

Customer Terms and Conditions

1. Introduction

1. These Terms and Conditions are binding and enforceable against every person ("you" or "your") that accesses or uses this Website and/ or purchases products from ZA Support (Pty) Ltd t/a ZA Support (the "Store")
2. This website can be accessed www.zasupport.com or ZA Support related mobi-sites and software applications (the "Website") and is owned and operated by ZA Support (Pty) Ltd (the "ZA Support").
3. By using the Website and by clicking on the "I Accept" button on the Website, as may be applicable, you acknowledge that you have read and agree to be bound by these Terms and Conditions.
4. These Terms and Conditions apply to users who are consumers for purposes of the Consumer Protection Act, 68 of 2008 (the "CPA") and your attention is drawn to these Terms and Conditions because they are important and should be carefully noted.
5. If there is any provision in these Terms and Conditions that you do not understand, you may click on the "Contact Us" link and request that ZA Support explain it to you before you accept the Terms and Conditions or continue using the Website.
6. Nothing in these Terms and Conditions is intended or must be understood to unlawfully restrict, limit or avoid any right or obligation, as the case may be, created for either you or ZA Support in terms of the CPA.
7. ZA Support permits the use of this Website subject to these Terms and Conditions. By using this Website in any way, you shall be deemed to have accepted all the Terms and Conditions unconditionally. You must not use this Website if you do not agree to these Terms and Conditions.

2. Use of the Website

2. By using the Website you warrant that you are 18 (eighteen) years of age or older and of full legal capacity. If you are under the age of 18 (eighteen) or if you are not legally permitted to enter into a binding agreement, then you may use the Website only with the involvement and supervision of your parent or legal guardian. If your parent or legal guardian supervises you and gives his/her consent, then such person agrees to be bound to these Terms and Conditions and to be liable and responsible for you and all your obligations under these Terms and Conditions.
3. You agree that you will not in any way use any device, software or other instrument to interfere or attempt to interfere with the proper working of the Website. You also agree that all content including any material, information, data, software, icons, text, graphics, lay-outs, images, sound clips, advertisements, video clips, trade names, logos, trade-marks, designs and service marks which are displayed on or incorporated in this Website (the "Content") belongs to ZA Support and you shall not therefore in any way use any robot, spider, other automatic device, or manual process to monitor, copy,

reverse engineer, distribute or modify the Website or the information contained herein, without the prior written consent from ZA Support.

4. You may not use the Website to distribute material which is defamatory, offensive, contains or amounts to hate speech or is otherwise unlawful.
5. You may not in any way display, publish, copy, print, post or otherwise use the Website and/or the information contained therein without the express prior written consent of ZA Support.
6. Adding an item to a cart does not reserve the product. While shopping - products may become unavailable due to ongoing purchases and as a result may be removed from your cart to avoid checking out a unit that is no longer in stock

3. Electronic Software Download:

4. This item does not contain a disc; it is a product key that will be emailed to you and that requires a download from [Office.com](https://www.office.com). You will receive a separate email with the link and activation code to download the software after placing your order. Vouchers and or Voucher codes cannot be redeemed or exchanged for cash and are not reloadable or refundable.

6. Delivery and Collection

1. When you order the products off the Websites you may elect to either:
 1. collect the products at any ZA Support branch identified on the Website;
 - or
 2. request that the products be delivered to you.

2. Delivery:

3. ZA Support will perform deliveries through a third party service provider. You may be required to provide a valid form of identification when your order is delivered.
4. ZA Support is not liable for any incorrect order or delivery where you make an error in the information that you provide to ZA Support e.g. if you provide the incorrect delivery address or submit an incorrect order.
5. You acknowledge that the delivery of your order may be impacted by events beyond ZA Support's control such as adverse weather conditions or industrial action. ZA Support is not liable for late deliveries of products purchased through the Website. ZA Support will, however, try to ensure a smooth delivery process.

6. Same Day Delivery - Johannesburg and Pretoria only:

7. Same day deliveries are only available for Johannesburg and Pretoria at this time and can only be done on certain products due to size restrictions.
8. Same day delivery is free for all purchases. Same day will reflect at checkout on qualifying products. Delivery cut offs may apply based on resource capacity. Order early to avoid disappointment.
9. Order must be placed and paid by 11:00 each day in order to qualify for same day delivery. Orders placed after this time will be delivered as soon as possible the following working day. Same day is also subject to driver availability. As far as possible, we will endeavour to have orders delivered within the same day but if this is not possible due to driver availability, we will delivery as soon as possible the following working day. Where EFT is used to process a payment for an order, the payment must first clear in order for the same day order delivery to be placed. EFT payments can take some time to clear depending on your bank so same day delivery is not guaranteed unless payment is immediate. Should there be any delays due to inclement weather or any acts outside of the control of ZA Support or 1Fetch, the order will be delivered as soon as possible. Customers will be notified in such instances. If for whatever reason the order cannot be delivered on the same day, it will be delivered first thing on the next business day. Customers will be notified in such instances.

10. Collection:

11. If you elect to collect the products from a Store, the Website will present a list of Stores that have or will have the products that you have ordered. You may then select the Store that you will be able to collect the products from (the "Collection Store").
12. If a product is not stocked in a particular Store, you will not be able to select that Store as the Collection Store on the Website.
13. The availability of the stock at the Collection Branch is as at the time the transaction is processed on the Website and the product may subsequently become unavailable between the time you completed the transaction and the time you go to collect the products from the Collection Branch. If the product becomes unavailable after the transaction of the Website, ZA Support will inform you and advise when the product may be available at that Collection Branch. You may then elect another Collection Branch, to have the order delivered to a delivery address or cancel the order and the ZA Support will make a refund to you.
14. After successfully completing the transaction on the Website, you will receive a confirmation e-mail advising you of the status of your transaction and the Collection Branch you have chosen. You will further receive another email and SMS with collection instructions. The ZA Support will also advise you

when your products are ready for collection at the Collection Branch. Please do not attempt to collect the products from the Collection Branch prior to receiving communication from the ZA Support that your order is ready for collection (the "Collection Notice").

15. A store consultant will assist you at the Collection Branch and will require you to present valid identification in the form of a RSA ID document, passport or a drivers license as well as the unique pin (One Time Pin) issued via email or SMS.
16. If you fail to collect your order from the Collections Branch within 7 days from the date of the Collection Notice, ZA Support may cancel the order and refund you.

8. Deposit payments

1. The value of your deposit will be 25% of the price of the product you are paying a deposit on.
2. Customers who have made a deposit on their pre-order will have priority access from the waitlist when new stock arrives after full payment orders have been fulfilled.
3. We'll let customers know via email as soon as we've allocated the units from their purchase.
4. Once we receive stock of the product you want, you will receive an email to pay the balance. Once you've received the email prompting you to pay the balance, payment needs to be made within 24 hours. After 24 hours has passed, the next group of customers will be alerted and given the opportunity to pay the remainder of the balance and secure the stock.
5. Once the balance is paid it doesn't guarantee your order will be fulfilled immediately. You will be pushed up the priority list and your order will be dispatched when it becomes available.
6. You may access updates on your deposits from Account on your dashboard as well.

10. Errors

1. ZA Support shall take all reasonable efforts to accurately reflect the description, availability, purchase price and delivery charges of products on the Website or the Store. However, should there be any errors of whatsoever nature on the Website or Store (which are not due to ZA Support's gross negligence), ZA Support shall not be liable for any loss, claim or expense relating to a transaction based on any error, save - in the case of any incorrect purchase price - to the extent of refunding you for any amount already paid, or otherwise as set out in the Returns Policy.
2. ZA Support shall not be bound by any incorrect information regarding the products displayed on any third-party websites.

12. Changes to these Terms and Conditions

1. ZA Support may, in its sole discretion, change any of these Terms and Conditions at any time. It is your responsibility to regularly check these Terms and Conditions and make sure that you are satisfied with the changes. Should you not be satisfied, you must not place any further orders on, or in any other way use, the Website.
2. Any such change will only apply to your use of this Website after the change is displayed on the Website. If you use the Website after such amended Terms and Conditions have been displayed on the Website, you will be deemed to have accepted such changes.

13. Disclaimer

1. The use of the Website is entirely at your own risk and you assume full responsibility for any risk or loss resulting from use of the Website or reliance on any information on the Website.
2. Whilst ZA Support takes reasonable measures to ensure that the content of the Website is accurate and complete, ZA Support makes no representations or warranties, whether express or implied, as to the quality, timeliness, operation, integrity, availability or functionality of the Website or as to the accuracy, completeness or reliability of any information on the Website. If any such representations or warranties are made by ZA Support's representatives, ZA Support shall not be bound thereby.
3. ZA Support disclaims liability for any damage, loss or expenses, whether direct, indirect or consequential in nature, arising out of or in connection with your access to or use of the Website and/or any content therein unless otherwise provided by law.
4. Although the products sold from the Website or a ZA Support may, under certain specifically defined circumstances, be under warranty, the Website itself and all information provided on the Website is provided "as is" without warranty of any kind, either express or implied, including, but not limited to, the implied warranties of merchantability, fitness for a particular purpose, completeness, or non-infringement, as may be allowed in law.
5. In addition to the disclaimers contained elsewhere in these Terms and Conditions, ZA Support also makes no warranty or representation, whether express or implied, that the information or files available on the Website are free of viruses, spyware, malware, trojans, destructive materials or any other data or code which is able to corrupt, destroy, compromise, disrupt, disable, harm, jeopardise or otherwise impede in any manner the operation, stability, security functionality or content of your computer system, computer network, hardware or software in any way. You accept all risk associated with the existence of such viruses, destructive materials or any other data or code which is able to corrupt, compromise, jeopardise, disrupt, disable, harm or otherwise impede in any manner the operation or content of a computer system, computer network, any handset or mobile device, or your hardware or software, save where such risks arise due to the gross negligence or wilful misconduct of ZA Support, its employees, agents or authorised representatives. ZA Support thus disclaims all liability for any damage, loss or

liability of any nature whatsoever arising out of or in in connection with your access to or use of the Website.

14. Linking to third party websites

1. This Website may contain links or references to other websites ("Other Websites") which are outside of ZA Support control. These Terms and Conditions do not apply to those Other Websites and ZA Support is not responsible for the practices and/or privacy policies of those Other Websites or the "cookies" that those sites may use.
2. Notwithstanding the fact that the Website may refer to or provide links to Other Websites, your use of such Other Websites is entirely at your own risk and we are not responsible for any loss, expense, claim or damage, whether direct, indirect or consequential, arising from your use of such Other Websites or your reliance on any information contained thereon.

15. Limitation of liability

1. ZA Support cannot be held liable for any inaccurate information published on the Website and/or any incorrect prices displayed on the Website, save where such liability arises from the gross negligence or wilful misconduct of ZA Support, its employees, agents or authorised representatives.
2. To the extent permissible by law, ZA Support will not be liable for any direct, indirect, special or consequential loss or damages howsoever arising out of your use of any of the ZA Support products.
3. ZA Support will not be liable for any direct, indirect, special or consequential loss or damages howsoever arising including but not limited to, your use of this Website, activity on the Website and or any linked Other Websites.
4. You hereby indemnify ZA Support and hold it harmless against any loss or damage you or any third party may suffer as a result of your use of this Website, any Other Website and/or the ZA Support products.

16. Availability and termination

1. ZA Support will use reasonable endeavours to maintain the availability of the Website, except during scheduled maintenance periods, and are entitled to discontinue providing the Website or any part thereof with or without notice to you.
2. ZA Support may in its sole discretion terminate, suspend and modify this Website, with or without notice to you. You agree that ZA Support will not be liable to you in the event that it chooses to suspend, modify or terminate this Website other than for processing any orders made by you prior to such time, to the extent possible.

18. Governing law and jurisdiction

1. These Terms and Conditions and our relationship and/or any dispute arising from or in connection with these Terms and Conditions shall be governed and

interpreted in accordance with the laws of the Republic of South Africa. Your continued use of the Website will constitute your consent and submission to the jurisdiction of the South African courts regarding all proceedings, transactions, applications or the like instituted by either party against the other, arising from any of these Terms and Conditions.

2. In the event of any dispute arising between you and ZA Support, you hereby consent to the non-exclusive jurisdiction of the High Court of the Republic of South Africa (Gauteng Division, Johannesburg) notwithstanding that the quantum in the action or proceedings may otherwise fall below the monetary jurisdiction of that court.
3. Nothing in this clause 15 or the Terms and Conditions limits your right to approach any court, tribunal or forum of competent jurisdiction in terms of the CPA.

19. General

1. You may not cede, assign or otherwise transfer your rights and obligations in terms of these Terms and Conditions to any third party.
2. Any failure on the part of you or ZA Support to enforce any right in terms hereof shall not constitute a waiver of that right.
3. If any term or condition contained herein is declared invalid, the remaining terms and conditions will remain in full force and effect.
4. No variation, addition, deletion, or agreed cancellation of the Terms and Conditions will be of any force or effect unless in writing and accepted by or on behalf of the parties hereto.
5. If you need to obtain a sales record of your transaction to buy products through the ZA Support Website, you can contact ZA Support within 30 days of the transaction.
6. No indulgence, extension of time, relaxation or latitude which any party (the "grantor") may show grant or allow to the other (the "grantee") shall constitute a waiver by the grantor of any of the grantor's rights and the grantor shall not thereby be prejudiced or stopped from exercising any of its rights against the grantee which may have arisen in the past or which might arise in the future.
7. These Terms and Conditions contain the whole agreement between you and ZA Support and no other warranty or undertaking is valid, unless contained in this document between the parties.

8. PRIVACY POLICY

9. ZA Supports (Pty) Ltd (the Company) view privacy, security and compliance with applicable data laws seriously. We are committed to protecting your privacy and personal information and complying with applicable data laws in South Africa when you access our website or make use of the Company goods or services, and accordingly, shall take all reasonable steps, including technological, procedural and other controls, to protect your personal

information. Any personal information that you provide to the Company will be used and retained in accordance with this Privacy Policy and all other relevant codes and standards. This Privacy Policy is intended to inform you of the privacy practices that the Company apply and to explain how we collect, store, use, transfer and disclose (handle) your personal information. Please read it in full as it applies to you.

10.1. Information that we may collect about you

- 11.1.1. We use the term "personal information" or "personal data" to mean information that relates to you. Personal information includes, for example, your name, contact information including your cell phone number, email address, identity number, age, gender, income, ethnic group and information relating to your education, criminal, employment, and/or financial history. Information that is not linked to a particular individual, such as statistical or aggregated information, is not personal information and is not covered by this Privacy Policy. We may collect, process, use, disclose and transfer non-personal information for any purpose. You can choose not to provide personal information that we may request of you, but, in general, most of the personal information we request is required in order to provide the Company goods and/or services, and the lack of such personal information may prevent us from doing so.
- 12.1.2. Generally, we may collect personal information about you when you access the Company website and/or subscribe for the services offered by the Company. We may also collect information about you when you use the website, report a problem with the website, use support services, or communicate with us. In addition, information may be collected when you respond to customer surveys, and promotions. What is mentioned above is not a complete list of all the ways that we could collect information. Below, we have set out information that may be collected and processed:
 - 13.1.2.1. information that you provide on or through the website. This includes information provided at the time of registration (such as your name, date of birth, address, account information and email address), receive maintenance, making payments or posting material. We may also ask you for information when you report a problem with the website or the good and/or services;
 - 14.1.2.2. details of your visits to and use of our website including, but not limited to, traffic data, location data, weblogs, service provider page viewing statistics and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access;
 - 15.1.2.3. details about written or verbal enquiries, problems or other contact and any records when you utilise our goods and/or services, and/or use our help desk, call centre or other channels of communication;
 - 16.1.2.4. information related to you and your use of the website and/or the Company goods and/or services, including but not limited to: your online

activity, contributions, payment history, correspondence, internet protocol addresses, device and software data (such as type, configuration and unique identifiers);

17. 1.2.5. information obtained from surveys that we may ask you to voluntarily complete from time to time, which we use for research purposes;
 18. 1.2.6. information posted by you pursuant to reviews of the website and the Company goods and/or services; and
 19. 1.2.7. any other information that may be necessary: (i) to carry out actions for the conclusion or performance of a contract to which you are a party; (ii) to comply with an obligation imposed on us by law; (iii) to protect your legitimate interest; and/or (iv) to pursue a legitimate interest of ours or of a third party to whom the information is supplied.
20. 1.3. The Company may also collect non-personal information such as your IP address, date, time and duration of your access to the website to track your visits to the website so that we are able to deliver a more personalized experience. This information is used to develop future products and/or services that meet your requirements and needs.
21. 1.4. Internet protocol addresses. We may collect information about your device, including where available your internet protocol address, operating system and browser type, for system administration and to report aggregate information to our advertisers and/or service providers. This is statistical information about your browsing actions and patterns and does not identify you.
22. 1.5. Special personal information. Depending on the Company goods and/or services that you require, we may also collect special personal information including your:
23. 1.5.1. financial information - such as your bank account details;
 24. 1.5.2. criminal information - such as information about your commission or alleged commission of any offence or about any related legal proceedings;
 25. 1.5.3. employment information - including your membership of a trade union.

26.2. Acceptance

27. 2.1. Legal capacity. You may not access our website or order our goods or request our services if you are younger than 18 (eighteen) years old or do not have legal capacity to conclude legally binding contracts.
28. 2.2. Deemed acceptance. By accepting this Privacy Policy, you are deemed to have read, understood, accepted, and agreed to be bound by all of its terms.

29.3. Use and analysis of personal information

- 30.3.1. For us to make your use of the website and the Company goods and/or services as successful as possible, the Company collects, stores and uses your personal information. When you agree to provide information to us, we will indicate the purpose/s for which we may use or process it, however below are some examples:
- 31.3.1.1. process the goods and services you've bought from us, and keep you updated with your order progress;
 - 32.3.1.2. keep you informed generally about new products and services (unless you choose not to receive our marketing messages);
 - 33.3.1.3. to communicate any requested information;
 - 34.3.1.4. to provide you with any the Company goods and/or services and/or Products and any changes to the service or product;
 - 35.3.1.5. to authenticate a user and provide access to restricted pages;
 - 36.3.1.6. to create new and interesting products or services that we feel may meet your future requirements and personalize them for you;
 - 37.3.1.7. to contact you with offers or promotions based on how you use our products and services. These include your calling and messaging activities, location information and browsing information (unless you choose not to receive these messages);
 - 38.3.1.8. to carry out research and statistical analysis including to monitor how customers use of products and services on an anonymous or personal basis;
 - 39.3.1.9. to prevent and detect fraud or other crimes, recover debts or trace those who owe us money;
 - 40.3.1.10. to provide aggregated reports to third parties (such reports do not contain any information which may identify you as an individual);
 - 41.3.1.11. for training purposes;
 - 42.3.1.12. to bill you for using our products or services, or to take the appropriate amount of credit from you;
 - 43.3.1.13. at your option, we will let you know about other companies' products and services we feel may interest you (including offers and discounts we've specially negotiated for our customers);
 - 44.3.1.14. to ensure that content on the website and the Company goods and/or services are presented in the most effective manner for you and for your computer or other device;
 - 45.3.1.15. to determine your general geographic location, enforce the terms of this Privacy Policy, personalise the website and the Company goods and/or services and our marketing to better reflect particular interests, helping us to quickly and efficiently respond to inquiries and requests and otherwise

analyse, enhance, administer or promote the service offering for you and other users;

46. 3.1.16. to administer this website;

47. 3.1.17. to carry out our obligations arising from any agreements entered into between you and us, if any; and

48. 3.1.18. to allow you to participate in interactive features of the website and the Company goods and/or services, when you choose to do so.

49. 3.3. Except as otherwise set out expressly herein, we do not disclose personal information about users to our advertisers (if any) but we may provide them with aggregate information or information in an otherwise anonymous form about our users (for example, we may inform them that 107 women, under the age of 25, have clicked on their advertisement on any given day). We may also use such aggregate information to help advertisers reach the kind of audience they want to target (for example, individuals with a particular interest).

50. 3.4. We may make use of the personal information we have collected from you to enable us to comply with advertisers' wishes by displaying their advertisement to that target audience.

51. 3.5. In addition, we may use other companies, agents or contractors to perform services on our behalf or to assist us with the provision of access to the website and the Company goods and/or services to you. For example, we engage services providers to provide marketing, communications, infrastructure and information technology services, personalise and optimise our website and the online services, provide customer service, analyse and enhance data, including users' interaction with the online services, and process consumer surveys. In the course of providing such services, these service providers may have access to your personal information. We do not authorise these service providers to use or disclose your personal information except in connection with providing the services we request of them.

52. 3.6. Only personal information that is necessary for the purposes stated in this Privacy Policy will be collected, stored, used and otherwise processed by the Company.

53.4. Disclosure of your personal information

54. 4.1. All non-personal information collected and assembled by the Company, is owned and retained by the Company. You are hereby expressly notified of and consent to our collection of your personal information.

55. 4.2. The personal information that has been collected by the Company, may be disclosed or otherwise processed by us if permitted by applicable law, if the necessary consent has been obtained from you and/or if the access, use, preservation, disclosure or other processing of such information is reasonably necessary:

56. 4.2.1. for legal and regulatory compliance of applicable law, regulation, legal process, or governmental request;
57. 4.2.2. for the purpose of conducting research and improving our products or services;
58. 4.2.3. for debt collecting purposes and/or debt recovery;
59. 4.2.4. for emergency services where applicable, this includes your approximate location;
60. 4.2.5. to enforce applicable terms of use and terms and conditions (including but not limited to this Privacy Policy), including investigation of potential violations thereof;
61. 4.2.6. to detect, prevent, or otherwise address illegal or suspected illegal activities, security or technical issues;
62. 4.2.7. to protect against harm to the rights, property or safety of us, our users or the public as required or permitted by law, which includes exchanging information with other companies and organisations for the purposes of fraud protection and where applicable credit risk reduction;
63. 4.2.8. in connection with any reorganization, restructuring, merger or sale, or other transferring of assets; provided that the receiving party agrees to respect your personal information in a manner that is consistent with this Privacy Policy; and/or
64. 4.2.9. for the compilation, use and sharing of information that does not pertain to any specific individual,
65. and you hereby consent to us and our duly authorized agents and contractors processing your personal information for such purposes.
66. 4.3. At your option and only with your consent, we may also share your information with partner organisations, so they can contact you about their products and services.
67. 4.4. We may share, transfer or disclose the information in our databases and server logs to comply with a legal requirement, for the administration of justice, interacting with anti-fraud databases, to protect your vital interests, to protect the security or integrity of our databases or this website, or to take precautions against legal liability. We will inform you of any such transfer or disclosure if required to do so by law.
68. 4.5. The Company may for lawful purposes and in accordance with applicable laws, monitor your calls, e-mails or messages and such information will be made available to third parties if and to the extent required by law.

69. 5. Transfer across borders

70. 5.1. The information that we collect from you may be transferred to, and stored at, a destination outside of South Africa. It may also be processed by

staff members operating outside of South Africa who work for us or for one of our service providers (including but not limited to payment processors, cloud service or other information technology providers, and other companies that provide services to us). Such staff members may be engaged in, among other things, the provision of the service or the provision of maintenance and support services.

71.5.2. In this instance, we will not send your information to a jurisdiction that does not have information protection legislation similar to that of the RSA, unless we have ensured that the recipient agrees to effectively adhere to the principles for processing of information in accordance with POPIA.

72.6. Your Rights and Obligations

73.6.1. You may only send us your own personal information or the information of another data subject where you have their permission to do so.

74.6.2. You have the right to ask us to review your personal information that you have provided to us and make any changes to it.

75.6.3. You have the right to make a request for a copy of the personal information that we hold about you. Having provided adequate proof of identity, you have the right to request that we confirm, free of charge, whether or not the responsible party holds personal information about the data subject and request from a responsible party the record or a description of the personal information about the data subject held by the responsible party. For further information on your right to access your personal information, please see our access to information page.

76.6.4. You have the right to choose whether you wish to receive marketing material. By accepting this policy, you consent to receiving marketing material. Should you no longer wish to receive such material you can opt out by contacting us admin@zasupport.com. The Company undertakes to comply with all applicable law in relation to direct marketing.

77.6.5. You have the right to request the Company to correct or delete your personal information. However, the Company will retain such personal information that it is required to retain in terms of any applicable law and for as long as it is necessary to fulfill the purposes as set out in this Privacy Policy. We take reasonable steps to ensure that the personal information we collect and store is accurate, complete and up-to-date. We also endeavour as best we can to delete any incorrect or unnecessary personal information, particularly in respect of your contact details. Please ensure that your personal information is accurate, complete and up-to-date by contacting us as soon as possible if you become aware that your personal information is in any way inaccurate, incomplete or out-of-date.

78.6.6. You have the right to request details in respect of the identity of third parties who have or had access to your personal information, if applicable, and you have the right to request the identity of third persons who are in

charge of your personal information as well as those third person to whom your personal information may be have been communicated, if applicable.

79. 6.7. You have the right to lodge a complaint with the Information Regulator in accordance with POPIA.

80. 6.8. Please note that the website may, from time to time, contain links to and from the websites of our partner networks, advertisers, service providers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and cookie policies and that the Company does not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites. This also applies to any third-party websites or content you connect to using our products and services.

81. 6.9. Right to object to use of personal information. In certain circumstances, you have the right to object to us processing your personal information. Contact admin@zasupport.com

82. 6.10. How to lodge a complaint. Should you believe that we have used your personal information contrary to applicable law, you undertake to first attempt to resolve any concerns with us directly (admin@zasupport.com) . If you are not satisfied with such process, you have the right to lodge a complaint with the Information Regulator in accordance with POPIA.

83.7. Security and storage of your personal information

84. 7.1. The Company is committed to protecting the security and confidentiality of your personal information and will take all reasonable steps to secure the personal information that you submit to us. We use a variety of security technologies and physical, electronic and managerial procedures to protect the personal information that we have collected, or that you have provided. This will minimise the risk of loss, misuse, alteration, disclosure and unauthorised access of your information that is under our control.

85. 7.2. Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your personal information, we cannot always guarantee the absolute security of your personal information which is transmitted via the website which may be accessed by an unauthorised third party via for instance any unlawful activity.

86. 7.3. We ensure that third parties required to process your personal information in accordance with this policy and/or for other lawful purposes, are contractually bound to apply the appropriate security practices.

87. 7.4. We hold and use personal information for as long as permitted for legal, regulatory, fraud prevention and legitimate business purposes.

88.8. Access to Information

89. POPIA together with the Promotion of Access to Information Act (PAIA) provide you the right to access information held about you. Your right of access can be exercised.

90.9. Changes

91. We may change the terms of this Privacy Policy at any time by updating this web page. We will notify you of any changes by placing a notice in a prominent place on the website or by sending you an email detailing the changes that we have made and indicating the date that they were last updated. If you do not agree with the changes, then you must stop using the website and our goods and/or services. If you continue to use the website or our goods and/or services following notification of a change to the terms, the changed terms will apply to you and you will be deemed to have accepted those updated terms.