
ZA Digital Solutions

# Acceptable Use Policy

Official Legal Document

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# ZA Digital Solutions

## Acceptable Use Policy

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## 1. Purpose

This Acceptable Use Policy sets out the conduct standards that apply to users, customers, visitors, and others who interact with ZA Digital Solutions.

Its purpose is to help define acceptable and unacceptable conduct in relation to ZA Digital Solutions pages, products, services, materials, systems, tools, and access methods, and to provide a clear framework for how those resources are expected to be used.

ZA Digital Solutions pages, products, services, materials, systems, and access methods must be used lawfully, properly, responsibly, and only for their intended purpose, in a manner consistent with their nature, scope, and applicable conditions.

This Policy should be read together with the applicable Terms and Conditions, License and Permitted Use document, and any product-specific, service-specific, access-specific, or transaction-specific terms that may apply in the relevant context.

## 2. Expected Conduct

Users and customers must use ZA Digital Solutions pages, materials, systems, products, services, tools, and access methods lawfully, responsibly, and in accordance with their stated scope, access conditions, technical limits, and applicable terms.

They must also respect any stated usage boundaries, delivery conditions, access rules, workflow limits, and restrictions that apply to the relevant offering, service, file, page, or access method.

Use must remain consistent with the nature of the offering made available and must not exceed, distort, bypass, or undermine its intended operational or licensed scope, applicable use boundaries, or stated access conditions, whether through misuse, overreach, unauthorized extension, inconsistent access behavior, or other conduct that conflicts with the intended structure or permitted use of the relevant offering.

## 3. Prohibited Conduct

You must not use ZA Digital Solutions or its materials, systems, tools, or access methods for unlawful, abusive, deceptive, infringing, harmful, or unauthorized purposes.

This Policy also prohibits conduct that misuses access, interferes with lawful operation, conflicts with the permitted scope of the relevant offering, or defeats, bypasses, abuses, undermines, or exceeds its intended purpose, technical limits, access boundaries, licensed scope, or operational structure.

Prohibited conduct includes:

- unlawful activity;
- fraud, deception, or misleading conduct;
- infringement of rights;
- abusive conduct;
- harassment, intimidation, or threats;
- spam or unsolicited misuse;
- malware, harmful code, or disruptive technical interference;
- unauthorized redistribution, resale, sublicensing, reposting, or improper sharing;
- misleading impersonation of ZA Digital Solutions or others;
- misuse of ZA Digital Solutions assets, systems, or access methods;
- exploiting vulnerabilities, bypassing restrictions, or defeating access controls.

You must not use ZA Digital Solutions offerings in a manner that exceeds or circumvents their intended use, technical limits, or licensed scope.

By way of example only, prohibited conduct will usually include conduct such as:

- using a purchased file, key, or access route beyond its licensed scope;
- sharing controlled access with unauthorized persons;
- reposting, repackaging, or redistributing purchased materials without permission;
- misleading, infringing, deceptive, or unauthorized commercial use;
- attempting continued use after refund, withdrawal of access, or license termination;
- submissions designed to create legal, operational, or policy-related risk.

These examples are illustrative only and do not limit the broader application of this Policy to comparable misuse or improper conduct.

## 4. Customer Files, Inputs, and Submissions

When you submit files, prompts, materials, instructions, approvals, reference content, or related inputs to ZA Digital Solutions, you must do so lawfully and with the necessary rights and permissions.

You are responsible for ensuring that your submissions are accurate, appropriate, and suitable for the requested purpose.

You are also responsible for ensuring that submitted materials are reasonably fit for the requested context, do not misstate their source or status, and do not require ZA Digital Solutions to rely on rights, permissions, or authority that have not actually been granted, verified, or made available for the relevant handling, processing, or requested use.

You must not submit material that you do not have the right to use, share, transmit, upload, or instruct ZA Digital Solutions to process.

You must not submit materials, instructions, or inputs that are misleading, materially incomplete, unlawfully obtained, or likely to create legal, technical, operational, or policy-related risk.

You must not use ZA Digital Solutions as a route for handling, transforming, distributing, storing, publishing, or facilitating material that is unlawful, abusive, deceptive, harmful, infringing, or otherwise improper.

This includes submissions that conflict with the intended use of the relevant offering or applicable rights, restrictions, or terms, or that otherwise fall outside the permitted scope of the relevant service or requested handling.

By way of example only, this may include:

- infringing files or content submitted without rights or permission;
- unlawful instructions for deceptive, abusive, or harmful use;
- submissions intended to facilitate impersonation, fraud, harassment, or evasion;
- materials containing malicious code or designed to disrupt systems or delivery routes;
- submissions that misrepresent ownership, authority, approval, or source;
- materials intended to bypass access limits, usage rules, or delivery conditions;
- submissions intended to create legal, operational, or policy-related risk.

## 5. Pages, Systems, and Access Methods

You must not misuse, exploit, overload, probe, disrupt, or interfere with ZA Digital Solutions pages, tools, files, systems, delivery routes, contact channels, or access methods.

You must also not use public-facing or controlled routes in a manner that creates avoidable technical burden, access instability, delivery obstruction, or unreasonable operational strain in light of their intended purpose.

Use of ZA Digital Solutions pages, systems, or access methods must remain consistent with the permitted scope, normal access expectations, and applicable technical, licensing, operational, or communication boundaries, and must not conflict with the intended operation of the relevant route, system, or access method.

This includes:

- credential sharing;
- automation abuse;
- scraping beyond ordinary public access;
- repeated malicious testing;
- repeated payment abuse or refund abuse;
- defeating licensing or access controls;
- overloading public pages or delivery routes.

Protective limits, access controls, routing controls, availability controls, or technical boundaries must not be treated as optional, defeatable, or merely advisory where they form part of the intended operation of the relevant offering, system, page, file, or access method, or are reasonably necessary to preserve access, stability, delivery, or operational integrity.

Unless expressly permitted, you must not attempt to:

- access restricted areas without authorization;
- disruptively test or map controlled systems;
- interfering with delivery or activation processes;
- using bots or scripts that create operational burden.

Protective or technical measures may be applied where reasonably necessary to prevent misuse, preserve stability, or protect the relevant access route or system.

## 6. Payments, Orders, and Refund-Related Conduct

You must not engage in abusive, deceptive, or manipulative conduct in relation to orders, payments, access, or refund requests.

This includes, by way of example only:

- using false, misleading, conflicting, or incomplete purchase information;
- initiating fraudulent chargebacks or improper reversal attempts;
- making misleading payment complaints;
- making misleading refund complaints;
- making complaints disconnected from the actual transaction;
- seeking refunds in bad faith;
- seeking replacements in bad faith;
- seeking continued access in bad faith;
- retaining or reusing access after refund, cancellation, or termination.

## 7. Protective Steps

ZA Digital Solutions may take protective steps in response to misuse, abuse, risk, or conduct inconsistent with this Policy, including:

- access restriction;
- refusal of further service;
- license suspension or termination;
- order refusal or cancellation;
- takedown requests;
- suspension of delivery or access pending review;
- withdrawal of access routes;
- other protective measures permitted under the applicable terms or law.

ZA Digital Solutions is not required to monitor every interaction continuously, investigate every case fully, or act identically in every situation.

Protective action may vary depending on the nature of the conduct, the available records, the urgency of the issue, and the need to preserve operational integrity, service continuity, or appropriate access control in the circumstances.

## 8. Product-Level and Service-Level Rules

Specific products or services may include additional usage restrictions, access conditions, license boundaries, technical limits, workflow rules, or conduct rules.

Those rules supplement this Policy for the relevant offering and apply according to their subject matter and context.

Where a more specific product-level, service-level, access-level, or transaction-level rule directly addresses particular conduct, that more specific rule supplements this Policy and prevails to the extent of that specific subject matter.

## 9. Legal Rights Preserved

Nothing in this Policy excludes rights, remedies, obligations, or protections that cannot legally be excluded under applicable law.

## 10. Language and Interpretation

The English version of this Policy is the primary reference version.

Any translation provided now or later is for convenience, accessibility, or broader understanding only. If a material conflict, ambiguity, or inconsistency arises between a translation and the English version, the English version will prevail, unless applicable law requires otherwise.

Where a current version of this Policy is made available on an official ZA Digital Solutions website, page, or publication point, that published version should be treated as the latest reference version.