

ACCEPTABLE USE POLICY

1. Overview

- 1.1. The following terminology applies to this Acceptable Use Policy (“**AUP**”) and any reference to: (1) “**the user**” refers the clients, visitors and/or users of Virtual Collaboration Network (Pty) Ltd.’s (Viconet) Website and/or Platforms.
- 1.2. Viconet’s intention for publishing this AUP is not to impose restrictions that are contrary to its established culture of openness, trust, and integrity but to showcase its commitment to complying with legislation and ensuring all its users have the ability to access and navigate its Website or interact with Viconet through social platforms enabled via the Website (the “**Platforms**”) without interference or harassment from other users. This AUP is designed to help achieve these goals. By accessing and/or using our Platforms, the user agrees to comply with this AUP and to remain responsible for its use, where applicable.

2. Purpose

- 2.1. The purpose of this AUP is to outline the acceptable use of our network and/or Platforms and to define the accepted behaviour of users on the aforesaid. This allows Viconet to:
 - a) maintain the integrity and quality of its Website and/or Platforms;
 - b) protect its clients, users, Website and/or Platforms from abuse; and
 - c) co-exist within the e-commerce community as a responsible professional services provider.

3. Viconet Platforms

- 3.1. Although Viconet has used its reasonable efforts to ensure the security, reliability of its Website and/or Platforms, the user acknowledges that Viconet is unable to exercise control over the data passing over the network and the Internet, including but not limited to any websites, electronic mail transmissions, social platforms or other material created or accessible over its



network. Therefore, Viconet is not responsible for any data transmitted over its network.

3.2. To help protect the integrity of Viconet's Platforms and its network operator, and to further ensure that all users have fair and equal ability to access, navigate, purchase and/or interact via the Website and/or Platforms, the user must refrain from engaging in any activity that compromises or threatens Viconet's network, Internet and/or ability to provide the products and/or services in a reasonable and efficient manner to all other users. Viconet reserves the right, through its network operator, to take necessary steps, to prevent improper or excessive usage thereof which includes without being limited thereto: -

- a) limiting throughput;
- b) preventing or limiting service through specific ports or communication protocols; and/or
- c) complete termination of service to customers who grossly abuse Viconet's Website and/or Platforms and/or network through improper or excessive usage.

3.3. Violations of Viconet Website and/or Platforms and/or network operator's system or network security are prohibited and may result in criminal and civil liability. Viconet will investigate incidents involving such violations and may involve, or will cooperate with, law enforcement agencies if a criminal violation is suspected.

4. **Prohibited Activities**

4.1. **General Prohibitions:**

4.1.1. Viconet prohibits the user from obtaining, disseminating, or facilitating over Viconet's network or via its Website or Platforms, any unlawful materials, including but not limited to: –

- a) copying or dealing in intellectual property without authorization;
- b) child pornography, and/or
- c) any unlawful hate-speech materials.

- 4.1.2. The user is further prohibited from using the products and/or services in any way that is: -
- a) unlawful, incitement to commit criminal acts, harmful to or interferes with use of Viconet Platforms or operator network or systems, or the network of any other provider;
 - b) interferes with the use or enjoyment of Viconet's Website and/or Platforms by others;
 - c) infringes intellectual property rights;
 - d) results in the publication of threatening or offensive material, which is harmful, obscene, discriminatory, defamatory, constitutes hate speech; or
 - e) constitutes abuse, a security risk, or a violation of privacy.
- 4.2. Failure to adhere to the rules and guidelines or agreements applicable to search engines, social networks, web pages, applications or the like that are accessed via a link from Viconet's Website and/or Platforms is a violation of this AUP.
- 4.3. **Unlawful Activities:**
- 4.3.1. Our Websites and/or Platforms shall not be used to host, post, transmit, or re-transmit any content or material (or to create a domain name or operate from a domain name), that harasses, or threatens the health or safety of others. The user acknowledges that Viconet reserves the right to decline to provide and/or enable access to Viconet's Website and/or Platforms in general and/or specifically to the Website and/or Platforms if the content is determined by Viconet to be obscene, indecent, hateful, malicious, racist, defamatory, fraudulent, libellous, treasonous, excessively violent or promoting the use of violence or otherwise harmful to others. The user shall not use our Website and/or Platforms or network: -

- a) for the purpose of commission an offence against a child or in way that would constitute or promote unlawful interaction with children;
- b) to publish, transmit, disseminate, distribute, download/upload and/or post any material without the consent of the other party; and
- c) in connection with any criminal, civil or administrative violation of any applicable local, provincial, national, or international law, treaty, court orders, ordinance, regulation, or administrative rules. To ensure compliance with any relevant legislation, Viconet will take steps to remove content which violates this AUP.

5. **Violation of Intellectual Property Rights**

- 5.1. For the purposes of this notice, **“Intellectual Property Rights”** means trademarks (whether registered or not), inventions, patents (both registered and unregistered), copyrights, registered and unregistered designs, know-how and other intellectual property vesting in Viconet, including any branding or logos and any content contained on our Website.
- 5.2. Whilst the user may obtain and download any materials marked as available for download off the Internet via Viconet’s network, the user acknowledges that it is not permitted to use their Internet access to distribute any copyrighted materials unless permission for such distribution is granted to the user by the owner of the materials. The user shall further not use the services to publish, submit/receive upload/download, post, use, copy or otherwise reproduce, transmit, re-transmit, distribute or store any content/material or to engage in any activity that infringes, misappropriates or otherwise violates the Intellectual Property Rights or privacy or publicity rights of Viconet or any individual, group or entity, including but not limited to any rights protected by any copyright, patent, trademark laws, trade secret, trade dress, right of privacy, right of publicity, moral rights or other intellectual property right now known or later recognized by statute, judicial decision or regulation.

6. **Security**

6.1. **Network Security:**

- 6.1.1. All references to systems and networks in this AUP include but not limited thereto, the Internet, the infrastructure as well as systems and/or Platforms owned and operated by Viconet's network operator to which the user is granted access through Viconet. The user acknowledges that violations of any network or system security is prohibited. As such, the user may not circumvent user authentication or security of any host, device, network, or account (referred to as "*cracking*" or "*hacking*"), nor interfere with product and/or service to any user, host, device, or network or Platforms. The host, device, network or account shall also not be used for any illegal purpose, including phishing. Violations of system or network security by the user are prohibited and Viconet will investigate incidents involving such violations and will involve and co-operate with law enforcement officials if a criminal violation is suspected. The following are (without being limited thereto), examples of system or network security violations: -
- d) unauthorized access to or use of data, systems, or networks, including any attempt to probe, scan or test the vulnerability of any system or network or to breach security or authentication measures without the express authorization of Viconet;
 - e) unauthorized monitoring of data or traffic on the network or systems or any other action aimed at the unauthorized interception of data or harvesting of email addresses;
 - f) hacking, attacking, gaining access to, breaching, circumventing, or testing the vulnerability of the user authentication or security of any host, network, server, personal computer, network access and control devices, software, or data without express authorization of the owner of the system or network;
 - g) interfering with service to any user, device, host, or network or using any program, file, script, or transmission of any message, including, without limitation, mail bombing, flooding and/or any other act

intended to overload a system, interfere with a terminal session or access to use the Internet and other means of communication; and

- h) knowingly uploading or distributing files that contain viruses, spyware, Trojan horses, worms, time bombs, cancel bots, corrupted files, root kits or any other similar software or programs that may damage the operation of another's computer, network system or other property, or be used to engage in modem or system hi-jacking.

7. Viconet Platform Security

- 7.1. For security purposes and to ensure that Viconet's Website and/or Platforms remain available to all users, Viconet computer system employs software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage. Our Website and/or Platforms may not be used to interfere with, gain unauthorized access to, or otherwise violate the security of Viconet's (or another party's) server, network, network access, personal computer or control devices, software or data, or other system, or to attempt to do any of the foregoing.

8. User Responsibility

- 8.1. Whilst we use our reasonable endeavours to ensure security of our network, systems, Website and/or Platforms, the user acknowledges that we do not make any express or implied representations, warranties or guarantees regarding the availability, accuracy, reliability, timeliness, quality or security of our network, systems and/or any services. The user remains solely and fully responsible for: –

- 8.1.1. ensuring and maintaining security of their systems and the machines that connect to and use of products and/or services, including implementation of necessary patches and operating system updates;
- 8.1.2. the content of any material posted, hosted, downloaded/uploaded, created, accessed or transmitted using our website and/or services.



8.2. Viconet has no responsibility for any material created on its Website and/or Platforms or accessible using our Website and/or Platforms including content provided on third-party websites linked to Viconet's Website and/or Platforms. Such third-party links are provided as Internet navigation tools for informational purposes only, and do not constitute in any way an endorsement by Viconet of the content(s) of such sites.

8.3. The Users are responsible for taking prompt corrective action(s) to remedy a violation of AUP and to help prevent similar future violations.

9. **Prevention and Management of Abuse**

9.1. Viconet reserves all its right to implement appropriate technical mechanisms to prevent usage patterns in violation of this AUP. Viconet further reserves the right to take such action as may be necessary to protect the integrity of its Website and/or Platforms, network and/or system, including, but not being limited to, network and/or system monitoring, as well as protocol management and shutting down of ports affected by viruses, worms, or other malicious code. Upon receipt of a complaint, or having become aware of an incident, Viconet reserves the right to: -

9.1.1. inform the user's network administrator of the incident and require the network administrator or network owner to deal with the incident according to this AUP;

9.1.2. in the case of individual users suspend the user's account and withdraw the user's network access privileges completely;

9.1.3. charge the offending parties for administrative costs as well as for machine and human time lost due to the incident;

9.1.4. in severe cases suspend access of the user's entire network until abuse can be prevented by appropriate means;

9.1.5. take such action as may be necessary to protect the integrity of the system, including, but not being limited to, system monitoring, as well as protocol management and shutting down of ports affected by viruses, worms or other malicious code; and

- 9.1.6. share information concerning the incident with other Internet access providers, or publish the information, and/or make available the users' details to law enforcement agencies.

10. **Laws and Legislation**

- 10.1. Viconet Platforms may be used only for lawful purposes. Users may not violate any applicable laws or regulations of South Africa within the territory of South Africa. Should the user reside outside of South Africa, the laws of the South Africa will apply.
- 10.2. Transmission, distribution, or storage of any material on or through Viconet Website and/or Platforms in violation of any applicable law or regulation is prohibited. This includes, without limitation, material protected by copyright, trademark, trade secret or other intellectual property right used without proper authorization, and material that is obscene, defamatory, constitutes an illegal threat, or violates export control laws.
- 10.3. The user undertakes to use Viconet Website and/or Platforms in accordance with any restrictions imposed under the following legislation amongst others:
 - 10.3.1. Electronic Communications and Transactions, 2002 (Act No. 25 of 2002), as amended;
 - 10.3.2. Electronic Communications, 2005 (Act 36 of 2005), as amended;
 - 10.3.3. Films and Publications, 1996 (Act 65 of 1996), as amended;
 - 10.3.4. Regulation of Interception of Communications and Provision of Communication -relation Information Act, 2002 (Act No. 70 of 2002) as amended;
 - 10.3.5. Protection of Protection of Personal Information Act, 2013 (Act No. 4 of 2013);
 - 10.3.6. Cybercrimes Act, 2020 (Act No. 19 2020).
 - 10.3.7. All cases of violation of the above AUP should be reported to info@viconet.co.za – **AUP Enforcement and Notice**.
- 10.4. The user's failure to observe the guidelines set forth in this AUP will be regarded as a material breach and may result in Viconet taking actions, which



may either be a warning, a suspension or termination of user's access to and use of the Viconet's Website and/or Platforms. When reasonably possible, Viconet may provide the user with a notice of an AUP violation allowing the user to promptly correct such violation.

- 10.5. If Viconet Platforms are used in a way that we, in our reasonable discretion, believe violates this AUP or any of our rules or limitations, we may take any responsive actions we deem appropriate. Such actions may include without limitation, temporary or permanent removal of content, cancellation of social posts, filtering of Internet transmissions, and/or the immediate limitation, restriction, suspension or termination of all or any portion of the services or your account.
- 10.6. Should you engage in any one or more of the above activities, which shall be determined in Viconet's reasonable discretion and which decision shall be final, then Viconet shall be entitled, without prejudice to any other rights it may have, to take any responsive action we deem appropriate, such actions may include, without limitation:
 - 10.6.1. Without notice, **TEMPORARY** or **PERMANENT LIMITATION, RESTRICTION or SUSPENSION** of your access to the IP service concerned;
 - 10.6.2. **TERMINATE** all agreements with you with immediate effect;
 - 10.6.3. **BILL** you for any costs incurred by Viconet as a result of the offending activity, including (without being limited to) bandwidth used, administration costs, downtime, usage of Viconet's name or registered domain names; and
 - 10.6.4. **DISCLOSE** information relating to the offending activity as may be required under the circumstances.
- 10.7. Viconet has no obligation to monitor content of any materials distributed or accessed using the IP services. However, Viconet may monitor content of any such materials as necessary to comply with applicable laws, regulations or other governmental or judicial requests; or to protect Viconet's network and its clients or users.

11. Incident Reporting

11.1. Any complaints (other than claims of copyright or trademark infringement) regarding violation of this AUP by a Viconet client or user should be directed to Viconet, include details that would assist Viconet in investigating and resolving such complaint.

12. Legal Rights

12.1. Viconet reserves the right to take any action that it may deem appropriate with respect to any activity it deems in contravention with this AUP which activity shall include without limitation: (1) investigating suspected violations of this AUP; (2) taking action to recover costs and expenses incurred in identifying offenders and/or resolving abuse; and (3) terminating the Users' access to and use of the Internet as well as any other service accessed via the Internet. In addition, the Viconet reserves all available rights and remedies with respect to such activities at law or in equity.

12.2. This AUP forms part of Viconet's standard terms and conditions for access and use of Viconet Platforms.

13. Notification and Changes

13.1. Viconet reserves the right to change, modify or adjust the terms of this AUP from time to time as it deems fit and appropriate. Any such changes, modification or adjustment shall come into effect as soon as they are published on the Website. The user's continued use of the services and/or visit to our website will signify your acceptance of any changes, modifications and adjustment to this AUP. The updated version of the AUP will be published on our website <https://viconet.co.za>. The user is therefore advised to re-read this AUP on a regular basis.