

General Terms and Conditions

Effective 5 April 2024

We encourage you to read our General Terms and Conditions and make use of our services in an informed manner

Introduction

The App and Website are propriety of Cela™ App (Pty) Ltd (the “Company”), a company registered in the Republic of South Africa under company registration number 5/21345/07, which has its registered address at 29 Bright Street, Somerset West, Cape Town, South Africa, 7130

These terms and conditions are being issued on behalf of the Company, so when mention is made of “Cela™”, “we”, “us” or “our” in this policy, same is referring to Cela™ App (Pty) Ltd

The terms and conditions and privacy policies of all on or off-website or App pages and other websites that you visit should be carefully reviewed by you. Your use of our services and/or access to the App or Website (the ‘Platform’) confirms your consent to these Terms and Conditions.

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A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

Cela™ uses traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

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Without the use of encryption, the Internet is not a secure medium and privacy cannot be ensured. Internet e-mail is vulnerable to interception and forging.

We will not be responsible for any damages you or any third party may suffer as a result of the transmission of confidential or disclosed information you make to the Owners or us through the

internet, or that you expressly or implicitly authorise the us to make, or for any errors or any changes made to any transmitted information.

We undertake that we have taken all reasonable precautions to secure the credit card processing that is carried out to receive payments for goods sold. We cannot be held liable for security breaches occurring on your electronic device (personal computer or other electronic device used to access the website), which may result due to the lack of adequate virus protection software or spyware that you may inadvertently have installed on your device, or due to any other security breaches that occur notwithstanding the reasonable precautions we have taken.

Subject to the Regulation of Interception of Communications Act ("RIC"), Act 70 of 2002, you agree that we may intercept, block, read, delete, disclose and use all communications sent or otherwise communicated to us, our employees, directors or agents. You agree that your consent satisfied the requirements of ECTA and RIC for consent in "writing" as defined.

We aspire to provide first-class service to our customers, which requires us providing information to you about new services or special offers. In each instance, you are provided an opportunity to opt-out of such information circulars. For more information, please call our help desk at 083 535 9492 , or send an email to info@celaconnect.com

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Governing Law and Jurisdiction

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