Networker and Candidate Terms

Version: 1.13 **Date:** 2026-11-09 **Applies to:** everyone who registers on the Platform other than an Advertiser — Networkers and Candidates alike

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Preamble

Welcome

These terms are a contract between you and us. We have tried to write them in plain language, because a contract you can't understand isn't much use to either of us — and because the Consumer Protection Act requires it.

If anything here is unclear, ask us before you agree to it. Our contact details are in clause C11.

Who we are

The Platform is operated by **Tech Genius CC** (registration number **2006/136742/23**, VAT number **4770247395**), a close corporation registered in the Republic of South Africa, with its business address at **c/o Smit & Hugo Prokureurs, 58 Lang street, Kuilsrivier, 7580**.

In these terms, **"we"**, **"us"** and **"our"** mean Tech Genius CC. **"You"** and **"your"** mean you, the person registering or registered on the Platform.

The **"Platform"** means the website at **https://loopi.co.za**, together with any related pages, applications and services we operate.

Where these terms need to be named — in the Platform, in our other documents, and in the sign-up tick — they are called the **"Networker Terms"**, because everyone they apply to is a Networker from the moment they register. The Advertiser Terms are a separate agreement with a different party.

What these terms cover

- **Part A** applies to you from the moment you register as a Networker. Some of it applies only once you become a Candidate — clause A1.1 says which, and those clauses name Candidates, your Profile, or being Revealed.
- **Part C** applies to everything.

Our **Privacy Policy** also forms part of this agreement. Where these terms and the Privacy Policy differ on how we handle your personal information, the Privacy Policy applies.

If a page on the Platform says something different from these terms, these terms apply. We explain how things work in help text, tips, guides and answers to common questions. That is there to help you, and we try to keep it right — but it describes these terms rather than replacing them, and it may be out of date. If you spot a difference, please tell us.

This does not take away any right you have under the law, including your right not to be misled about what we offer. This paragraph decides which document governs; it does not excuse us for telling you something that was wrong.

Accepting these terms

You accept these terms when you tick the box to that effect during registration.

Separately, and in addition, you are asked at registration to give a **specific consent to being revealed to Advertisers**. That consent is explained in clause A7. It is a separate decision from accepting these terms.

We record which version you accepted and when, and you can ask us for a copy of that version at any time.

Some words we use

Term	**Meaning**
Advertiser	A recruitment agency or an employer that has an account on the Platform to find candidates or advertise jobs. Where it matters, we distinguish **Recruiters** (agencies acting for clients) from **Employers** (hiring for themselves). **An Advertiser can also have an invitation link and build a network**, under its own terms — see clause A10B.4.
Candidate	A Networker who has created a Profile and made it searchable by Advertisers. Every

Term	Meaning
	Candidate is also a Networker; not every Networker is a Candidate. See clause A1.1(b).
Credit	The unit an Advertiser spends to Reveal a Candidate.
Networker	Any person registered on the Platform other than an Advertiser. **You are a Networker from the moment you register**, whether or not you ever make yourself searchable, and you remain one for as long as your account is open. See clause A1.1(a).
Profile	The information you give us about yourself, including your CV.
Reveal	The event in which an Advertiser spends Credits and we disclose your identifying and contact information to them.

Part A — Using the Platform

A1. What the Platform does

A1.1 The Platform does two things. **You may use either or both**, and which of them you use decides which clauses in this Part apply to you.

(a) **Building a network.** When you register we give you an invitation link. People who join the Platform through it are recorded as having joined through you. **There is no payment or reward of any kind for building a network. You are a Networker from the moment you register**, and you can do this without ever making yourself visible to Advertisers.

(b) **Being found for work.** You can create a Profile describing your skills, experience and what you are looking for, and make it searchable. Advertisers search those Profiles to find people to approach about job opportunities, and you can also apply for jobs advertised on the Platform. **You become a Candidate when you do this.** Where a clause in this Part refers to Candidates, to your Profile, or to being Revealed, it applies to you only from that point.

A1.2 We are not an employer, and we are not your agent. We do not offer you employment and we do not place you in employment.

A1.3 We do not promise that you will be approached by anyone, that you will be offered a job, or that you will be employed. Whether that happens depends on Advertisers, on the market, and on your own qualifications — none of which we control.

A2. The Platform is free to you

A2.1 **You will never be charged for using the Platform.** Creating an account, building a network, building your Profile, uploading your CV, being found by Advertisers, being Revealed, and applying for jobs are all free.

A2.2 We will never ask you to pay a fee, buy a product, buy a subscription, or make any contribution of any kind — whether to use the Platform, to improve your visibility, to be Revealed, or to build a network.

A2.3 If anyone asks you to pay for any of these things while claiming to act for us, they are not acting for us. Please report it to us at **abuse@loopi.co.za**.

A3. Your account

A3.1 To register you must be at least 18 years old and must give us a valid email address and a valid South African mobile number.

A3.2 **You may have only one account.** Your account is personal to you and you may not transfer it, sell it, or let anyone else use it.

A3.3 You may not register using anyone else's identity, email address or mobile number, and you may not register a mobile number that is already verified against another account.

A3.4 Registering is an offer to enter into this agreement. We may accept or decline it at our discretion, and we are not obliged to give reasons. There is no right to be registered.

A3.5 You must give us information that is complete, accurate and true, and you must keep it up to date. This matters more here than on most websites: Advertisers make decisions about real jobs based on what you tell us, and we show them when you last updated each part of your Profile.

A3.6 You are responsible for keeping your password confidential and for everything done through your account. Tell us immediately at **security@loopi.co.za** if you think someone else has access to it.

A3.7 We verify your email address and your mobile number. Some features are only available once both are verified. If you change your mobile number, it must be verified again.

A4. Your Profile and your CV

A4.1 You choose how much of your Profile to complete. The more complete it is, the more likely Advertisers are to find you — but nothing in your Profile is compulsory except the fields marked as required during registration.

A4.2 You may upload a CV. We accept common document formats and there is a limit on file size — **the formats we accept and the current limit are shown when you upload**. We may change them, or limit uploads generally, for technical or operational reasons.

A4.3 We do not guarantee any minimum storage, and we do not guarantee that your uploaded documents will be preserved. Please keep your own copy of your CV.

A4.4 Our servers are backed up, but data loss cannot be excluded entirely. Clauses A4.3 and C3.4 apply.

A4.5 You may correct or delete anything in your Profile at any time.

A4.6 We keep a record of changes you make to your Profile. That record is for our own use and Advertisers never see it. What they do see is **when** parts of your Profile were last updated or confirmed. This is so an Advertiser can tell whether they are looking at current information. The change record is deleted when your Profile is deleted.

A5. What we do with your information

A5.1 We use your Profile to match you to jobs, to show you to Advertisers in the anonymous form described in clause A6, to recommend jobs to you, to pre-fill application forms, and to improve the Platform.

A5.2 We also analyse how you use the Platform — what you search for, which adverts you view, how often you visit — and use that to improve matching and recommendations. Where we use this for statistics, we do so in a form that does not identify you.

A5.3 Our full explanation of how we handle personal information is in the Privacy Policy.

A6. How Advertisers see you — anonymous by default

This clause describes the core of how the Platform works. Please read it.

A6.1 By default, Advertisers searching the Platform **cannot see anything that identifies you or allows them to contact you**.

A6.2 Specifically, until you are Revealed under clause A7, an Advertiser **cannot see**:

- your name or surname

- your email address
- your mobile or other phone number
- your professional registration numbers
- your home address
- your date of birth
- your CV
- the name of the company you currently work for

A6.2A Some of what we hold is **never** shown to any Advertiser, whether or not you are Revealed — **your ID or passport number among them**. We use it only to run and protect the Platform, for example to check that an identity number is genuine and that one person has one profile.

A6.3 An Advertiser **can see**, without paying anything:

- the city where you live and the city where you work
- your nationality, and where it applies, when your work permit expires
- your current job title, what the job involves, and how long you have been in it
- the industry you work in, and how long you have worked in it
- whether you are employed, on contract, self-employed, studying or unemployed
- how many years you have been working altogether
- your qualifications, certifications and skills
- your professional registrations, and whether they are in good standing — but not the registration number
- your current salary, and the salary you are looking for
- whether you are open to opportunities, how much notice you must give, whether you would relocate, and what working arrangement you want
- your standardised job classification
- your age, as a band rather than a date, where clause A6.3B allows it

A6.3A **The Employment Equity questions are optional.** If you answer them, Advertisers may see and search on your answers when they are recruiting on a basis that allows it. If you would rather not say, you may decline, or skip the questions entirely.

A6.3B **Your age is shown as a band, not a date** — for example 25–29 — and only to an Advertiser recruiting on a basis that allows it. Your date of birth itself stays hidden under clause A6.2 until you are Revealed.

A6.4 An Advertiser can also see **whether** you have supplied and verified certain information, without seeing the information itself — for example, that you have a verified mobile number, or that you have uploaded a CV.

A6.5 **Your CV is not shown to Advertisers at all until you are Revealed.** An Advertiser can see *that* you have uploaded one, and they can see the Profile information you have filled in, but they cannot see the document itself or read anything in it.

A6.6 **While you are a Candidate, your Profile stays visible to Advertisers.** There is no way to hide it and stay a Candidate. You can tell Advertisers that you are not currently looking, and they can see that — see clause A6.3 — but if you want them to stop finding you altogether, you can stop being a Candidate at any time under clause A13.1A, which deletes your Profile.

A6.8 **Please don't put your contact details into your Profile.** There are fields for your email address and phone number and we keep those hidden until you are Revealed — but anything you type into a free-text field, such as a description of your duties, **is shown to Advertisers exactly as you typed it, for free, before any Reveal**. If you put a phone number, an email address, a link or an address there, anyone searching can see it — **including your current employer** — and once they have seen it we cannot take it back.

A6.8A **We do not currently check what you type, and you should not rely on us to.** We may introduce automatic checks in future, and if we do we may withhold or remove what they catch — but no such check is perfect, and it is not a substitute for keeping contact details out of the fields that don't ask for them. Clause A11.1 also makes putting them there something you may not do.

A7. Being Revealed

A7.1 If an Advertiser wants to approach you about an opportunity, they spend Credits and we then disclose to them the identifying and contact information listed in clause A6.2. We call this a **Reveal**.

A7.1A **An Advertiser can Reveal you without spending Credits if you are in its own network** — that is, if you joined through its invitation link, or through the link of somebody who did, at any level. It is still a Reveal, and everything in this clause applies to it. Clause A10B.4 says more.

A7.2 **A Reveal only happens if you have consented to it.** You are asked for that consent separately at registration, and you can withdraw it at any time in your account settings. If you withdraw it, no further Reveals will occur.

A7.3 A Reveal also happens when you apply for a job through the Platform and the Advertiser shortlists you. By applying, you are asking that Advertiser to consider you, so your details are disclosed to that Advertiser for that job.

A7.4 **A Reveal cannot be undone.** Once an Advertiser has your contact details, they have them. Withdrawing consent, hiding your Profile, or deleting your account stops future Reveals — it does not and cannot recall information already disclosed.

A7.5 Advertisers are bound by their own agreement with us. They may only contact you about genuine vacancies, may not pass your information on to anyone else, and must comply with data protection law. If an Advertiser misuses your information, tell us at **abuse@loopi.co.za** — we can suspend their account and cut off their access.

A7.6 We take reasonable steps to make Advertisers comply, but we are not able to control what they do once they have your details, and we are not liable for their conduct.

A7.7 We keep a record of every Reveal — which Advertiser, which Candidate, and when. We keep this record after your account is deleted, for tax, audit and dispute purposes, but we keep only the record of the transaction, not your Profile. Clause C3.4 applies.

A8. Automated and AI processing

A8.1 **We may read your CV automatically** — including with artificial intelligence — to extract information from it and fill in parts of your Profile for you. Whether or not we do, you can fill in and correct your Profile yourself.

A8.3 **If we do, it will make mistakes.** Information extracted from your CV may be wrong or incomplete. Please check your Profile and correct anything that is wrong. You remain responsible for the accuracy of your Profile.

A9. Applying for jobs

A9.1 Where an Advertiser allows applications through the Platform, you can apply using your Profile. We use your Profile to fill in parts of the application, and you can add further information or documents.

A9.2 Your application, and the answers you give to any questions the Advertiser has set, are stored on the Platform and are available to that Advertiser.

A9.2A **Job advertisements do not name the Advertiser or the employer.** You find out who the Advertiser is only if they shortlist you, when they appear in your account with the Reveal. This means you may apply for a job without knowing who placed it — which could, for example, be your own employer or a recruiter acting for it.

A9.3 If you have not added a CV to your Profile before your first application, the CV attached to that application may be added to your Profile automatically. **You can change or remove it at any time.**

A9.4 When you apply for a job, you are asking that Advertiser to consider you. Clause A7.3 applies.

A9.5 We pass applications on as quickly as we can, but we are not liable for any loss caused by an application being delayed or not delivered.

A10. Communications

A10.1 When you register, you will receive messages about your account — confirming your email address, and telling you about things that happen to your account or to a Reveal. These keep the Platform working and are not marketing.

A10.2 **We do not currently offer job alerts, and we may add them.** If we do, every alert will tell you how to stop it, stopping one will not stop the others, and we will ask for your agreement first where the law requires it.

A10.3 We may send you jobs we think will interest you, based on your Profile and on how you use the Platform. **You can tell us to stop at any time, and every such message will say how.**

A10.4 **We only send you newsletters and information about our services if you have asked us to.** You choose when you register, and you can change your mind at any time — every such message carries an unsubscribe link, and it costs you nothing to object.

A10.5 Please make sure messages from us are not blocked by your spam filter.

A10A. The leaderboard

A10A.1 **You are on the leaderboard from the moment you register, under an alias we give you.** We choose the alias and it is not based on your name. **You can leave the leaderboard at any time**, and your row disappears from it. You can also change your alias — if you change it to something that identifies you, that is your choice.

A10A.2 Other signed-in users of the Platform, **including Advertisers**, see only your alias, your score and how many people are in your network. They never see your name.

A10A.3 **The leaderboard carries no prize and no entitlement.** Your position on it does not earn you anything.

A10A.4 We may remove an alias that breaks clause A11.1, which takes you off the leaderboard.

A10B. What the people above you in the network can see

A10B.1 **The Networker who invited you can see that you joined, when you joined, and whether you have confirmed your cell number.** They see your name only if you agreed to that when you registered, and you can withdraw that agreement at any time.

A10B.2 **Networkers above you in the network see numbers, never names.** They can see how many people are in their network, how many have confirmed their cell number and how many are Candidates, with the people who joined directly through their link counted separately from everybody else. **Nobody is ever shown which person is a Candidate** — but where only a few people joined through the same link, the Networker who invited them may be able to work it out from the numbers.

A10B.3 Advertisers never see any of this, **unless you are in that Advertiser's own network** — see A10B.4.

A10B.4 **The Networker who invited you, or somebody above them, may be an Advertiser.** If you joined through an Advertiser's invitation link, or through the link of somebody who did, you are in that Advertiser's network. That Advertiser sees what clauses A10B.1 and A10B.2 describe, in the same way a person would — so if it invited you directly and you agreed to show your name, it sees your name. **It can also Reveal you without paying** (clause A7.1A). You can see in your account whether you are in an Advertiser's network, and whose.

A10C. Sharing your invitation link

A10C.1 You may share your invitation link however you like — by message, by email, on social media, or in person.

A10C.2 You may **not** send unsolicited bulk messages of any kind to promote your link. You are responsible for complying with the law when you share it, including the Protection of Personal Information Act, 2013 and the Electronic Communications and Transactions Act, 2002.

A10C.3 **No Networker is paid for joining or for inviting others**, so you may not tell anyone they will be. You may not offer anyone any payment or inducement in exchange for joining through your link.

A10C.4 You may not create or procure accounts for people who did not genuinely choose to join, or use false, automated, bulk-purchased or borrowed identities, email addresses or mobile numbers to do so.

A10C.5 If you breach this clause, clause A11.2 applies.

A11. What you may not do

A11.1 You may not:

- give false or misleading information about yourself, your experience, your qualifications or your salary
- put contact details — yours or anyone else's — into parts of your Profile that do not ask for them
- register more than one account, or register on behalf of someone else

- use someone else's identity, email address or mobile number
- choose a leaderboard alias that is offensive, impersonates anyone, or contains contact details
- upload anything containing a virus or other harmful code
- attempt to access, copy, scrape or extract data from the Platform other than by using it normally
- use the Platform for anything unlawful

A11.2 If you breach clause A10C or A11.1 we may suspend or close your account.

A12. What we don't promise

A12.1 We do not promise that the Platform will always be available, or that it will be free of interruptions, delays or errors. We may have to limit or suspend it for maintenance, capacity, security or technical reasons.

A12.2 We do not promise that the content on the Platform is accurate, current, complete or suitable for any particular purpose. That includes job advertisements, which are written by Advertisers, not by us.

A12.3 We do not promise that any job advertised on the Platform actually exists, is still open, or is as described. Please apply the same judgement you would to any other job advertisement.

A12.4 We cannot guarantee that files downloaded from the Platform are free of viruses or other harmful code. Please use your own protective software.

A12.5 We may change, add to, or discontinue any part of the Platform. You have no right to require that any feature continues to exist. If you are unhappy with a change, your remedy is to stop using the Platform and close your account.

A12.6 **The Platform is in beta testing.** That means it is still being built and tested while you use it. Features may change or stop working, you may come across errors, and information you enter may be lost. Please keep your own copy of anything that matters to you, including your CV.

A13. Ending your account

A13.1 You may close your account at any time, from your account settings or by contacting us.

A13.1A **You may stop being a Candidate without closing your account.** If you do, we delete your Profile — including your CV, your skills, your certifications, your qualifications, your professional registrations and your Profile change history — and Advertisers can no longer find you or see anything about you. **You remain a Networker**: your account stays open and

your network stays yours. You may build a Profile again later, but we cannot restore the one we deleted. **This does not end this agreement** — see clause C6.1B.

A13.2 We may suspend or close your account at any time, with or without cause. We will tell you when we do.

A13.2A **A suspension deletes nothing.** While your account is suspended you cannot sign in, Advertisers cannot find you or Reveal you, and your invitation link does not work. Your Profile and your network are kept as they are. We then either restore your account or close it. If you think we have got it wrong, clause C9.2 applies.

A13.3 **When your account is closed, we delete your Profile**, including your CV, your contact details, and your Profile change history. We do not keep your Profile so that Advertisers can continue to find you.

A13.3A **Deletion takes effect on the Platform immediately, and your information then ages out of our backups.** We keep backups so that we can recover from a failure or an attack. Anything you delete — your Profile, your CV, your account — stays in those backups until they expire, which takes up to 6 months. Those backups are encrypted. While it is there, nobody works from it, it is not searched, and it is not used to answer anything about you. The **Privacy Policy** explains this in full, and clause A13.4 lists what we keep deliberately.

A13.4 We do keep, after your account is closed:

- records of Reveals, and the related transactions, for 7 years — for tax, audit and dispute purposes;
- a record of the terms you accepted and when;
- information in a de-identified form that cannot be traced back to you, which we use for statistics and to improve the Platform.

A13.5 We cannot recall information already disclosed to an Advertiser under clause A7. Clause A7.4 applies.

A13.6 If your account has been inactive for more than 24 months, we may close it and delete your Profile. We will email you before we do.

Part C — General Terms

C1. Liability

C1.1 Nothing in these terms excludes or limits our liability where the law does not allow it to be excluded or limited.

C1.2 Subject to C1.1, and to the fullest extent the law allows, we are not liable for any indirect or consequential loss, or for any loss of profit, income, opportunity, data or goodwill, arising out of your use of the Platform.

C1.3 Subject to C1.1, and to the fullest extent the law allows, we are not liable for:

- any decision made by an Advertiser, or anything an Advertiser does or fails to do;
- the content of any job advertisement;
- any failure to obtain employment;
- any loss arising from a Reveal, once made in accordance with clause A7;
- any loss arising from the Platform being unavailable;
- any loss arising from someone else using your account, whether or not you knew.

C1.4 Where our liability cannot be excluded, it is limited, as far as the law allows, to re-supplying the service in question.

C1.5 You may be liable to us for loss we suffer because someone else used your account or password as a result of your negligence or your breach of these terms.

C2. Your indemnity to us

C2.1 You indemnify us against any claim, loss, liability or cost we incur as a result of:

- information you have given us being false or misleading;
- your breach of these terms;
- your breach of any law in connection with your use of the Platform;
- any claim by a third party arising out of your use of the Platform.

C2.2 This indemnity applies to the fullest extent the law allows.

C3. Security of your information

C3.1 We take appropriate technical and organisational measures to protect your personal information, as required by section 19 of the Protection of Personal Information Act.

C3.2 No system is perfectly secure. If your Profile is unlawfully copied or accessed by someone circumventing our security, we are not liable — but we will tell you, and the Information Regulator, where the law requires it.

C3.3 You must take reasonable care of your own login details. Clause A3.6 applies.

C3.4 **We back up the Platform, but we cannot guarantee that information will never be lost.** Hardware fails, software has faults, and backups can fail too. If information on the Platform — your Profile, your documents, or the record of a Reveal — is lost or damaged, we will take reasonable steps to recover or reconstruct it. Clause C1 applies to any loss that results.

C4. Intellectual property

C4.1 The Platform, and everything on it apart from content supplied by users, belongs to us or to our licensors. You may not copy, reproduce, distribute or reuse it.

C4.2 This includes information that is in the public domain but which we have collected, structured, formatted or presented — for example our job classification and location data.

C4.3 You keep ownership of the content you upload. By uploading it, you give us the right to store it, process it, display it to Advertisers in accordance with clauses A6 and A7, and otherwise use it as needed to run the Platform.

C4.4 This service uses the ESCO classification of the European Commission.

C5. Changes to these terms

C5.1 We may change these terms by publishing a new version. **The current version is always available at https://loopi.co.za/terms**.

C5.2 A new version takes effect on publication, except that a **material** change takes effect 30 days after publication. From the date it takes effect, the new version applies to you, whether or not you have read it.

C5.3 **Please check the current version from time to time.** We may tell you about a new version when you log in, but we do not undertake to do so, and it is for you to keep yourself up to date.

C5.4 If you do not accept a change, your remedy is to stop using the Platform and to close your account under clause A13. We record which version you accepted when you registered, and you can ask us for a copy of it at any time.

C6. Suspension and termination

C6.1 This agreement runs indefinitely. Either of us may end it at any time.

C6.1A **You end it by closing your account** — from your account settings or by contacting us, under clause A13.1. There is no other way to end it, and you do not have to give us a reason.

C6.1B **These do not end this agreement, even though they may feel like it:**

(a) stopping being a Candidate under clause A13.1A — your Profile is deleted, but your account stays open and you remain a Networker; and

(b) leaving the leaderboard under clause A10A.1.

If you want out altogether, close your account.

C6.2 We may suspend or close your account, or restrict your access to any part of the Platform, at any time and with or without cause.

C6.3 Clause A13 sets out what happens to your information when your account is closed.

C6.4 Clauses C1, C2, C4, C7 and C9 survive the ending of this agreement.

C7. Confidentiality

C7.1 Each of us must treat as confidential any information the other provides that is marked confidential, or that is obviously confidential from its nature. This obligation continues after this agreement ends.

C8. Transferring this agreement

C8.1 You may not transfer your rights or obligations under this agreement to anyone else.

C8.2 We may transfer ours, including as part of a sale or reorganisation of our business. We will tell you if we do.

C9. Governing law, complaints and disputes

C9.1 This agreement is governed by the law of the Republic of South Africa.

C9.2 **If you are unhappy with anything we have done, please come to us first.** Email your complaint to **support@loopi.co.za** (see clause C11), telling us what went wrong and what you would like us to do about it. We will look into it and reply to you in writing, giving our reasons. If

you are not satisfied with our reply, you may ask us to reconsider it, and we will reply again in writing.

C9.3 **This clause does not delay action on your account.** We may suspend or close your account immediately under clauses A11.2, A13.2 and C6.2, without first following this clause. If you think we have got it wrong, clause C9.2 applies.

C9.4 **Mediation, if we decide on it.** If a dispute is not resolved under clause C9.2, we may refer it to mediation by **ADR Network (SA)**, under its rules, by telling you in writing. You may ask us to do so, but mediation takes place only if we refer the dispute. If we do:

(a) the mediator is chosen by agreement between us, or appointed by ADR Network (SA) if we cannot agree; (b) we will both take part in good faith, and **you may not start court proceedings about the dispute while the mediation is running**, except as clauses C9.5 and C9.6 allow; (c) the mediator's fees and ADR Network (SA)'s charges are paid by us, and each of us pays our own costs of taking part; (d) any settlement we reach is put in writing and signed by both of us, and it then binds us both; and (e) if the dispute has not been resolved within **30 days** of the mediator being appointed, the mediation ends.

C9.5 **Your other rights are not affected.** Nothing in this clause takes away your right, under section 69 of the Consumer Protection Act or any other law, to complain to the **Information Regulator**, to refer a complaint to the **National Consumer Commission**, a provincial consumer protection authority or consumer court, or an ombud with jurisdiction, to bring a claim in the **Small Claims Court**, or to exercise any other right the law does not allow to be excluded.

C9.6 Either of us may apply to a court for **urgent relief** at any time — for example, to stop someone misusing your personal information or misusing the Platform.

C10. General

C10.1 **Entire agreement.** These terms, together with the Privacy Policy, are the whole agreement between us about your use of the Platform, and replace anything said or written before.

C10.2 **Severability.** If any provision is found to be unenforceable, it will be modified to the least extent necessary to make it enforceable, and the rest of these terms continue to apply.

C10.3 **No waiver.** If we do not enforce a right, that does not mean we have given it up.

C10.4 **Plain language.** These terms are intended to comply with section 22 of the Consumer Protection Act. If any part of them is not clear to you, ask us — see clause C11.

C10.5 **Notices.** A notice under these terms must be in writing and sent by email.

(a) **To you** — we send it to the email address on your account. Please keep that address current, and please check that our emails are not blocked by your spam filter.

(b) **To us** — send it to the relevant email address in clause C11.

C11. Contacting us

General support	support@loopi.co.za
Privacy, and requests about your personal information	info@techgenius.co.za
Reporting abuse or misuse of your information	abuse@loopi.co.za
Security concerns	security@loopi.co.za
Postal address	c/o Smit & Hugo Prokureurs, 58 Lang street, Kuilsrivier, 7580

Information Officer: Maarten Krüger, registered with the Information Regulator.

You have rights under the Protection of Personal Information Act, including the right to know what information we hold about you, to have it corrected or deleted, to object to how we process it, and to withdraw your consent. The Privacy Policy explains how to exercise them.

If you are not satisfied with how we have handled a privacy matter, you may complain to the **Information Regulator (South Africa)** at **POPIAComplaints@inforegulator.org.za**, or on **010 023 5200**. Its full contact details are in our Privacy Policy.

Our **PAIA manual**, prepared under the Promotion of Access to Information Act, is available at **https://www.techgenius.co.za**.