ATX-POL-0007 R05 · 1 November 2026

Academy Course Terms: Your Data Security and AI

These terms apply when you buy or use an AiTronetiX Academy course. They are written in plain language, as the Consumer Protection Act (CPA) section 22 requires. "We" and "us" means AiTronetiX (Pty) Ltd. "You" means the person who buys the course or uses it as a learner. If a company or other business buys seats for its staff, clause 13 (Business (multi-seat) purchases) also applies.

> **Important: please read the bold parts carefully before you buy.** The clauses in bold limit our liability, place some risk or responsibility on you, or explain when you lose a right. They are: **6.4 (sharing logins), 9 (general education, not legal advice), 10.6 (when your cooling-off right ends), 10.7 (no change-of-mind refunds after you start), 10.9(c) and (d) (business refund limits), 11 (our liability), 12.2 (ending access for a serious breach), 13.7 (keeping the sign-up key safe), 13.9 (when unused seats expire) and 13.10 (limits on moving a seat).** Nothing in these terms takes away any right you have under the CPA or the Electronic Communications and Transactions Act (ECTA), and nothing limits our liability for gross negligence or wilful misconduct.

1. Who we are (ECTA section 43)

Supplier	AiTronetiX (Pty) Ltd, a private company registered in South Africa
Registration number	2021/786421/07
Registered office and address for service of legal documents	14 Regency Drive, Route 21 Business Park, Pretoria, 0157
Director	Veronica Paddy
Email	info@aitronetix.com
Phone	+27 67 241 8196
Websites	aitronetix.com and academy.aitronetix.com
Codes of conduct and industry bodies	None
Privacy	Academy Privacy Notice (ATX-POL-0008) and our Privacy Policy at aitronetix.com/privacy-policy

2. The course

2.1 **Your Data Security and AI** (course code ATX-C01) teaches you how to use AI tools responsibly and keep your data secure. It is online and self-paced on our learning platform

at academy.aitronetix.com.

2.2 It has 6 modules, with a short quiz at the end of each module and a final assessment. It takes about 4½ hours in total, including practice activities, quizzes and the final assessment. The modules are:

1. What happens to your data in AI tools
2. POPIA basics for South African businesses
3. What not to paste into AI
4. Safe settings, accounts and passwords
5. Spotting AI-powered scams and phishing
6. Your company AI-use policy

2.3 You need your own device, a modern web browser and an internet connection. Your data costs are your own.

2.4 We may update lessons to keep them accurate and current. We won't remove a module or substantially reduce the course during your access period.

3. Price, payment and your order

3.1 **Price:** R1,250 per learner (per seat). No VAT charged. This is the full amount payable: there are no delivery or other charges.

3.2 **Payment:** if you buy for yourself, you pay online through PayFast. PayFast handles your card or bank details on its own secure payment page. We never see or store them; we receive only a payment reference and confirmation. A business buying seats for its staff orders under clause 13 and pays by EFT against our invoice.

3.3 **Your order:** before you pay, the checkout shows an order summary. You can check it, correct any mistakes or cancel before you pay (ECTA section 43(2)). The agreement is made when we receive PayFast's confirmation of your payment. We then email you an order confirmation with a link to these terms, which you can save or print. Business orders are made as clause 13.4 explains.

3.4 **Cooling-off:** see clause 10.5 and 10.6. **Once you start the course, your 7-day cooling-off right ends.**

4. Access period

4.1 You have **12 months' access** to the course from the date your access starts. For a course you buy for yourself, that is the date we give you access (clause 10.2). For a seat bought by your employer or another business, it is the date you redeem the sign-up key and create your account (method A), or the date you first log in to the account we created from your employer's learner list and accept these Course Terms (method B) (clause 13.6). You can work at your own pace in that time. If you don't log in to a method B account and accept these Course Terms by 23:59 SAST on the date 3 years after we confirmed the seats to your employer in writing, the seat expires and your access doesn't start (clause 13.9).

4.2 After your access ends you can no longer open the lessons, but you can still download any certificate you have earned, and its verification record stays in place (clause 8.6).

5. Your account

5.1 You must be 18 or older to buy the course or have a learner account.

5.2 Each account is for one named person. Use your real full name, because it appears on your certificate, and keep your details up to date.

5.3 Keep your password secret and use a strong, unique password. Turn on multi-factor authentication if the platform offers it. Tell us straight away at info@aitronetix.com if you think someone else has used your account.

5.4 Use the platform lawfully. Don't try to get around its security, disrupt it, or access other learners' information.

6. Using the course content

6.1 We (or our licensors) own all the course content: videos, text, quizzes, templates, images and downloads. We keep all intellectual property in it.

6.2 We give you a personal, non-exclusive, non-transferable licence to use the content during your access period for your own learning, and for your own business's internal use. You may adapt the AI-use policy template for use inside your own business.

6.3 You may not:

- copy, download, record, screenshot, stream or publish the content, except for downloads we provide for your own use;
- sell, resell, rent or sublicense it, or use it to train others or run your own course;
- upload it into an AI tool or dataset to copy, summarise for others or reproduce it.

6.4 **Logins are personal. Don't share your login or let anyone else use your account. If an account is shared, we may suspend it after warning you (see clause 12).**

7. Quizzes and the final assessment

7.1 Each module ends with a short quiz with feedback. You can retake module quizzes.

7.2 The final assessment draws questions from all the modules. The pass mark is **80%** and you have **2 attempts**.

7.3 If you don't pass after 2 attempts, you may ask us for one free reset of the final assessment, which gives you one further attempt. The reset is available 7 days after your second attempt. If you still don't pass, you may re-enrol in the course at the full course fee then in force.

7.4 Do the quizzes and the final assessment yourself. Don't let another person complete them for you.

7.5 Quizzes are marked automatically. If you think a mark is wrong, tell us and a person will review it.

8. Your certificate

8.1 When you complete every module quiz and pass the final assessment, you can download a **Certificate of Completion** showing your name, the course, the skills assessed, the completion date and a unique certificate ID.

8.2 **This is a non-accredited short course.** It is not registered on the National Qualifications Framework (NQF) and does not carry NQF or SETA credits.

8.3 The course carries no CPD points unless the certificate itself shows CPD points approved by a professional body.

8.4 The certificate shows that you completed the course and passed its assessment. It is not a licence or professional registration.

8.5 We may cancel a certificate that was obtained by sharing an account, by someone else completing the assessment, or by other dishonesty. We'll tell you first and give you a chance to respond.

8.6 Anyone with the certificate ID can check it at academy.aitronetix.com/verify. The check shows only your name, the course, the completion date and the certificate ID. You can ask us to switch off public verification of your certificate.

9. General education, not legal advice

9.1 **The course gives general education about POPIA, data security and using AI at work. It is not legal advice, and it is not security or other professional advice for your situation or your business's.** Taking the course doesn't create an attorney-client or other advisory relationship with us.

9.2 Laws, regulator guidance and AI tools change. The course reflects the position when each lesson was last updated.

9.3 **Before you rely on the course for a specific decision (for example, about your own POPIA compliance, a contract or an incident), get advice from a suitably qualified professional for your situation.**

9.4 **Applying the course doesn't guarantee any outcome. It can't make you, your business or your data completely safe from loss, breaches, scams or penalties. You decide how to apply what you learn, and you remain responsible for your own systems, settings, accounts and compliance.**

9.5 **We are not liable for loss that results only from a decision you or your business make based on the course content alone, without getting advice for**

your situation. This doesn't apply to loss caused by our gross negligence or wilful misconduct, or by course content that is wrong because we didn't take reasonable care, and it doesn't limit any right you have under the CPA or ECTA (clause 11.5).

10. Refunds, cancellation and delivery (access)

This clause applies to courses you buy for yourself online (card through PayFast) and to seats a business buys by EFT (clause 13). It also appears in our Refunds, Cancellations and Delivery Policy (ATX-POL-0009) at aitronetix.com/refunds-cancellations-delivery.

Delivery (how and when you get access)

10.1 The course is delivered online only, on academy.aitronetix.com. We don't send anything physical, and there are no delivery charges.

10.2 **Course bought for yourself (card through PayFast):** once PayFast confirms your payment, we email your order confirmation and sign-in details to the email address on your order, usually straight away and no later than 1 business day after payment is confirmed.

10.3 **Seats bought by a business (EFT):** within 2 business days after the EFT has cleared in our account, or after we have checked the buyer's proof of payment against our bank account, whichever happens first, we either email the sign-up key to the key contact named in the order (method A), or confirm the seats to the key contact in writing (method B). For method B, we create each learner's account, and the course site emails the learner their login details, within 2 business days after we receive a complete learner list for them. Each learner's 12 months' access starts when they redeem the key (method A) or first log in and accept these Course Terms (method B) (clause 4.1).

10.4 **If your access, key or login details haven't arrived** in that time, check your spam or junk folder, then email info@aitronetix.com with your order or invoice number. We resend it within 1 business day. If we still haven't given you access within the time in clause 10.2 or 10.3, you may cancel by giving us 7 days' written notice, and we refund you in full (ECTA section 46).

Cancelling: courses bought for yourself

10.5 **Cooling-off (ECTA section 44).** If you are an individual (a natural person) who bought online, you may cancel within 7 days after the agreement is made, without giving a reason and without penalty, and we refund you in full. The CPA's separate 5-business-day cooling-off right (CPA section 16) applies only to sales that result from direct marketing, and not where ECTA's cooling-off right applies. We don't sell courses through direct marketing, so it doesn't normally apply.

10.6 **At checkout you ask for access straight away. Once you start the course, your cooling-off right ends (ECTA section 42(2)(d)), because the service has begun at your request.** You "start the course" when you open any lesson, video, reading, activity, quiz or download in a module. Signing in and reading the welcome page

doesn't count. As long as you haven't started, we refund you in full if you ask within the 7 days. We offer this to every buyer, including businesses and others that ECTA doesn't protect.

10.7 **After you've started, we don't refund just because you changed your mind.** Clause 10.11 still applies.

Cancelling: seats bought by a business

10.8 ECTA's cooling-off right protects only individuals (natural persons). A company or other juristic person has no statutory cooling-off right, so we offer the refunds in clause 10.9 voluntarily. If the business buyer is an individual (for example a sole proprietor), clause 10.5 applies as well.

10.9 Refunds for seats bought under clause 13:

- (a) **Within 7 days after payment, if no seat has been redeemed:** a full refund of all the seats.
- (b) **Within 30 days after payment:** a full refund of any seats that haven't been redeemed.
- (c) **More than 30 days after payment, seats that haven't been redeemed are not refundable.** They stay valid and can be given to other staff (clauses 13.9 and 13.10). If the CPA protects the buyer (clause 13.14), the buyer may still cancel unredeemed seats, and we refund their price less a reasonable cancellation charge of 10% (CPA section 17).
- (d) **Once a learner has started the course on a seat, that seat is not refundable**, except where the law requires a refund, for example under clause 10.11 or if we can't deliver the course.
- (e) If a learner can't take the course because of death or hospitalisation, we charge no cancellation fee for that seat (CPA section 17(5)). We refund the seat if it hasn't been started, or let the buyer move it under clause 13.10.

If we cancel

10.10 We may cancel or end access as follows:

- **We withdraw the course** before an access period ends: we refund in full every seat or purchase that hasn't been started, and refund the unused part of the price, in proportion to the access time left, for learners who have started.
- **A fault on our side** stops you using the course and we can't fix it within 5 business days of your report: we either extend your access by the time lost or refund a fair part of the price. You choose.
- **An invoice lapses unpaid** (clause 13.4): the order falls away and nothing is owed by either side.
- **Serious breach:** clause 12.2 applies.

Your rights if something goes wrong

10.11 You keep your rights under the CPA. If the course isn't delivered with reasonable care and skill, or doesn't match its description (CPA section 54), tell us within 30 days of noticing. We'll fix the problem, or refund a fair part of the price if we can't. If you are protected by the CPA, nothing in clause 10 or 13 takes away a right it gives you.

How to cancel and how we pay refunds

10.12 To cancel or ask for a refund, email info@aitronetix.com with your name (or the business's name), your order or invoice number, and what you want to cancel (for business orders, how many seats). We acknowledge your request within 2 business days and confirm in writing whether a refund is due and how much.

10.13 We refund the same way you paid: a card payment back through PayFast to the same card; an EFT payment by EFT to the account the payment came from, after we have verified it. We pay within 10 business days after we confirm the refund, and in any event within 30 days after you cancel in the cooling-off period (ECTA section 44(3)). We refund the full amount due, in rand, and don't deduct bank or PayFast fees.

11. Our liability

11.1 We will deliver the course with reasonable care and skill.

11.2 As far as the law allows, our total liability to you for the course is limited to the fee you paid for it (for a business buyer, the fees paid for the affected seats).

11.3 We are not liable for indirect or consequential loss, such as loss of profit, data or business, or for losses caused by how you apply the course content (clause 9).

11.4 We are not responsible for problems caused by your own internet connection, devices, software or accounts with other providers, including AI tools.

11.5 These limits don't apply to loss caused by our gross negligence or wilful misconduct, and they don't limit any right you have under the CPA or ECTA (CPA sections 48 to 51).

12. Suspending or ending access

12.1 If you break clause 5 or 6, we may warn you and ask you to stop. If the breach continues, or it is serious, we may suspend your account.

12.2 **If you seriously break these terms (for example by reselling the content or sharing your account with others), we may end your access after giving you notice and a chance to respond. If we do, we won't refund the fee or replace the seat, except where the law requires it.**

12.3 You may close your account at any time by emailing us. Closing it doesn't affect a certificate you have already earned.

13. Business (multi-seat) purchases

13.1 **Who the buyer is.** This clause applies when a company, close corporation, trust, partnership or other juristic person (or a sole proprietor) buys seats for its staff (the "buyer"). The person who places the order confirms that they are 18 or older and warrants that they have authority to order for, and bind, the buyer. The buyer is our customer and these terms bind it. "Staff" means the buyer's employees and the individual contractors who work for it.

13.2 **Price.** R1,250 per seat. No VAT charged. The price per seat is the same for any number of seats. We offer no bulk or volume discount.

13.3 **Order size.** Each order is for 1 to 50 seats. For more than 50 seats, contact us first.

13.4 **Order, invoice and payment.**

- (a) The buyer orders on our Academy Business Seat Order form (ATX-CON-0005) or by email to info@aitronetix.com.
- (b) We send an invoice for EFT payment. The invoice is valid for 14 days. If it isn't paid in that time, it lapses and the buyer may place a new order at the price then in force.
- (c) The agreement for the seats is made when the buyer's payment against a valid invoice clears in our account. We issue no seats, keys or accounts before then.
- (d) The buyer may email proof of payment to speed things up. Access is then delivered as clause 10.3 explains.

13.5 **Learners.** Each seat is for one learner who is a member of the buyer's staff and is 18 or older. **Every learner must accept these Course Terms and the Academy Privacy Notice, and is told what the buyer will see (clause 13.11), when they sign up (method A) or first log in (method B).** Clauses 4 to 9, 11 and 12 then apply between us and the learner. The buyer pays; the learner doesn't.

13.6 **How learners get access.** The buyer chooses one of two methods for each order:

- (a) **Method A, sign-up key:** we give the buyer one sign-up key for the order. The key works only for the number of seats bought. A seat is used when a learner redeems the key and creates an account.
- (b) **Method B, learner list:** the buyer sends us each learner's name and work email address on our learner list template, which we send with the Invoice, in one or more batches. We create the accounts, and the course site emails each learner their login details. A seat is used when we create the account, even if the learner never logs in. The learner's 12 months' access starts when they first log in and accept these Course Terms (clause 4.1).

In these terms, a seat is "redeemed" when it is used in either way.

13.7 **Method A: the buyer must keep the key confidential and share it only with the staff it wants to enrol. The buyer is responsible for any seat used by someone it (or its staff) shared the key with, including people outside its staff, and we don't refund or replace seats used in that way.** If the buyer tells us that an account was created by someone who isn't its staff, and that person hasn't started the course, we close the account and restore the seat. We may reset a key that we reasonably believe has leaked or is being misused, and we will reset it if the buyer asks. When we reset a key, the old key stops working, seats already redeemed are not affected, and any remaining seats move to the new key, which we send to the key contact. A reset doesn't change when the seats expire: clause 13.9 still counts from the date we first issued them.

13.8 **Staff details and learner lists.** If the buyer wants us to email invitations (method A), or uses a learner list (method B), it sends us each learner's name and work email address, and nothing more. The buyer confirms that it may lawfully share them with us and that it has told its staff it is doing so (Academy Privacy Notice, section 3A). The buyer must check that the learner list is correct. If an email address on it is wrong, tell us before the learner logs in and we correct it and resend the login details, without using another seat. We use a learner list only to create the accounts and send service emails, and we delete the list file within 30 days after the accounts are created.

13.9 **How long seats last. A seat that hasn't been redeemed stays valid for 3 years from the date we issue the seats: the date we send the sign-up key (method A) or confirm the seats in writing (method B). It expires at 23:59 SAST on the date 3 years after that date (the expiry date) and is not refunded.** (This follows CPA section 63, which requires prepaid credits to stay valid for at least 3 years.) For method A, the key must be redeemed by that time. Each learner has 12 months' access to the course from the date their access starts: the date they redeem the key and create their account (method A), or the date they first log in to the account we created for them and accept these Course Terms (method B) (clause 4.1). Access to an account by our staff (for example an administrator viewing it) or by our systems doesn't start the learner's 12 months. **For method B, a seat is used when we create the account (clause 13.6), but if the learner hasn't logged in and accepted these Course Terms by 23:59 SAST on the expiry date, the seat expires and is not refunded. We suspend the account then and delete it within 30 days.** A learner who logs in and accepts these Course Terms before then gets the full 12 months.

13.10 **Moving seats.** The buyer may give an unredeemed seat to any member of its staff. **A redeemed seat can be moved once, to another member of staff, only if the first learner has completed less than 25% of the course and no certificate has been issued.** The new learner gets the access time left on the seat; the 12 months don't start again. If the first learner never logged in and accepted these Course Terms (method B), the new learner's 12 months start when they first log in and accept them. We close the first learner's account by suspending it at once, so their access ends that day and the account is never reused for another person. If the first learner logged in and accepted these Course Terms, their information is then deleted or de-identified on the retention timetable in section 10 of the Academy Privacy Notice, counted from that date. If they didn't (method B), we delete the account within 30 days. To move a seat, the key contact emails info@aitronetix.com.

13.10A **Staff who leave.** The key contact can ask us at info@aitronetix.com to close a learner's account when that person leaves the buyer. We close it as clause 13.10 explains, and if the learner never logged in and accepted these Course Terms (method B), we delete the account within 30 days. The seat is then moved under clause 13.10 if it qualifies; otherwise it stays used and isn't refunded.

13.11 **Reports to the buyer.** For its own learners only, the buyer may receive each learner's name, enrolment and access dates (start and end), progress, completion and its date, and certificate status, date and code, as a platform report or CSV file. No quiz or assessment answers, marks or attempts, or any other course content or activity, go to the buyer.

13.12 **Refunds and cancellation.** Clause 10 applies, in particular clauses 10.8 and 10.9.

13.13 **Liability.** Clause 11 applies. Our total liability to the buyer is limited to the fees paid for the affected seats, subject to clause 11.5.

13.14 **Which buyers the CPA protects.** The CPA protects juristic persons whose annual turnover or asset value is below the threshold set under CPA section 6 (currently R2 million) when they buy. It doesn't protect larger businesses (CPA section 5(2)(b)). We apply these terms in the same fair way to all buyers, and nothing in them takes away a right that the CPA gives a buyer it protects.

14. Complaints

14.1 Tell us first at info@aitronetix.com or +27 67 241 8196. We acknowledge complaints within 2 business days and aim to resolve them within 10 business days.

14.2 If we can't resolve your complaint, you may approach the Consumer Goods and Services Ombud (www.cgso.org.za) or the National Consumer Commission. For privacy complaints, see the Academy Privacy Notice.

15. General

15.1 South African law applies to these terms. Nothing in this clause stops a consumer from using any forum the CPA allows.

15.2 For legal notices, our address (domicilium) is our registered office in clause 1. Yours is the email or address in your order. Notices may also be sent by email.

15.3 These terms, your order confirmation and, for business orders, the Academy Business Seat Order (ATX-CON-0005) and our invoice, are the whole agreement for the course. For Academy courses they apply instead of our Client Terms (ATX-POL-0006). We may change these terms for future orders; the version you accepted applies to your order.

15.4 We are not responsible for delays or failures caused by events outside our reasonable control, such as a major outage at our hosting provider, load-shedding, or a natural disaster. We'll tell you and restore access as soon as we can, and clause 10.10 applies.

15.5 This agreement is made electronically under ECTA sections 13 and 22.