



Reg No: 2019/273246/07 VAT No: 4110288588  
 A: 4 Harbour Road, Kleinmond, 7195  
 P: PO Box 681, Kleinmond, 7195  
 T: +27 (0)28 271 3116  
 E: accounts@askgroup.co.za  
 W: www.ask4fibre.co.za

**SERVICE AGREEMENT**

<b>SUBSCRIBER DETAILS</b>	
NAME AND SURNAME OF INDIVIDUAL	
ID NUMBER	
NAME OF COMPANY	
COMPANY VAT NUMBER	
COMPANY REGISTRATION NUMBER	
SECURED PHYSICAL ADDRESS	
POSTAL ADDRESS	
HOME TELEPHONE NUMBER	
WORK TELEPHONE NUMBER	
CELLULAR NUMBER 1	
CELLULAR NUMBER 2	
EMAIL ADDRESS	
<b>IN CASE OF EMERGENCY CONTACT DETAILS</b>	
NAME AND SURNAME OF INDIVIDUAL	
HOME TELEPHONE NUMBER	
CELLULAR NUMBER	
RELATIONSHIP	
NAME AND SURNAME OF INDIVIDUAL	
HOME TELEPHONE NUMBER	
CELLULAR NUMBER	
RELATIONSHIP	
NAME AND SURNAME OF INDIVIDUAL	
HOME TELEPHONE NUMBER	
CELLULAR NUMBER	
RELATIONSHIP	
<b>KEYHOLDER CONTACT DETAILS</b>	
NAME AND SURNAME OF INDIVIDUAL	
HOME TELEPHONE NUMBER	
CELLULAR NUMBER	
PHYSICAL ADDRESS	
<b>PASSWORD: 4 to 5 letter word, to be given to the controllers/response, if all is in order after a false alarm</b>	
PASSWORD	

Please complete this form electronically and save it before signing it. Please email the signed version to your respective sales representative.



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**SERVICE AGREEMENT**

**A. Debit Order Authority/Mandate: Paper/Electronic:**

Given by (name of Accountholder): \_\_\_\_\_

Address: \_\_\_\_\_

Bank Account Detail

Bank Name: \_\_\_\_\_

Branch Name and Town: \_\_\_\_\_

Branch Number: \_\_\_\_\_

Account Number: \_\_\_\_\_

Type of Account: \_\_\_\_\_ Current (cheque) / Savings / Transmission

Date: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Amount: \_\_\_\_\_

To (Name of Beneficiary): \_\_\_\_\_

Address: \_\_\_\_\_

Abbreviated Shortname to be used: ASKSEC

Refer to contract reference number \_\_\_\_\_ ("the Contract Reference Number")

I/We hereby authorise Netcash (Pty) Ltd on behalf of Immenhof Management Services (Pty) Ltd TA ASK Security & Internet to issue and deliver payment instructions to your banker for collection against my/our abovementioned account at my/our abovementioned bank on condition that the sum of such payment instructions will not differ from my/our obligations as agreed to in the Contract Reference Number.

The individual payment instructions so authorised must be issued and delivered on the date when the obligation in terms of the Agreement is due and the amount of each individual payment instruction may not differ as agreed to in terms of the Agreement.

The payment instructions so authorised to be issued must carry the Contract Reference Number, included in the said payment instructions, and must be provided to identify the specific contract. The said Contract Reference Number should be added to this form in section E before the issuing of any payment instruction and communicated directly after having been completed.

I /we agree that the first payment instruction will be issued and delivered on \_\_\_\_\_(date) and thereafter regularly on the \_\_\_\_\_of each month.

If, however, the date of the payment instruction falls on a non-processing day (weekend or public holiday) I agree that the payment instruction may be debited against my account on the following business day; or

Subsequent payment instructions will continue to be delivered in terms of this authority until the obligations in terms of the Agreement have been paid or until this authority is cancelled by me/us by giving you notice in writing of not less than the interval (as indicated in the previous clause) and sent by prepaid registered post or delivered to your address indicated above.

**B. MANDATE:**

I/we acknowledge that all payment instructions issued by you will be treated by my/our abovementioned bank as if the instructions had been issued by me/ us personally.

**C. CANCELLATION:**

I/we agree that although this authority and mandate may be cancelled by me/us, such cancellation will not cancel the Agreement. I/we also understand that I/we cannot reclaim amounts, which have been withdrawn from my/our account (paid) in terms of this authority and mandate if such amounts were legally owing to you.

**D. ASSIGNMENT:**

I/We acknowledge that this authority may be ceded or assigned to a third party if the Agreement is also ceded or assigned to that third party.

Signed ..... on this ..... day of.....

.....  
SIGNATURE AS USED FOR OPERATING ON THE ACCOUNT

.....  
CAPACITY



## SERVICE AGREEMENT

Welcome to Immenhof Management Services (Pty) Ltd TA ASK Security & Internet. We look forward to maintaining a close and long-term relationship with you. Please pay special attention to these clauses and make sure you understand them. If you do not understand something, please get us to explain it to you. **Version: 1 December 2023**

## DEFINITIONS

- 1. Activation Date** - means the date on which Immenhof Management Services (Pty) Ltd TA ASK Security & Internet will give you access to and/or enable you to use the Service.
- 2. Agreement** - means the agreement concluded between you and IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET which agreement will be exclusively governed by these general terms and conditions.
- 3. Annual Radio Network Administration Fee** - The fee that ASK SECURITY CC charges the customer for administration of Radio Frequencies.
- 4. Business Day** - means Monday to Friday but excludes Saturdays and a day which is an official public holiday in the Republic of South Africa.
- 5. Business Hours** - means the hours between 08h00 and 17h00 on a Business Day.
- 6. CPA** - means the Consumer Protection Act, 2008.
- 7. ECT Act** - means the Electronic Communications and Transactions Act, 2002.
- 8. Effective Date** - Is deemed to be the first date upon which you and IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET to agree that the debit order shall commence.
- 9. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET, we, us and our** - means ASK Security cc and ASK Internet Technologies cc.
- 10. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET Marks** - means any trademarks, logos, brand names, trade names domain names or other names or marks of IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET whether registered or not.
- 11. Initial Term** - The period of twelve (12), twenty-four (24) or thirty-six (36) month(s) from the Agreement Date or any other period as it would have been agreed in the initial term as indicated above between you and IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET. (as elected by the Customer in the FSA).
- 12. Intellectual Property Rights** - means the copyright in any work in terms of the Copyright Act, No. 98 of 1978, and includes without limitation the right to reproduce that work, the rights in respect of a trade mark conferred by the Trade Marks Act, No. 194 of 1993, the rights in respect of a design conferred by the Designs Act, No. 195 of 1993, and the rights in respect of a patent conferred by the Patents Act, No. 57 of 1978 including any applications for the a foregoing and any names, licenses, know how, trade secrets and data associated with the a foregoing;
- 13. Juristic Person** - means a company or close corporation and includes a body corporate, partnership, association, or trust.
- 14. Legal Notices Website** - means www.asksecurity.co.za and www.askit.cc.
- 15. NCA** - means the National Credit Act of 2005.
- 16. Offer** - The offer by IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET to you to provide you with the Services on the terms and subject to the conditions set out in this document.
- 17. POPIA** - Protection of Personal Information Act, 2013 (Act No. 4 of 2013). The policy purpose and objective are to give effect to the provisions of POPIA to safeguard personal information.
- 18. Registration Date** - means the date on which you register and thereby accept the Agreement, by way of signing this document below.

- 19. Service** - means the IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET services selected by you.
- 20. Subscriber, you, or Customer** - means a user of any of our products or services.
- 21. Third Party Service Provider** - means a third party who provides services to you.
- 22. Uncontrollable Event** - means (including without limitation) any fire, flood, earthquake, elements of nature or acts of God, riots, civil disorders, rebellions or revolutions in any country or any other cause beyond the reasonable control of IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET including the termination or suspension of a service or product provided by a third party, that may result in a delay or a failure to provide any Service.
- 23. VAT** - means Value Added Tax as provided for in the Value Added Tax Act, 1991.
- 24. Website** - means www.ask4fibre.co.za

## REGULATION OF INTERCEPTION OF COMMUNICATIONS AND PROVISION OF COMMUNICATION-RELATED INFORMATION ACT (RICA)

- IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET is required by law as a company to adhere to the requirements of the RICA act and must follow the outlines below before any services can be activated for subscribers.
- Obtain a copy of the subscriber's identity document/passport. In the case of a company, we require the company registration documents and a copy of the authorised signatory's identity document/passport. Driver's Licenses are not deemed acceptable identification documents.
- Proof of Residence – Rental agreement or municipal or any other trade account that reflects the residential address.
- We are obliged to identify the subscriber face to face and this process must be done with the subscriber and not a representative.

## COMMENCEMENT, DURATION, TERMINATION AND COOLING-OFF

- The Agreement will commence on the Acceptance Date and endure as per agreed term listed above or until it is cancelled as provided for in this clause 2.
- IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET may cancel the Agreement on the expiry of the reasonable notice period (10 days) given to you to remedy a material breach and you have failed to remedy that breach within such reasonable period, or otherwise as provided for in the terms and conditions.
- Notwithstanding the termination of the Agreement, in the event that you continue to use the products or services despite the termination of the Agreement, you will remain liable for and promptly pay on demand all amounts that would have been due to IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET as a result of the use of or access to the Service and this Agreement shall be deemed to continue to apply until such time as all amounts due to IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET have been paid in full, and we will be entitled to terminate the agreement at any time.
- If the Agreement results from any direct approach to you by IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET or is an electronic transaction as contemplated in the ECT Act, you will be entitled to cancel the Agreement on written notice to IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET without reason or penalty within 5 (five) Business Days of –
- in the case of services only being provided in terms of the Agreement – the Acceptance Date; and
- in the case where goods are provided and constitute the subject of the Agreement, whether in conjunction with services or on its own – the date of delivery of such goods.
- For purposes of clause 2.4.2, goods include any equipment or service

**SERVICE AGREEMENT**

provided by ASK Security cc and/or ASK Internet Technologies cc, code or other intangible product or any license to use such intangible product.

**TERMINATION, SUSPENSION OR RENEWAL OF THE AGREEMENT****Termination You are entitled to terminate this Agreement:**

1. Up on the expiry of the Fixed Term, without penalty or charge, but subject to what is set out below; or IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET may terminate or suspend this Agreement in writing immediately if:
2. The Alarm Receiving Centre or the System is destroyed or so irreparably damaged that ASK SECURITY CC cannot reasonably provide the Service.
3. ASK SECURITY CC and/or ASK INTERNET TECHNOLOGIES CC cannot for any reason whatsoever arrange or keep the telecommunications or other communication facilities needed to transmit and/or receive the signal to or from the Premises or the Alarm Receiving Centre.
4. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET may, without prejudice to any other rights which IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET may have, including the right to claim damages, and a penalty because of premature termination of this Agreement, either claim specific performance, terminate this Agreement, or suspend its Services in terms of this Agreement on 30 (thirty) days written notice if any of the following apply, and You fail to rectify same within the said 30 (thirty) days:
5. You fail to make timeous payment of any amount due to us by You.
6. You commit a breach of any of your obligations under this agreement.
7. In the event of your death, application is made for your sequestration, you enter into any kind of arrangement or settlement or scheme with your creditors or if a receiving order or administrate on order is made against You, subject to the terms of a subscription waiver policy applicable.
8. Any legal proceedings are taken against You by IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET. Or by a third party relating to the System, the Services or the Premises or any part of the Premises.
9. You fail to follow any recommendations ASK SECURITY CC to make for repairing or replace faulty or old parts of the system, or for repairs to the Premises which ASK SECURITY CC to consider necessary for the System to work properly or to prevent unnecessary damage to the System.
10. You do not follow the instructions or if, for any other reason which is or ought to be within your control. There is an excessive (in ASK SECURITY CC 's sole discretion) number of false alarms.
11. You change the Premises in such a way that IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET believe it is no longer viable to provide the Services.

**At the termination of the Agreement:**

1. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET will stop providing the Services forthwith and IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET shall be entitled to disconnect and remove the Basic System if it is indicated that it is Rented.
2. In the case of any business, the fixed term agreement falls outside the scope of the Consumer Protection Act.

Fixed term agreements with individuals are regulate as per the Consumer Protection Act and as such, the client has the right to cancel the agreement by giving IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET notice of cancellation in writing 20 business days to end the agreement. Notwithstanding the above IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET has the right under the CPA to charge a reasonable cancellation fee. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET reserves the right to impose a cancelation penalty to the value of 3 calendar month's subscription of the contract of the individual service.

3. In addition to the above, IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET will invoice to the client any equipment that was delivered to the client and not charged for, in enabling the service to the client. These may include but is not limited to: RF radios for receiving alarm signals; GSM radios for receiving alarm signals; Internet dishes; Routers.
4. Where any subsidy (discount) was applied on any said equipment to the provision the service under this agreement, the difference between the retail value and the amount paid by the client is also payable.
5. As per the CPA IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET may not refuse the cancellation of the agreement but the fair and reasonable penalties may be charged, and the client remains fully liable for full payment of the penalty applied as well as any accumulated debt as at date of cancellation.
6. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET has the full right to take any legal steps to collect any monies due by the client, the cost of which will be charged back to the client.

**Suspension**

1. If IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET gives You written notice of suspension, which notice may be addressed to your postal or Dom cillium address, such notice suspends what IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET is obliged to do under this Agreement and IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET has no obligations until the suspension is lifted by IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET by notice in writing to You.

**Renewal**

2. Subject to the provisions of this Agreement. You are upon expiry of the Fixed Period, entitled to renew this Agreement for an additional Fixed Period.
3. Upon the expiry of the initial period of this agreement set out herein, the Client may cancel this agreement by giving at least 30 calendar days prior written notice of such cancellation. Should the Client not wish to cancel the agreement, the parties agree that the agreement will be deemed to have been renewed and continue to in force for a period as contemplated in Section 12(2)(d)(ii) of the Consumer Protection Act, as amended from time to time, unless You are expressly:
4. Direct IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET to terminate the Agreement on the expiry date; or
5. Agree in writing to the renewal of the Agreement for a further Fixed Period.

**ECT ACT**

1. The consumer protection provisions of the ECT Act, apply to transactions and communications that are executed electronically by a natural person. It also does not apply to paper-based transactions, e.g., where you apply for a service or product by completing an agreement in writing.

**CONDITIONS OF ACCESS**

1. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET will make the service available to you on the Activation Date.
2. We will send information to the Nedbank payment gateway service on your behalf. However, we accept no liability for any losses related to downtime or system outage of the Nedbank Service. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET is not a payment service and will not be held responsible for any amounts related to any credit card, bank account or online payment transaction including but not limited to, losses relating to the fraudulent or deceptive actions of any user of the Services. You will use best efforts to promptly notify us of any fraudulent actions known to you that may affect the Service.
3. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET will, where relevant, issue a username and password to you prior to the Activation Date to enable you to gain access to and/or use a service. In such instance, you will not be able to access and/or use a service without a username and password.



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4. You agree that:
  - 4.1. you will use your username and password for your own personal use only.
  - 4.2. you will not disclose your username and password to any other person for any reason whatsoever and that you will maintain the confidentiality thereof.
  - 4.3. you will immediately notify IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET if your password is compromised and change your password.
  - 4.4. you, as the holder of the username and password, acknowledge you are solely responsible for all payments in respect of a service charged to your IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET account, irrespective of whether the service has been utilized or is being utilized by you or not and accordingly the entire amount outstanding on your IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET account will be deemed to have arisen from (or relate to) your access to and/or use of a service.
  - 4.5. you will not, at any time, permit and/or initiate a simultaneous network log-in; and
  - 4.6. you will not attempt to circumvent IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET's user authentication processes or engage in attempts to access IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET's network where not expressly authorised to do so.
  - 4.7. Your use of the Services may be subject to a credit referencing or risk assessment process. This means that IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET may request and receive your Confidential Information, Consumer Credit Information and Prescribed Information (as defined in the NCA) ("Assessment Information") from registered credit bureaus to perform a financial means test to determine whether you will be able to meet your obligations under this Agreement.
  - 4.8. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET is entitled to perform this financial means test on a regular basis.
  - 4.9. In this regard you consent to IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET requesting, receiving, and reporting your Assessment Information from and to registered credit bureaus in accordance with the provisions and for the purposes of the NCA; and the sharing of such Information by registered credit bureaus and such other persons as contemplated in the NCA, for the prescribed purposes of the NCA.
  - 4.10. You will not be provided with Services under this Agreement, and it may be terminated upon receipt of a negative credit reference.
2. Complaints must be submitted to IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET and will be dealt with by IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET in accordance with the provisions of this clause 6.
3. Any payment default by you arising from, or in connection with, any service or product rendered or provided by IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET, will be excluded from the provisions of this clause, and IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET will be entitled to proceed to institute legal action against you.
4. Without prejudice to your rights in law, you are required, to first approach us with any complaint or dispute and afford us an opportunity to resolve a complaint before you approach any other relevant authority, court or other dispute resolution body or refer the matter to Arbitration as contemplated in clause 6.7 below.
5. Please direct all complaints to info@askgroup.co.za Your complaint should include the following:
  - 5.1. your name, surname, e-mail address and name of the affected entity.
  - 5.2. the date on which the complaint arose; and
  - 5.3. a brief description of what gave rise to the complaint.
6. You may approach any other relevant authority, court or dispute resolution body or refer the matter to Arbitration as set out in clause 6.7 below, for resolution of the dispute, should you not be satisfied with the proposed resolution of the dispute by IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET.
7. Any dispute between the parties may be referred to arbitration and finally resolved in accordance with the rules of the Arbitration Foundation of Southern Africa. Such arbitration shall be held in Caledon and conducted in the English language before one arbitrator appointed in accordance with the said rules. Any award will be final and not subject to appeal. This agreement to arbitrate shall be enforceable in, and judgement upon any award may be entered in any court of any country having appropriate jurisdiction. A dispute shall be deemed to have arisen when either party notifies the other party in writing to that effect.
8. The arbitrator shall have the power to give default judgement if any party fails to make submissions on due date and/or fails to appear at the arbitration.
9. The provisions set out above shall not prevent either party from approaching any court of competent jurisdiction to obtain interim or other relief in cases of urgency.

**PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)****PURPOSE**

1. The policy purpose and objective are to give effect to the provisions of POPIA to safeguard personal information.

**OUTCOMES / AIMS AND OBJECTIVES**

1. Guarantee IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET's commitment to protecting personal information of registered persons and applicants (Customer).
2. Ensure that registered person's and applicant's personal information in IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET's possession is adequately protected to avoid unauthorised access and use.
3. Undertake to protect personal information of all IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET members, customers, and employees. The personal information will be used appropriately, transparently, and securely in accordance with applicable laws.

**DEFINITIONS**

In this document, unless contrary to the context, reference to the male gender includes the female gender; a term used without the possible meaning to discriminate against

**SERVICE DELIVERY, SERVICE AVAILABILITY**

1. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET will use reasonable endeavours to make its services available to its Subscribers, and to maintain the availability thereof for use by its subscribers. However, we provide the services "as is" and "as available" and do not warrant or guarantee that the services will always be free of errors or interruptions, be always available, fit for any purpose, not infringe any third-party rights, be secure and reliable, or will conform to your delivery timeline requirements subject always to the provisions of the CPA where applicable.
2. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET will use its best endeavours to notify you 10 (ten) hours in advance of any maintenance and repairs which may result in the unavailability of a service but cannot always guarantee this.

**COMMUNICATION, COMPLAINTS HANDLING AND DISPUTE RESOLUTION**

1. All communications will abide by our Privacy Policy and applicable law. You will always be entitled to notify us in writing that you do not wish to receive or continue to receive such communications and if you are a consumer as contemplated in the CPA, to pre-emptively block the receipt of such communications.





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gender.

1. "IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET" means Immenhof Management Services Pty Ltd, ASK Security cc, ASK Internet Technologies cc and all its affiliates
2. "Members" means the Directors and Members of IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET.
3. "CEO" means the Chief Executive Officer.
4. "POPIA" means the Protection of Personal Information Act, 2013 (Act No. 4 of 2013)
5. "Information Officer" refers to the person registered with the Information Regulator who is responsible for ensuring that the organisation complies with the POPI Act
6. "Data Subject" means any person to whom personal information relates.
7. "Personal information" means information about an identifiable individual including, but not limited to:
  - 7.1. Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, identity document/passport number, phone number, email address, financial information, physical address, date of birth, criminal record, and private correspondence.
  - 7.2. Information relating to the educational or the medical, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved; and
  - 7.3. The name of the individual, where it appears with other personal information relating to the individual or where the disclosure of the name itself would reveal information about the individual.
8. "Public Body" means any department or state administration in the national or provincial sphere of government or any municipality in the local sphere of government; or any other functionary or institution when exercising a power or performing a duty in terms of the constitution or a provincial constitution or exercising a public power or performing a public function in terms of any legislation.
9. "Processing" means any operation or activity or any set of activities, whether or not by automatic means, concerning personal information including a) The collecting, receipting, recording, organizing, collation, storing, updating or modification, retrieval, alteration, consultation or use; b) Dissemination by means of transmission, distribution, or making available in any other form; or c) Merging, linking, as well as restriction, degradation, erasure or destruction of information.
10. "Responsible party" means a member of the public or private body or any other persons which alone or in conjunction with others, determines the purpose of and means for processing personal information.
11. "Registration" refers to registration as a customer or employee for IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET and Immenhof Management Services, for services and or employment.

## POLICY STATEMENTS AND POLICY DIRECTIVES

## 1. Rationale of Protection of Personal Information (POPI Act)

- 1.1. The Protection of Personal Information Act, (Act 4 of 2013) (POPIA) gives effect to the constitutional right to privacy, regulates the way personal information may be processed, and provides rights and remedies to protect personal information.
- 1.2. POPIA applies to processing of personal information in any form by a responsible party who is domiciled in South Africa or if not domiciled in South Africa, makes use of automated or non-automated means, unless the processing relates only to the forwarding of personal information.
- 1.3. The main rationale of POPIA is to promote the protection of personal

information and to bring South Africa's privacy laws in line with international standards. It limits the rights of businesses and public bodies to collect, process, store, and share personal information and to only do so in line with the law.

## 2. Preamble to POPI Act policy

- 2.1. WHEREAS Section 14 of the Constitution of the Republic of South Africa (Act 108 of 1996) grants everyone the right to privacy, and the privacy right includes a right to protection against the unlawful collection, retention, and use of personal information.
  - 2.2. AND WHEREAS a customer is required to enter into an agreement and a staff member an employment contract.
  - 2.3. AND WHEREAS the Protection of Personal Information Act (Act 4 of 2013) regulates the way personal information is processed by requiring responsible parties to safeguard personal information and process it responsibly.
  - 2.4. NOW THEREFORE, IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET determines a policy on the protection of personal information which is collected and processed for purposes of registration with IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET services.
- 3. Lawful processing of information POPIA sets out the following conditions for the lawful processing of information:**
- 3.1. Duty by a public body.
  - 3.2. Legal obligation to perform the processing of personal information.
  - 3.3. Processing limitation – information may only be processed if it is adequate relevant and not excessive given the purpose for which it is collected.
  - 3.4. Purpose specification – personal information must be collected for a specific, explicitly defined, and lawful purpose related to the activity of the responsible party.
  - 3.5. Further processing limitation – where information is received from a third party and passed on to the responsible party for further processing, the further processing must be compatible with the purpose for which it was initially processed.
  - 3.6. Information quality – information must be complete, accurate, not misleading and updated where necessary.
  - 3.7. Openness – the data subject must be informed when collecting information and the specific nature thereof.
  - 3.8. Security safeguards - the responsible party must ensure the integrity of the personal information by taking measures to prevent the loss, damage, or unauthorised destruction of the information.
  - 3.9. Data subject specification – the data subject has the right to request a responsible person to confirm, free of charge, whether they hold personal information about them.

## PROCEDURES

## 1. The personal information collected.

- 1.1. In terms of section 9 of POPIA, personal information may only be processed if given the purpose for which it is processed, it is adequate, relevant, and not excessive. Consequently, IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET collects personal information for the following reasons: a) Registration of persons who apply and qualify for services, agreement, rent to own; b) Personal information is collected for human resources and financial purposes, contractual relationships with third-party service providers who process personal data on behalf of IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET.
- 1.2. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET collects personal information directly from data subjects. Examples of personal information collected from data subjects include but is not limited to:

IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET collects personal information for applicants for services or employment in ASK Security cc & ASK Internet Technologies cc Applicant's name; Registered professionals' names; Candidate's names; Categories of registration information; Continuing Professional Development records; Status of registration; Year of first registration of applicant; Year of Upgrade of registration; Foreign Applicants personal information; Identity number; Date of birth; Gender; Race; Physical and Postal addresses; Employment



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details; Contact numbers; Email addresses; Academic information and records; Records of experience in the natural science profession; Copies of qualifications; Curriculum Vitae; and Referee and mentor details.

- 1.3. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET collects employee's personal information: Name, address, phone number, marital status, date of birth; Next of kin; Doctor's name; spouse/partner contact information; Curriculum Vitae; Letters of reference; Employment status and history; Academic records; Banking details.

### Disciplinary information; Salary information; and Criminal records.

- 1.4. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET collects Council, Sub-Committee, Investigation Committees and Disciplinary Tribunal members' personal information: Surname; First names; Initials; Marital Status; Male/Female; Date of Birth; ID number; Passport number; Passport Country of issue Page 7 of 10 POPI Act Policy; Income tax reference number; Address; Banking details

- 1.5. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET collects the following information from the public: Names, telephone numbers, Company from which the visitor comes from; Names of persons lodging complaints of improper conduct against registered persons; Email addresses, identity number; Physical addresses; Email correspondence; Proof of payments; Personal information used on Service level agreements; and Service provider personal information

### 2. How personal information is used.

- 2.1. Applicants, Registered persons, Council and Committee members, and employees' personal information will only be used for purposes for which it was collected and intended. This includes: Registration; Upgrade from a candidate to a professional; Continuing Professional Development points; For audit and record keeping purposes; Investigations; Disciplinary processes; Nomination of members; Providing information on registered persons to PSIRA); Communicating with registered persons; Employee contracts; Communication with employees; Employee personal information is used to establish, manage and terminate employment; and Analysis and review of service provider contracts, in terms of which personal information is processed for and on behalf IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET .

- 2.2. According to section 10 of POPIA, personal information may only be processed if certain conditions are met, for instance: Consent is obtained to process personal information- in IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET 's case consent obtained during registration, employment and entering into a service level agreement with customers and service providers; Processing complies with an obligation imposed by law.

### 3. Disclosure of personal information

- 3.1. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET may disclose personal information where it has a duty or a right to disclose in terms of applicable laws.

- 3.2. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET may disclose personal information where it deems necessary to protect the esteem, dignity, and the professionalism of the Natural Science Profession.

- 3.3. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET may disclose the Name and Surname of a registered person, his/her category of registration, registration number and the status of registration.

### 4. Safeguarding registered person's personal information

- 4.2. In terms of section 19 of POPIA, a responsible party must ensure the integrity and confidentiality of personal information in its possession or under its control by taking appropriate, reasonable technical and organisational measures to prevent loss of damage to or unauthorised destruction of personal information, unlawful access to or processing of personal information. POPIA requires that personal information should be adequately protected to avoid unauthorised access. Therefore, IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET continuously reviews security controls and procedures to ensure that personal information is

secured.

- 4.3. The following security controls are in place to protect personal information: Personal information is treated as confidential and not disclosed unless required by law; High level Information Technology controls are in place to maintain the protection of personal information High level anti-virus programs; Access rights in place; Computer passwords in place; Assessment of data quality controls in place to ensure the accuracy and completeness of personal information; A third party service provider is mandated to ensure safeguarding of registered persons personal information; Personal information is stored at a third-party service provider who is subject to POPIA provision in the Service Level Agreement; IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET internal server hard drives are protected by firewalls; Employees, Council and Committee members of IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET sign confidentially agreements which is part of the employment contract; Hardcopy files are archived at a secured place;

### 5. Access and correction of personal information

- 5.2. Registered persons have a right to request for access to personal information in IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET 's possession.

- 5.3. Registered person's personal information should be continuously updated.

6. Information Officer: The details of the Information Officer: Position: Company H.R Admin Ms Michelle Barry Tel: 028 2713116 Email: admin@asksecurity.co.za Physical Address: 4c Harbour Road, Kleinmond.

7. Amendment of the policy Amendment to this policy will take place on an ad hoc basis or when needed. Registered Persons are advised to regularly update their personal information electronically on the Ask I.T Portal or via email.

This document pertains the required guidelines of The Constitution of the Republic of South Africa, 1996.

### PAYMENT

- Billing will commence on the Activation Date.
- You agree to pay all amounts due under this Agreement in consideration for the Services.
- To the fullest extent permitted by law, all amounts due and payable in terms hereof shall be paid free of exchange and without deduction or set-off, by way of deduction from your authorised bank account or credit card, monthly in arrears by way of a direct debit order in favour of IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET (drawn against a banking account capable of having a debit order against it, nominated by you), or in such other manner as IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET may from time to time determine.

You agree that:

- by furnishing your bank details to us, you instruct and authorise IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET to draw all amounts payable in terms of this Agreement from the account specified.
- that the debit order will commence on the Activation Date and continue until termination of this Agreement and the service or product specific agreement under which a service is rendered, or a product provided and the payment in full of all outstanding amounts due and payable to IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET under this Agreement.
- you will sign all such forms and do all such things as may be necessary to give effect to the debit order as contemplated in this clause 7.3.
- Should you fail to pay any amount on the due date for payment then IMMENHOF
- MANAGEMENT SERVICES (PTY) LTD may, without prejudice to any of its other rights and remedies:



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- 5.1. take all such further steps as may be necessary to recover the outstanding amount from you, including without limitation the use of debt collection mechanisms.
- 5.2. suspend your access to the service or the use of any product without notice to you until such time as the outstanding amount has been paid in full; or
- 5.3. subject to clause 2, terminate this agreement with immediate effect.
6. To the extent that IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET incurs any additional expenditure relating to the tracing and/or collection of unpaid amounts, those costs shall be for your account to the extent permitted by law.
7. The Annual Radio Network Admin Fee for the transmitter in the Alarm System which is monitored by ASK SECURITY CC as part of this agreement, the first such fee to be paid on installation or activation of the Alarm System and subsequent annual/monthly fees will become payable as invoiced.

## SOFTWARE

1. Any software and accompanying documentation we provide to you remains our property or that of our licensors. You will take all reasonable steps to protect such software or documentation from theft, loss, or damage. You will be obliged to review and agree to the applicable end user license agreement before installing or using the software or documentation. Unless otherwise provided in the applicable end user license agreement, all end user license agreements will terminate upon termination of the Agreement.

## SECURITY AND PRIVACY

2. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET will be entitled to take whatever action IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET may deem necessary and reasonable to preserve the security and reliability of its network.
3. You may not utilize any service in any manner which may compromise the security of IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET's network, or any other network connected to IMMENHOF MANAGEMENT SERVICES (PTY) LTD's network, or tamper with a service or such a network in any manner whatsoever.
4. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET takes reasonable steps to secure your payment information. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET uses a payment system that is in IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET's reasonably opinion, sufficiently secure with reference to accepted technological standards at the time of the electronic transaction and the type of the transaction concerned.
5. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET will deal with your personal information in accordance with the provisions of our Privacy Policy which is available on our Legal Notices Website and in compliance with all relevant laws.

## INTELLECTUAL PROPERTY RIGHTS

1. You agree to comply with all laws applicable to any Intellectual Property Rights in respect of any data, files and/or information accessed, retrieved, or stored by you through your use of any of our Services.
2. You are prohibited from using any IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET Marks without the prior written approval of IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET.
3. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET will wholly and exclusively retain all existing Intellectual Property Rights and become the exclusive and unencumbered owner of all intellectual property right(s) employed in the provision of any of the Services.

## BREACH

1. Subject to any other provisions set out in these terms and conditions and without prejudice to any of these provisions, should you be in breach of any provision of this Agreement, then IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET shall be entitled, without prejudice to any other rights that it may have and to the extent required or permitted by law, to forthwith:
  - 1.1. afford you a reasonable opportunity to remedy the breach, considering the nature of the breach in question; or
  - 1.2. suspend your access to a service.
  - 1.3. cancel all agreements concluded between us; or
  - 1.4. claim immediate performance and/or payment of all your obligations in terms hereof.

## INDEMNITY

1. You hereby unconditionally and irrevocably indemnify IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET and agree to indemnify and hold IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET harmless against all loss, damages, claims, liability and/or costs, of whatsoever nature, howsoever and when so ever arising, suffered, or incurred by IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET as a result of any claim instituted against IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET by a third party (other than you) as a result of (without limitation):
  - 1.1. your use of our Services other than as allowed or prescribed in the Agreement.
  - 1.2. any other cause whatsoever relating to the Agreement or the provision of Services to you where you have acted wrongfully or failed to act when you had a duty to so act.

## NO REPRESENTATIONS, WARRANTIES OR GUARANTEES AND LIMITATION OF LIABILITY

1. Save to the extent otherwise provided for in this Agreement or where you are entitled to rely on or receive, by operation of law, any representations, warranties or guarantees, we do not make or provide any express or implied representations, warranties or guarantees regarding the availability, accuracy, reliability, timeliness, quality, or security of any Service.
2. Without limiting the generality of the provisions of clause 13.2, IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET shall not be liable for and you will have no claim of whatsoever nature against IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET because of:
  - 2.1. the loss of or access to any usernames and passwords which you are required to safeguard and not allow unauthorized access on the understanding that we will be entitled to assume that you are the person so using or gaining access to any service or account where your username and password is used.
  - 2.2. any unavailability of, or interruption in the service due to an Uncontrolled Event.
  - 2.3. any damage, loss, cost or claim which you may suffer or incur arising from any suspension or termination of the service/s for any reason contemplated in the Agreement.
3. In addition to and without prejudice to any other limitations of liability provided for in the Agreement and to the fullest extent permitted by applicable law, IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET shall not be liable to you for any direct damages howsoever arising and neither party shall be liable to the other for any special, indirect, incidental, consequential or punitive damages arising out of or relating to this Agreement, whether resulting from negligence, breach, or any other cause. To the extent that a competent court or tribunal or other competent dispute resolution body or authority finally determines, notwithstanding the exclusion contained in this clause, that IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET is liable to you for any damages, IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET's liability to you for any damages howsoever arising shall be limited to the amounts paid by you under this Agreement in consideration for a service or product during the





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immediately preceding 12 (twelve) month period in respect of the service or product which gave rise to the liability in question.

### CESSION AND DELEGATION

- You may not sell, cede, assign, delegate or in any other way alienate or dispose of any or all your rights and obligations under and in terms of this Agreement without the prior written approval of IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET. IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET shall be entitled to sell, cede, assign, delegate, alienate, dispose, or transfer any or all of its rights and obligations under and in terms of this Agreement to any of its affiliates or to any third party without your consent and without notice to you provided that you are not unduly prejudiced as a result. "Affiliates" for this purpose includes IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET's and/or ASK SECURITY CC's and/or ASK INTERNET TECHNOLOGIES CC's holding company, the holding company(ies) of IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET's and/or ASK SECURITY CC's and/or ASK INTERNET TECHNOLOGIES CC's holding company (collectively "its holding companies"), its subsidiaries, subsidiaries of its holding companies and any other companies which are directly or indirectly controlled by IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET and/or ASK SECURITY CC and/or ASK INTERNET TECHNOLOGIES CC or are under common control with IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET and/or ASK SECURITY CC and/or ASK INTERNET TECHNOLOGIES CC.

### JURISDICTION

- You hereby consent to the jurisdiction of the Magistrate's Court in the Republic of South Africa in respect of any proceedings that may be initiated by IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET arising out of this Agreement, provided that IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET shall be entitled, in its reasonable discretion, to institute such proceedings in the High Court of South Africa and, in such event, you consent to the jurisdiction of such court. The jurisdiction of the Small Claims Court is specifically excluded, as the parties agreed to follow the arbitration process set out in clause 6 above.

### AMENDMENT OF THIS AGREEMENT

- IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET and/or ASK SECURITY CC and/or ASK INTERNET TECHNOLOGIES CC reserves the right to amend this agreement from time to time. Any new version of the Agreement will be displayed on our website together with the date on which it will become effective, which will never be less than 30 (thirty) days after the date on which it is first published. It is your obligation to visit our web site on a regular basis to determine whether any amendments have been made.

### GENERAL

- The parties acknowledge and agree that this Agreement constitutes the whole of the agreement between them plus those terms & conditions as set out on [www.asksecurity.co.za](http://www.asksecurity.co.za) and [www.askit.co.za](http://www.askit.co.za) and that no other agreements, guarantees, undertakings or representations, either verbal or in writing, relating to the subject matter of this Agreement not incorporated in this Agreement shall be binding on the parties. No variation or addition of this Agreement or the Application Form will be binding on any of the parties unless recorded in writing and signed by both parties.
- IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET is in terms of section 43 of the ECT Act required to make its contact details, its domicile citadel et executandi and certain other information available to its Subscribers who enter electronic transactions with IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET.
- You agree that any notices we send to you in terms of any agreement concluded between us may be sent via e-mail unless otherwise prescribed by law.
- No indulgence, leniency, or extension of time which IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET may grant or show to you shall in any way prejudice IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET or preclude IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK

SECURITY & INTERNET from exercising any of its rights in the future.

- You warrant that as at the date of application and registration, all the details furnished by you to IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET are true and correct and that you will notify IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET in the event of any change to such details.
- All our terms and conditions can be accessed, stored, and reproduced electronically by you. Visit [www.asksecurity.co.za](http://www.asksecurity.co.za) and [www.askit.co.za](http://www.askit.co.za) for all individual terms and conditions which apply to the various services as per your selection on page 2 of this agreement.
- The physical address where IMMENHOF MANAGEMENT SERVICES (PTY) LTD TA ASK SECURITY & INTERNET will receive legal service of documents/ domicile citadel et executandi is the following: 4 Harbour Road, Kleinmond, 7195.

### SIGNATURES

Please ensure that all the details contained in this document are correct. By your signature to this Agreement, you acknowledge that you have read and understood the terms and conditions of this Agreement.

Signed at: \_\_\_\_\_

Date: \_\_\_\_\_

Full Name: \_\_\_\_\_

Signature: \_\_\_\_\_