



identità

PUBLIC REGISTRY ONLINE

USER GUIDE



<https://identitymalta.com/pronline>



pubsearches.identita@gov.mt

Draft Version: 1.1 as at 24 May 2018

System requirements

- Web Browser (Optimised for Google Chrome)
- Adobe Reader

Note

It is very likely that the first time a user tries to open and view a note, the action will be blocked by the browser (pop-up blocker). The user shall need to turn off the pop-up blocker by clicking the 'Allow pop-ups for this site' in the appropriate section, based on the browser used.



Login

- 1) To access the PROnline system go to the following URL: identitymalta.com/pronline
- 2) The log-on screen (refer to Figure 1) 3) To log onto the system:
 - a. Type in the user registered email address in the allotted space
 - b. Enter the password (initially supplied by IdentityMalta, but which can be changed by the user at a later stage)
- 4) Read the Disclaimer and terms of use of the PROnline Website
- 5) Tick the check box to indicate that the Disclaimer, Terms and conditions have been read 6) Click on the Sign in button to log on.

Fig 1 – The Sign In Screen

Home Page

This shall be the starting point for all Operations

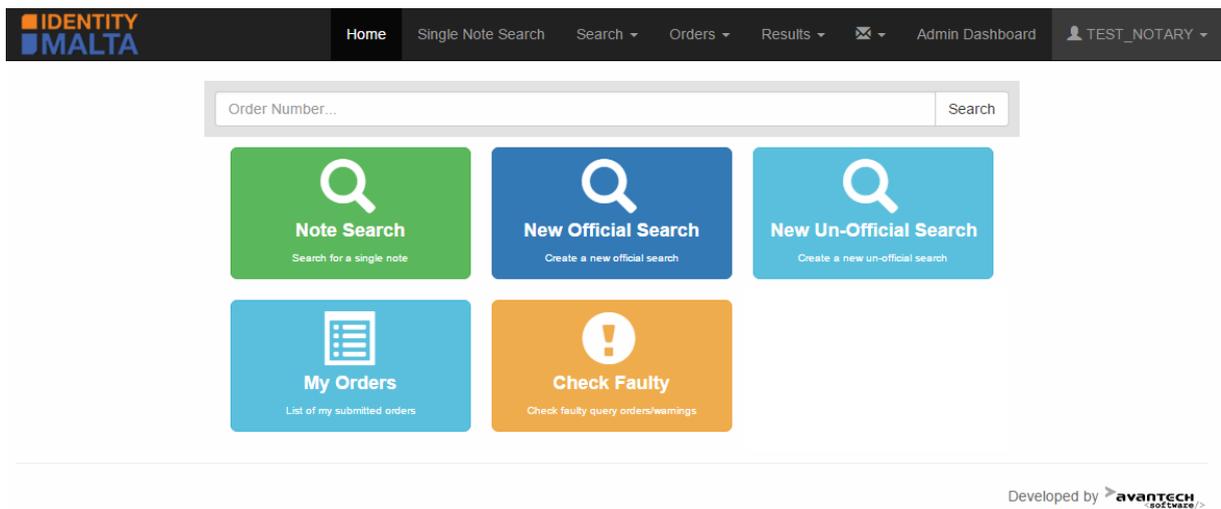
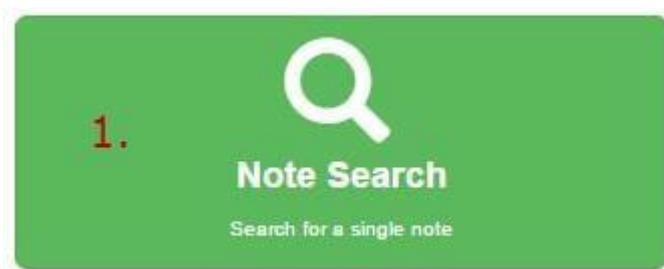


Fig 2 – The Home Page

Some tasks that are possible from this portal include:

- 1) Search for a note by its note-ID
- 2) Perform unofficial searches
- 3) Payment Gateway top up
- 4) Submit an Official Search Order which will be processed by the Searches Unit
- 5) Monitor the more recent Official Orders submitted, therefore, one can check e.g. if an order is ready for collection

Single Note Search



This function allows a user to search for a single note using the standard identifiers as per figure 3 below.

Note Search

Search for a particular Note and the References associated to it.

1234 2000 H Search

Progressive No.	Note Year	Note Date	Type	
1234	2000		H	View (€3.20)
6833	2001		R	View (€3.20)
5348	2003		R	View (€3.20)

Official Reference Search

Request an official update of references from the Note 1234 / 2000 / H onwards.

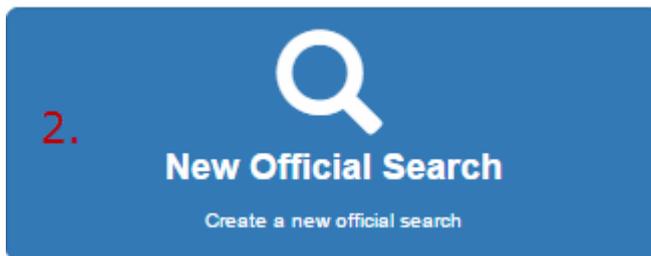
Submit Official Reference Search

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Fig 3 – Single Note Search

If a Hypothec being searched has any references linked to it, these references will be displayed in date/year order below the original the Hypothec.

From this screen the user can choose to submit an official update of references by choosing the first note (reference) the user would like to get. The selected note and all subsequent notes in the list will automatically be flagged and an official order of reference updating will be generated.



Search Orders

+ Create Order X Remove All Orders

Transfers	Region	From	To	Liabilities	Region	From	To	Small Indices	Region	From	To	Name	Surname	Birth Place	NDM	Warning

Submit Orders

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Fig. 4 - Search Order

To submit an official search order using the online tool one must follow the steps hereunder:

- 1) Press the Create Order  button
- 2) The Create Order Form as shown in Figure 5 will be made available
- 3) Next step is to define a search for Transfers, Liabilities and 'Fidi'. The tick box  on the left of each heading indicates the type search chosen.
- 4) Input a date range for the search.

- 5) Next the user must decide if he would like to be notified whether the cost of this single order exceeds a specific amount.
 - a. A default warning flag can be set from within the Admin dashboard and this will then be applicable for all future orders.
 - b. These notifications and limits can be changed for each order submitted
 - c. The system will automatically keep track of these limits.
 - d. When the Public Registry officers compile the initial results for the search, they will automatically be notified if the results exceed the limits imposed by the notary user.
 - e. The order will not be processed and will be 'sent' back to notary user for approval (See 'Check Invalid / Warnings Section')
- 6) The user may now select whether the order is a 'Normal' order, a 'Priority' order (Fast Track) or an 'Update' of searches.
- 7) Reference (Notary Group No.) is the field in which the user will enter his reference. Orders, which have the same reference within the same day, will be grouped together. Grouped orders MUST also be of the same type i.e. Normal, Priority or Update
- 8) In the Remarks section, Public Registry officials are to be given arbitrary instructions that are not covered by the system.
 - a. One such instruction would be to indicate searches related to a specific locality.
 - b. Instructions, which the public Registry is NOT obliged to follow or which are otherwise covered by the system, will be ignored.
- 9) Newly introduced to the system is the ID card. Presently, most indices do not have the ID card on record. However, as of December 2015 the new system requires all indices to have an ID card, Residence Permit or Company Registration Number. Therefore, users are now being encouraged to submit the IDs as part of their search criteria. This will help to improve the accuracy of the search results.
- 10) The user needs to select if the entity being searched for is a Registered Company or an individual by ticking the 'Company' check box.
- 11) The next two fields are 'Name' and 'Surname'.
- 12) Birthplace is a dropdown list which, for the time being, has been extracted from the existing data. This list is being cleaned and a full name shall eventually be assigned as opposed to a 3 letter code
- 13) Date of Birth is also a new requirement which will, in time, help improve indexing and therefore, search accuracy.
- 14) Unlike the unofficial search option, Wild cards such as % or * will NOT be accepted. An official request must be as accurate as possible; ambiguous queries will be flagged and a warning will be raised requiring the notary user's correction or intervention to process (See 'Check Invalid / Warnings Section')
- 15) Once the search criteria has been properly filled and checked, the user has the option to:
 - a. 'Submit and Create New' . This option allows a user to submit a search order while at the same time allowing the user to retain all the information, so that a new order can be submitted reusing parts of that same information.
 - b. 'Submit'  this will submit the search criteria and take the user back to the main Search Orders form (Figure 4). All orders submitted will be in a list on this form.
- 16) Through the main Search Orders form, the user will have the option to review or remove any or all orders by using the buttons on the right of each row representing an order.

17) Once the user is confident that the orders are correct, the orders can be submitted for processing. 

Create Order ✕

<input checked="" type="checkbox"/> Transfers Malta Only All From: 01/01/1950 31 To: 19/01/2016 31	<input checked="" type="checkbox"/> Liabilities Malta Only From: 19/01/1986 31 To: 19/01/2016 31
<input checked="" type="checkbox"/> Small Indices Malta Only From: 01/01/1981 31 To: 19/01/2016 31	<input checked="" type="checkbox"/> Warning Warn when total cost is more than <input type="text" value="60.00"/> €

Search Type Normal Priority Update

No Different Maternity

ID Card / Company Reg. No.	<input type="text"/>	Reference (Notary Group No)	<input type="text"/>
Name / Company Name*	<input type="text"/>	Remarks	<input type="text"/>
Spouse Name	<input type="text"/>	Company	<input type="checkbox"/>
Father Name	<input type="text"/>	Surname*	<input type="text"/>
Mother Name	<input type="text"/>	Spouse Surname	<input type="text"/>
Birthplace	<ANY>	Father Surname	<input type="text"/>
		Mother Maiden Name	<input type="text"/>
		Date of Birth	<input type="text"/> 31

Fig. 5 - Create Order

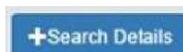
Unofficial / Online Searches



In the new portal available, notes pertaining to entities may be checked without submitting an official search order.

To perform an unofficial search the following steps need to be followed:

- 1) Click on the Unofficial Search button on the home page
- 2) A page similar to figure 4 below will appear on the browser
- 3) Here the user is able to define a search for Transfers, Liabilities and 'Fidi'. The tick box on the left of each heading indicates which type of note is being searched.
- 4) Other small indices such as 'Mandati' or Money Laundering will always show up based on the search details
- 5) A date range must be specified for the search.
- 6) To submit the search details press the Add Search Details button.
- 7) The Add Search Details screen will appear as per Figure 5 below



Unofficial Search

Entity Criteria

Company	Name	Surname	Birth Place	ID Card	Spouse Name	Spouse Surname	Father Name	Father Surname	Mother Name	Mother Maiden Surname	Date of Birth	Edit	Delete

Check Results Info Upload From File Search Notes

Developed by avantech

Fig. 6 – Unofficial Search Front Screen

- 8) Again the newly introduced system requires all indices to have an ID card, Residence Permit or Company Registration Number. Therefore, users should now submit the IDs as part of their search criteria. This will help improve the accuracy of the search results.
- 9) The user needs to select if the entity being searched for, is a Registered Company or an individual by ticking the 'Company' check box.
- 10) The next two fields are 'Name' and 'Surname'. In these and all subsequent fields the user will be allowed to use wildcards. Either '%' or '*' can be used as place holders when it is not certain how the name was originally indexed; e.g. if a search is required for 'John', 'John Mary' or 'Johnmary' one can submit a query using 'John%'.
- 11) Birthplace is a dropdown list which, for the time being, has been extracted from the existing data. This list is being cleaned and a full name shall eventually be assigned as opposed to a 3 letter code
- 12) Date of Birth is also a new requirement which will, in time, help improve indexing and therefore, search accuracy in the future.
- 13) All other fields function exactly like the 'Name' and 'Surname' fields, including the wildcard option.

Add new criteria



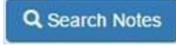
ID Card / Company Reg. No.	<input type="text"/>
Company	<input type="checkbox"/>
Name / Company Name	<input type="text"/>
Surname	<input type="text"/>
Birthplace	<input type="text"/>
Spouse Name	<input type="text"/>
Spouse Surname	<input type="text"/>
Father Name	<input type="text"/>
Father Surname	<input type="text"/>
Mother Name	<input type="text"/>
Mother Maiden Name	<input type="text"/>
Date of Birth	<input type="text"/>

Fig. 7 – Search Criteria

14) Once all the criteria fields are filled in, press the **Add** button to include the details in the search.

15) This action will take you back to the page on Figure 4.

16) At this point the user can submit an additional, alternate search criteria to be able to submit searches for more ambiguous names/indices (e.g. the user is unsure if the entity being searched for is indexed as Carmel or Charles) 17) The next step is to:

- a. Check Results info by pressing the appropriate button.  This will give you a count of the notes found during the search, based on the submitted criteria. This action does not incur a cost. Therefore, users are encouraged to use this function to avoid needless charges for searches which would yield no results.
- b. To view a list of the notes that the search yields, the user will need to press the 'Search Notes'  button. Pressing this button will automatically deduct the balance accordingly.
- c. The list displayed is a list of notes which match the submitted search criteria. If a user wants to view or download one or more of the notes listed, this can be done by pressing the 'View' button on the right hand side of each document listed. The downloading of each document incurs a cost as stipulated by the Public Registry.

Order Tracking



My Orders

Order Number	Due Date	Date Submitted	Priority	Update	Status	Client User	User Group	Order Group	Controls
▶ 256	01/02/2016	26/01/2016	<input type="checkbox"/>	<input type="checkbox"/>	New	Test_Notary	Notary 1		Cancel
▶ 225	26/01/2016	20/01/2016	<input type="checkbox"/>	<input type="checkbox"/>	Tagged	Test_Notary	Notary 1	test31	Group Info
▶ 224	26/01/2016	20/01/2016	<input type="checkbox"/>	<input type="checkbox"/>	Tagged	Test_Notary	Notary 1	test31	Group Info
▶ 223	26/01/2016	20/01/2016	<input type="checkbox"/>	<input type="checkbox"/>	New	Test_Notary	Notary 1	TEST21	Group Info
▶ 222	26/01/2016	20/01/2016	<input type="checkbox"/>	<input type="checkbox"/>	Faulty Query	Test_Notary	Notary 1	TEST21	Group Info
▶ 221	26/01/2016	20/01/2016	<input type="checkbox"/>	<input type="checkbox"/>	Tagged	Test_Notary	Notary 1		
▶ 214	20/01/2016	14/01/2016	<input type="checkbox"/>	<input type="checkbox"/>	Tagged	Test_Notary	Notary 1	Bonello	Group Info
▶ 213	20/01/2016	14/01/2016	<input type="checkbox"/>	<input type="checkbox"/>	Tagged	Test_Notary	Notary 1	Bonello	Group Info
▶ 186	12/01/2016	06/01/2016	<input type="checkbox"/>	<input type="checkbox"/>	Cancelled	Test_Notary	Notary 1	6841	Group Info
▶ 185	12/01/2016	06/01/2016	<input type="checkbox"/>	<input type="checkbox"/>	Cancelled	Test_Notary	Notary 1	6841	Group Info
▶ 184	12/01/2016	06/01/2016	<input type="checkbox"/>	<input type="checkbox"/>	Cancelled	Test_Notary	Notary 1	6841	Group Info
▶ 183	12/01/2016	06/01/2016	<input type="checkbox"/>	<input type="checkbox"/>	Cancelled	Test_Notary	Notary 1	6841	Group Info

Select a grouped order to view its info here...

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Fig. 8 – My Orders

From this page one can monitor and, in appropriate cases, amend the user's most recently submitted orders. The Status column will indicate at which stage the order is, at that moment. Some of the statuses that might be encountered include:

- 'New'; this will indicate a newly submitted order. A new order can be upgraded to a Priority order
- Tagged means that the process has been started and that the relevant indices have been identified
- 'Ready for Collection' means that a notary can actually pay for and collect the note from the Registry Front Office.
- 'Invalid Query' indicates that a problem has been encountered when an order was being processed, and that the user's feedback is required to resolve (or cancel) the order.

This list will automatically be updated the moment a status is changed and completed, or cancelled. Orders will be removed from the list after a 90 day period

Warnings / Check Invalid Orders

Within this page a user can check, edit and resubmit orders which have missing or incorrect information.

It is being acknowledged that mistakes can be made during the submission of an order. Due to these discrepancies, the search results might be ambiguous or inconclusive (e.g. a search for 'Joseph Borg' without any other details will generate 1000s of results so obviously, the registry officials cannot know or go through all the notes to identify the entity for which the search is being done).

Thus, from this page (Figure 9 below) the registry officials will have the opportunity to notify a user if such a problem is encountered.

Faulty Query Orders

Order Number	Due Date	Date Submitted	Status	Client User	User Group	
222	26/01/2016	20/01/2016	Faulty Query	Test_Notary	Notary 1	<input type="button" value="Check"/> <input type="button" value="Cancel"/>

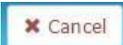
Warning Orders

No Warning Orders!

Developed by  AVANTECH

Fig. 9 – Invalid Orders List

From this list the user can

- either cancel  the order altogether or
- check the order to see what discrepancies were encountered

By pressing the 'Check' button , the user will be taken to the Re Submit Order page as shown in Figure 10

Within this page, the user will be able to check the message which has been submitted by the registry officials detailing the difficulty encountered.

The user may now take corrective action to fix the query and resubmit the order.

It is important to note that the processing period for Resubmitted Orders will be restarted on the date of resubmission thus, it is highly advisable that prompt action is taken on any queries flagged as Invalid.

Entity Criteria

Company	Name	Surname	Birth Place	ID Card	Spouse Name	Spouse Surname	Father Name	Father Surname	Mother Name	Mother Maiden Surname	Date of Birth	Delete	Edit
<input type="checkbox"/>	Bemadette	Borg	Attard	163874M			Joseph	Schembri	Carmelina	Busutil			

Check Results Info Re-Submit Order

Developed by avantech

Fig. 10 –Order Resubmit

Another reason why an order may be flagged is if the price limit has been exceeded. In this situation the order details will also display an indicative price of the requested order.

It is very important to note that this price is an estimate and that the actual price is only known when the search order has been completed and the invoice is issued accordingly.

In this situation the user is given the opportunity to approve the indicative cost and proceed with the search order or, cancel or change the order in the same manner as when one is tackling an invalid order.

Order Search

Using the Order Reference Number a user can bring up an order for review. Once an order is identified the user will be taken to the Order Details Page as shown in Figure 11.

From this page, apart from seeing the order status, the user can order an update of searches for any order already submitted or, if the order is new, the user will have the opportunity to convert it to a Priority Order or cancel it altogether.

Order Number 256 Details

Status	New
Date Submitted	26/01/2016
Date Completed	01/01/1900
Last Date Modified	26/01/2016
Client User	Test_Notary
Group	Notary 1
Type	Normal
Warning	Warning when €60.00 is reached.
Maternity	To Search For Different Maternity
Transfers	From 01/01/1950 To 24/01/2016: Malta Only
Liabilities	From 24/01/1986 To 24/01/2016: Malta Only
Small Indices	From 01/01/1981 To 24/01/2016: Malta Only
Submission Fee	€15.72 (1 Order)
Results Fee	€0.00 (0 Result)
Total Fee	€15.72

Original Search Criteria

Name	Surname	Birth Place	ID Card	Spouse Name	Spouse Surname	Father Name	Father Surname	Mother Name	Mother Maiden Surname	Date of Birth
Joseph	Borg	Pieta	163874H							

[Convert to Priority](#) [Cancel Order](#)

Fig. 11 – Order Details

Admin Dashboard

The Admin dashboard is available only for users who are designated as administrators within an account.

PROnline recognises the concept of having multiple users related to an account. Thus, it is of utmost importance for users to have specific designations or rights, roles and permissions related to functions accessible within the system.

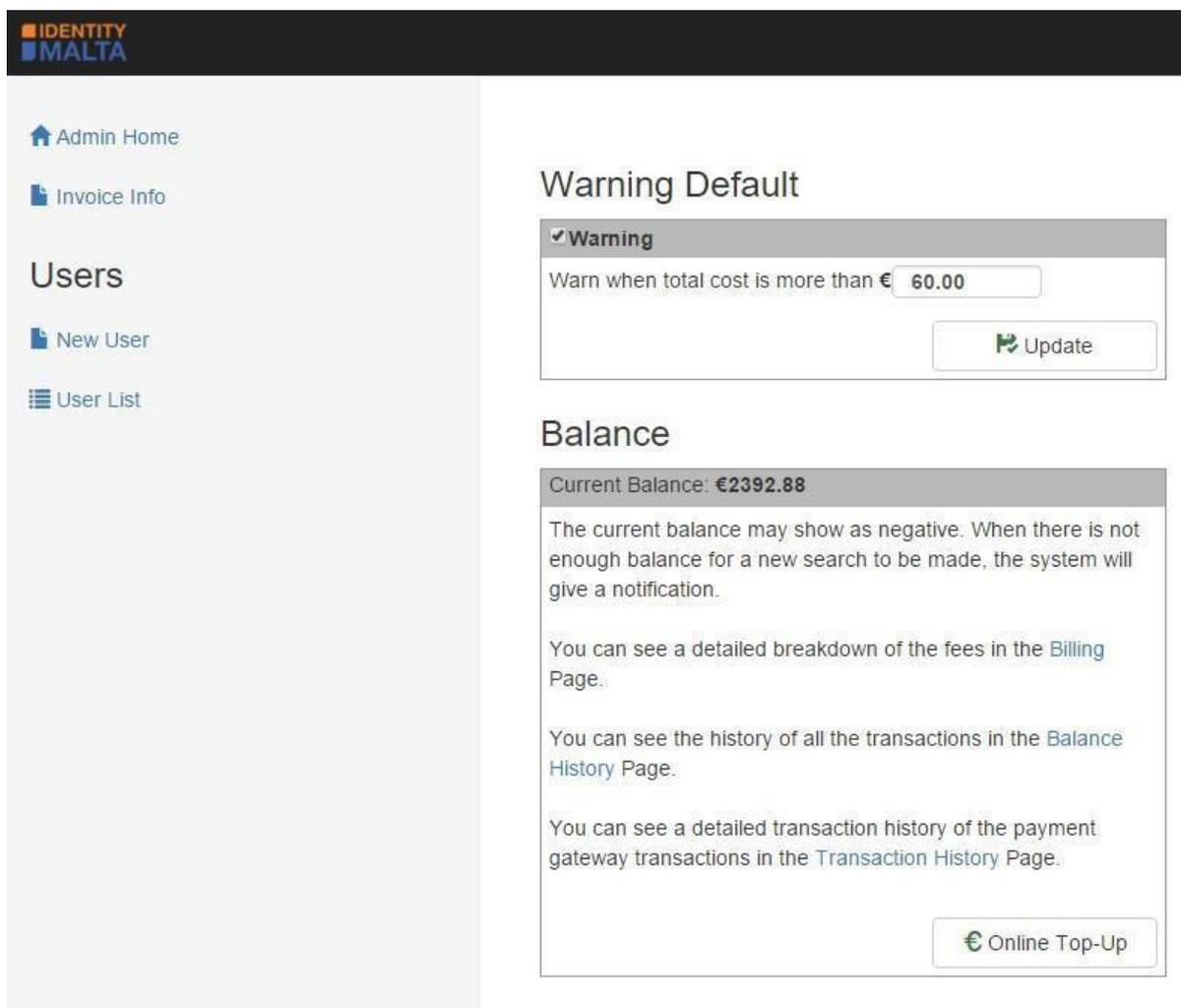


Fig. 12 – Admin Dashboard

- 1) Only an administrator may have access to the Admin dashboard (See Figure 12)

- 2) From this tool, an administrator can change the default cost notification applicable within the system. (Users can still change the cost settings per order)
- 3) An administrator can also top up the Account balance to be able to perform unofficial online searches
- 4) From the Admin dashboard, an administrator can view the transaction details related to the account.
- 5) An administrator can add, modify or remove users who are allowed to access the account
- 6) An administrator may give or deny access to certain parts of the system to any particular user

[← Go Back](#)

Balance Top-Up

Balance Details

Topup Amount In Euro

Fig. 13 – Balance Topup

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🔒

Choose Payment Method » Submit Details
Select Language

Card Payment Details

Highlighted fields indicate they are required.

Card Type	<input style="width: 100%;" type="text" value="Select Card Type"/>
Card Number	<input style="width: 100%;" type="text"/>
Expiry Date	<input style="width: 40%;" type="text" value="Select Month"/> <input style="width: 20%;" type="text" value="Year"/>
Cardholder's Name	<input style="width: 100%;" type="text"/>
Email Address	<input style="width: 100%;" type="text"/>

*Total amount that will be charged to your card is **EUR 500.00***

I have read and accept the terms and conditions.

Fig. 14 – Payment Gateway

Balance Top-up

- 1) An authorised user (administrator) can top-up the account via the online top-up tool accessed from the admin Dashboard
- 2) From the Balance Top-Up form (Figure 13) the user can select the exact amount with which the account is to be topped-up.
- 3) The system imposes a limit of up to €500 per top-up
- 4) Pressing the Process payment button  will take the user to the official IdentityMalta payment gateway (Figure 14)
- 5) Once the correct card information is entered the user can proceed with the payment
- 6) A report, detailing the transaction information, is generated and can be kept, by the user, as proof of payment.

Appendix 1 – Birthplace List

Abroad	Attard	Birzebbugia
Birkirkara	Bingemma	Bidnija
Burmarrad	Balzan	Kemmuna
Bormla	Dingli	Fgura
Floriana	Fontana	Gharghur
Ghaxaq	Gharb	Ghajnsielem
Ghasri	Gudja	Gzira
Hamrun	Iklin	Isla
Kalkara	Kappara	Kirkop
Kercem	Lija	Luqa
Marsa	Mdina	Marsalforn
Mgarr	Mellieha	Mqabba
Marsaskala	Msida	Mosta
Mtarfa	Munxar	Marsaxlokk
Nadur	Naxxar	Paola
Pieta	Qala	Qrendi
Qormi	Rabat	Safi
San Gwann	Siggiewi	Sliema
San Lawrenz	Sannat	St Pauls Bay
St Julians	St Lucia	St Venera
Swieqi	Tarxien	Ta' Xbiex
Unknown	Victoria	Birgu
Valletta	Xaghra	Xewkija
Zebbug	Zabbar	Zurrieq
Zejtun		

Appendix 2 – File upload – Requirements and mandatory values

FIELD	Possible Value	Notes
Type	Individual / Firm	REQUIRED
IdCard	Free Text	ID card format should be integer followed by a letter e.g. 123456M
Company No	Free Text	E.g. C12345
Name	Free Text	REQUIRED
Surname	Free Text	REQUIRED
Spouse Name	Free Text	
Spouse Surname	Free Text	

Father Name	Free Text	
Father Surname	Free Text	
Mother Name	Free Text	
Mother Surname	Free Text	
Date Of Birth	Date Value: dd/MM/yyyy	
Birthplace	<Birthplaces>	REQUIRED – See birthplaces list
Remarks	Free Text	Set to most recent date unless specific date range is requested
Group	Free Text	Your Reference / Notary group ID
Transfers	Yes / No	REQUIRED
Tran From	Date Value: dd/MM/yyyy	REQUIRED IF transfers value is yes
Tran To	Date Value: dd/MM/yyyy	Will take today as default
Tran Region	Malta & Gozo / Malta Only / Gozo Only	REQUIRED IF transfers value is yes
Tran Will	Any / Wills Only	REQUIRED IF transfers value is yes
Liabilities	Yes / No	REQUIRED
Liab From	DateValue: dd/MM/yyyy	REQUIRED IF liabilities value is yes
Liab To	DateValue: dd/MM/yyyy	Set to most recent date unless specific date range is requested
Liab Region	Malta & Gozo / Malta Only / Gozo Only	REQUIRED IF liabilities value is yes
Small Indices	Yes / No	REQUIRED
Smln From	DateValue: dd/MM/yyyy	REQUIRED IF small Indices value is yes
Smln To	DateValue: dd/MM/yyyy	Set to most recent date unless specific date range is requested
Smln Region	Malta & Gozo / Malta Only / Gozo Only	REQUIRED IF small Indices value is yes
Priority	Normal / Priority / Update	REQUIRED
Different Maternity	Yes / No	REQUIRED
Warning Value	Numeric value	Eg 100 to represent €100. If left 0 or blank the warning option will be switched off

Appendix 3 – IdentityMalta / Public Registry - Disclaimer and Terms of Use

Public Registry Online Website Disclaimer & Terms of Use

General Information – Terms of use

The information available on this website is not intended to provide official government searches and shall not be relied upon in this regard, it may therefore, not necessarily assure you that the search affected is exhaustive.

Identity Malta or any of its employees cannot make any express or implied representations or warranties regarding the material and facilities contained or referred to in this site, nor do we accept refunds, reverse payments or any liability for any loss or damage whatsoever which may arise in any way from the use of any of the material or facilities, for errors or omissions resulting from the material or facilities, or for any lack of accuracy of any information obtained through use of this site. The search carried out is only indicative and will always be considered as an unofficial search, by the department. However, for your peace of mind, the search on line is accessing the same database as that used for the official searches. If in doubt as to the validity of any information contained in this Site, we kindly ask you to seek verification by contacting us. You are advised to obtain appropriate help where necessary. Paid up transactions are not reversible and therefore cannot be undone.

Accessing the Site

This Site is made available at a pay-per-use charge basis.

We do not guarantee that the Site, or any of its contents, will always be available or be uninterrupted. Access to the Site is permitted on a temporary basis. We may suspend, withdraw or discontinue all or any part of the Site, or any Local Site, without notice. We will not be held liable if, for any reason, the Site is unavailable at any time or for any period. You are responsible for making all arrangements necessary for you to have access to our site. You are also responsible for ensuring that all persons who access the Site through your internet connection are aware of these Terms of Use and disclaimer, and that they comply with them.

Account Holder Obligations

You shall be responsible for the acts and omissions of all persons using your devices and password protected accounts. Without prejudice to any provisions hereunder, you shall hereby agree not to use or permit the use of the Service for any improper, harmful or fraudulent actions. You agree to keep your account password safe and secure, and to promptly notify us in the event of any breach of security or unauthorized use of your account. You are to promptly notify us of any personal detail changes or if your account login details are lost or have been compromised.

Continuity of service

IdentityMalta makes no guarantee or representation, expressed or implied, as to the continuity of service, and reserves the right to suspend, terminate or otherwise alter access to user accounts at any time and without notice. We may modify, suspend, maintain or upgrade the network and the Service in whole or in part, with or without notice, if we deem that such action is necessary (e.g. for maintenance, repair, security or other valid reasons) or if we are requested to do so by a relevant

authority. All reasonable efforts shall be made, from our end, to minimize such service disruptions and keep any periods of interruption to a minimum. You acknowledge and accept our obligation to carry out works from time to time, in your interest. We also reserve the right to immediately terminate or suspend your use and access to this Website at any time and without notice, if we consider that you have breached these terms and conditions. We reserve the right to disclose your personal information to any competent law enforcement authorities in the event of such a breach.

Security

We will not be held liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of the website or to your downloading of any material posted on it, or on any website linked to it.

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The Maltese courts will have exclusive jurisdiction over any claim arising from, or related to, the use of this website. These terms and conditions of use and any dispute or claim arising out of or in connection with them or their subject matter, or formation (including non-contractual disputes or claims), shall be governed by and construed in accordance with the law of Malta.

Updates and changes

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