

## MINIMUM TERMS AND CONDITIONS

**1. Detailed description of goods and/or services**

SITA/GovTech is a business in the ICT industry that.

**2. Delivery policy**

Subject to availability and receipt of payment, requests will be processed within 30 days and delivery confirmed by email..

(for e.g. booking number / booking voucher etc. and must mention the use of courier and/or postal services and associated costs, if applicable.)

**3. Return and Refunds policy**

The provision services by SITA/GovTech is/are subject to availability. Cancellation by the client will attract a 10 % administration fee.

**4. Customer Privacy policy**

SITA/GovTech shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from:

<http://www.lawsouthafrica.up.ac.za/index.php/current-legislation>.

**5. Payment options accepted**

Payment may be made via Visa, MasterCard, Diners or by bank transfer into the SITA/GovTech bank account, the details of which will be provided on request.

**6. Card acquiring and security**

Card transactions will be acquired for SITA/GovTech via PayGate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. DPO PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no Card details are stored on the website. Users may go to [www.paygate.co.za](http://www.paygate.co.za) to view their security certificate and security policy.

**7. Delegates details separate from card details**

Delegates details will be stored by (Your Company) separately from card details which are entered by the client on DPO PayGate's secure site. For more detail on DPO PayGate refer to [www.paygate.co.za](http://www.paygate.co.za).

**8. Merchant Outlet country and transaction currency**

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currency is South African Rand (ZAR).

**9. Responsibility**

SITA/GovTech takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.

**10. Country of domicile**

This website is governed by the laws of South Africa and SITA/GovTech chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature 459 Tsitsa Street, Erasmuskloof, PRETORIA, 0048.

**11. Variation**

SITA/GovTech may, in its sole discretion, change this agreement or any part thereof at any time without notice.

**12. SITA/GovTech contact details**

Company Physical Address: 459 Tsitsa Street, Erasmuskloof, PRETORIA, 0048

Email: [govtech.registration@sitaco.co.za](mailto:govtech.registration@sitaco.co.za)