WEBSITE TERMS AND CONDITIONS OF USE

Intelligent Automation Hub (Pty) Ltd
Effective Date: November 2025

1. Introduction

1.1 These Website Terms and Conditions of Use ("**Terms**") govern your access to and use of all websites, online services, and DNS domains operated by **Intelligent Automation Hub (Pty) Ltd** ("**Intelligent Automation Hub**", "**we**", "**us**", "**our**"), including:

- iahub.ai
- iahub.co
- iahub.co.za
- intelligentautomationhub.co.za
- intelligentautomationhub.com
- All subdomains and associated DNS entries belonging to these primary domains.

Collectively, these form the "**Website**".

1.2 By accessing or using the Website, you accept and agree to be bound by these Terms. If you do not agree, you must immediately stop using the Website.

1.3 These Terms operate alongside and incorporate by reference the following documents required by South African law (all accessible via website footer links):

- **POPIA Privacy Policy**
- **Cookie Policy**
- **PAIA Manual (Section 51 Manual)**
- **Company Information / ECTA 43 Disclosure**
- **Data Processing Addendum** (if interacting with our digital services)
- **Security Policy** (recommended for enterprise interactions)

You acknowledge that you have reviewed these documents before using the Website.

2. Company Information (Mandatory ECTA 43 Disclosure)

In accordance with the **Electronic Communications and Transactions Act 25 of 2002 ("ECTA")**, the following information is disclosed:

- **Registered name:** Intelligent Automation Hub (Pty) Ltd
- **Trading name:** Intelligent Automation Hub
- **Registration number:** 2022/744946/07

- **Registered address:** 26 Melville Road, Illovo, Sandton, 2196, South Africa
- **Email (general):** info@iahub.ai
- **Information Officer (POPIA):** Charles Lalieu — charles@iahub.ai
- **DNS / Technical Contact:** dns@iahub.ai
- **Websites & DNS domains managed by us:** iahub.ai, iahub.co, iahub.co.za, intelligentautomationhub.com, intelligentautomationhub.co.za and subdomains.

This information also appears on our **Company Information Page** as required by law.

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3. Definitions

For purposes of these Terms:

- **"POPIA"** refers to the Protection of Personal Information Act 4 of 2013.
- **"PAIA"** refers to the Promotion of Access to Information Act 2 of 2000.
- **"CPA"** refers to the Consumer Protection Act 68 of 2008.
- **"ECTA"** refers to the Electronic Communications and Transactions Act 25 of 2002.
- **"Content"** refers to all text, graphics, documents, code, images, videos, data, and other material on the Website.
- **"Services"** include all products, consulting, AI solutions, automation tools, and digital systems described or provided through the Website.

4. Acceptance, Eligibility and Capacity

4.1 You must be at least 18 years old or have the consent of a parent or legal guardian to use the Website.
4.2 If you use the Website on behalf of an organisation, you confirm that you are authorised to bind that organisation to these Terms.

5. Changes to These Terms

5.1 We may update these Terms from time to time. Changes take effect once posted on the Website.
5.2 Your continued use of the Website after changes are published constitutes acceptance of the updated Terms.
5.3 We may modify, suspend, or discontinue any part of the Website—including DNS endpoints such as iahub.co.za—without liability, except as prohibited by law.

6. Website Access, Accounts and Security

6.1 You are responsible for the devices, data connections, and software required to access the Website.

6.2 If account creation or login is required, you must provide accurate information.
6.3 You are responsible for any activity conducted through your account.
6.4 Notify us immediately at **security@iahub.ai** if you suspect unauthorised access.

7. Permitted Use and User Obligations

You may not:

- Violate any laws or regulatory requirements
- Infringe any intellectual property rights
- Upload malicious code
- Attempt to gain unauthorised access to systems or data
- Use bots or scraping tools without permission
- Misrepresent your identity
- Engage in spam or abusive behaviour

Your use must remain lawful, fair, and aligned with these Terms.

8. Intellectual Property

8.1 All intellectual property rights in the Website and Content—copyright, trademarks, logos, designs, software—are owned or licensed by Intelligent Automation Hub.
8.2 You receive a limited, revocable licence to use the Website for personal or internal business purposes.
8.3 You may not copy, resell, distribute, modify, or reverse-engineer any Content without written permission.
8.4 Nothing in these Terms transfers ownership of our intellectual property to you.

9. User Submissions and Feedback

9.1 Any feedback, ideas, comments, or submissions you provide may be used by us for improvement or business purposes without compensation.
9.2 If such submissions include personal information, they will be processed in accordance with our **POPIA Privacy Policy**.

10. POPIA Compliance and Personal Information

10.1 We process personal information in accordance with POPIA.
10.2 By using the Website, you agree to the processing described in our:

- **POPIA Privacy Policy**
- **Cookie Policy**
- **Data Processing Addendum** (where applicable)

10.3 You may exercise POPIA data subject rights through our Information Officer.

11. Cookies and Similar Technologies

11.1 The Website uses cookies and analytics technologies.
11.2 You may manage your preferences via your browser or our cookie consent tool.
11.3 Details are contained in our **Cookie Policy**, which forms part of these Terms.

12. E-Commerce and CPA Compliance

12.1 Where purchases are made through the Website, we will provide all information required under the CPA and ECTA, including:

- Full supplier identity
- Total price and fees
- Cooling-off rights (if applicable)
- Delivery arrangements
- Cancellation terms
- Minimum contract periods (if any)

12.2 Orders are only binding once accepted by Intelligent Automation Hub.

12.3 Nothing in these Terms limits your rights under the CPA.

13. Third-Party Links and Services

We are not responsible for third-party websites or services linked from the Website.
Use of third-party tools is at your own risk and subject to their terms.

14. Disclaimers

14.1 The Website and Content are provided “as is” and “as available”.
14.2 While reasonable measures are taken to keep information accurate, we do not warrant completeness, reliability, suitability, or error-free operation.
14.3 Nothing on the Website constitutes professional or legal advice.

15. Limitation of Liability

To the maximum extent permitted by law:

- We are not liable for indirect or consequential damages
- We are not liable for lost revenue, lost data, or reputational damage

- Total liability will not exceed the amount you paid (if any) in the 3 months preceding the claim.
- We do not guarantee absolute security of data transmissions

Your statutory rights under the CPA remain unaffected.

16. Indemnity

You agree to indemnify Intelligent Automation Hub against all claims arising from your breach of these Terms, misuse of the Website, or violation of any law.

17. Security

17.1 We maintain reasonable technical and organisational security measures under POPIA 19.
17.2 All DNS properties—are secured with appropriate safeguards such as:

- DNSSEC (where supported)
- SPF, DKIM, and DMARC
- Secure access controls
- Monitored DNS changes

17.3 No system is completely secure. You use the Website at your own risk.

18. Electronic Communications and Signatures

18.1 By using the Website or contacting us electronically, you consent to receiving communications electronically.
18.2 Electronic signatures and data messages have legal force under ECTA.

19. Governing Law and Jurisdiction

These Terms are governed by South African law.
You consent to the non-exclusive jurisdiction of South African courts and statutory bodies empowered under POPIA, CPA, and ECTA.

20. Notices and Contact Details

Legal & Compliance Email: legal@iahub.ai
Information Officer: charles@iahub.ai
Physical Address: 26 Melville Road, Illovo, Sandton, 2196, South Africa

Legal notices are valid only if delivered to the above address or sent to the designated legal email.

21. Required Legal Documents on the Website (South Africa Compliance)

The following documents must always be available in the website footer of **all domains**:

1. **Website Terms & Conditions** (this document)
2. **POPIA Privacy Policy**
3. **Cookie Policy**
4. **PAIA Manual** (Section 51)
5. **Company Information (ECTA §43 Notice)**
6. **Data Processing Addendum** (where applicable)
7. **Security Policy** (recommended for enterprise clients)

These documents are legally required or strongly expected under POPIA, ECTA, and PAIA.

22. Footer Requirements

Each website under Intelligent Automation Hub must display the following footer links:

- Terms & Conditions
- Privacy Policy
- Cookie Policy
- PAIA Manual
- Company Information
- Contact Us
- © Intelligent Automation Hub (Pty) Ltd — All Rights Reserved

This applies to:

- iahub.ai
- iahub.co
- iahub.co.za
- intelligentautomationhub.com
- intelligentautomationhub.co.za

23. General Provisions

- **Entire Agreement:** These Terms and referenced policies form the entire agreement between you and us.
- **Severability:** Invalid provisions do not affect enforceability of the remainder.

- **Waiver:** Failure to enforce rights does not constitute a waiver.
- **Assignment:** You may not assign your rights; we may assign ours subject to applicable law.
- **Relationship:** These Terms do not create employment, partnership, or agency relationships.