



# atWORK

internet software solutions



## Terms & Conditions

Date Compiled: April 2018

Website terms of use for [www.atwork.co.za](http://www.atwork.co.za)

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## Detailed description of goods and/or services

Atwork Internet Software Solutions (Pty) Ltd is a business in the software industry that sells CRM solutions, Practice Management, Compliance Management and Financial Planning Tools to financial advisors.

## Return and Refunds policy

The provision of goods and services by Atwork Internet Software Solutions (Pty) Ltd is subject to availability. In cases of unavailability, Atwork Internet Software Solutions (Pty) Ltd will refund the client in full within 30 days. Cancellation of orders by the client will attract a 25% administration fee.

## Customer Privacy policy

Atwork Internet Software Solutions (Pty) Ltd 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.polity.org.za/attachment.php?aa\\_id=3569](http://www.polity.org.za/attachment.php?aa_id=3569).

## Payment options accepted

Payment may be made via Visa, MasterCard, Diners or American Express Cards or by bank transfer into the Atwork Internet Software Solutions (Pty) Ltd bank account, the details of which will be provided on request.

## Card acquiring and security

Card transactions will be acquired for Atwork Internet Software Solutions (Pty) Ltd via PayGate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. 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.

## Customer details separate from card details

Customer details will be stored by Atwork Internet Software Solutions (Pty) Ltd separately from card details which are entered by the client on PayGate's secure site. For more detail on PayGate refer to [www.paygate.co.za](http://www.paygate.co.za).

## 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).

## Responsibility

Atwork Internet Software Solutions (Pty) Ltd 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.

## Country of domicile

This website is governed by the laws of South Africa and Atwork Internet Software Solutions (Pty) Ltd 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.

## Variation

Atwork Internet Software Solutions (Pty) Ltd may, in its sole discretion, change this agreement or any part thereof at any time without notice.

## Company information

This website is run by Atwork Internet Software Solutions (Pty) Ltd a private company based in South Africa trading as atWORK and with registration number 2001/013302/07.

## Company contact details

**Company Physical Address:** Castle View South Building, 500 Tsitsa Street, Erasmuskloof

**Email:** [information@work.za.com](mailto:information@work.za.com)

**Telephone:** 0861 ATWORK (289 675)

## Google AdWords

- In accordance with some of Google's recent compulsory policies, we herewith inform you that we might be tracking your cookies as our web site / company is currently undertaking Google AdWords remarketing of any other Google AdWords feature that tracks such cookies.
- By visiting this site, you agree that certain of our Google AdWords remarketing and or other advertisements can follow you as you visit other web sites that forms part of Google's Display Network (GDN).
- Note that we shall under no circumstances be utilizing any personally identifiable information as obtained through our Google AdWords remarketing campaign in any other related marketing endeavours – online or otherwise. (Such restricted utilization of information includes the sharing of such with third parties.)
- The Company shall under no circumstances be using any sensitive information of any nature on any of our remarketing tags.
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- You may opt out of seeing advertisements for web site, by simply clicking here: – <http://www.google.com/policies/technologies/ads/>.

We have implemented certain Google Analytics features for the primary purpose of attempting to ascertain the success of our online marketing endeavours via the Google AdWords platform.