlying identity document publicly.

8. FALSE INFORMATION

A Provider who knowingly submits false, altered or fraudulent information may be:

- denied verification;
- suspended;
- removed from the Platform;
- referred to appropriate authorities where appropriate.

9. VERIFICATION EXPIRATION

Certain verification statuses may expire.

For example, a professional licence may require periodic renewal.

ShephardLink may remove a verification badge when the underlying evidence is no longer current.

10. VERIFICATION DISPUTES

If a Provider believes a verification result is inaccurate, the Provider may contact ShephardLink.

ShephardLink may request additional evidence and reconsider the result.

11. SAFETY AND HIGH-RISK SERVICES

ShephardLink may impose enhanced verification for categories involving:

- electricity;
- gas;
- construction;
- security;
- high-value property;
- children;
- healthcare-related services;
- other higher-risk activities.

12. NO GUARANTEE

Verification is one part of ShephardLink’s marketplace trust system.

Customers remain responsible for considering the Provider’s profile, Offer, qualifications, reviews and other relevant information.

13. PRIVACY

Verification information is processed in accordance with the ShephardLink Privacy Policy.

14. CONTACT

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