

DEVICE REGISTER

Reg: 2026/247894/07 | deviceregister.co.za

TERMS AND CONDITIONS OF SERVICE

Device Register (Pty) Ltd | Version 1.1 | March 2026

Legal Entity	Device Register (Pty) Ltd Reg: 2026/247894/07
Website	deviceregister.co.za
Effective Date	March 2026
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Jurisdiction	Republic of South Africa

These Terms and Conditions govern access to and use of the Device Register platform. By registering an account, making a payment, or accessing any feature of the platform, you acknowledge that you have read, understood, and agree to be bound by these Terms.

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1. Definitions and Interpretation

- **"Platform"** means the Device Register web-based SaaS application at deviceregister.co.za, including the mobile Progressive Web App (PWA), all features, dashboards, APIs, and related services.
- **"Company"** means Device Register (Pty) Ltd, the owner and operator of the Platform.
- **"User" or "Subscriber"** means any approved insurance company, broker, intermediary, corporate entity, or individual who has registered an account.

- **"Branch User"** means a secondary user account created under a primary Subscriber, or an additional user slot purchased on the Individual Branch plan.
- **"Device"** means any electronic, electrical, or mechanical item registered on the Platform by a Subscriber.
- **"Vehicle Claim"** means a motor insurance claim submitted through the Vehicle Claims module of the Platform.
- **"Registry"** means the centralised database of all device records stored on the Platform.
- **"Subscription"** means the recurring access plan purchased by a Subscriber, as detailed in Clause 6.
- **"POPIA"** means the Protection of Personal Information Act 4 of 2013 (South Africa).
- **"PayFast"** means the third-party payment gateway used to process subscription payments.
- **"AES-256"** means Advanced Encryption Standard with 256-bit key, used for encrypting sensitive personal fields before transmission.
- **"Content"** means all data, information, records, and material uploaded or entered by Subscribers.

2. Acceptance of Terms

By completing the registration process, making payment, or accessing any part of the Platform, the User unconditionally accepts these Terms in full. If you do not agree to these Terms, you must not register an account, make payment, or use the Platform in any manner.

These Terms constitute the entire agreement between the Company and the User. The Company reserves the right to amend these Terms at any time. Continued use following notification of amendments constitutes acceptance. Users will be notified of material changes via email.

3. Platform Access and Account Registration

3.1 Eligibility

Access is restricted to approved South African insurance companies, registered brokers, intermediaries, corporate entities, and individuals operating within the South African insurance industry.

3.2 Account Registration

Users must complete the registration process and provide accurate, complete, and current information. Users are responsible for maintaining the accuracy of their account information at all times.

3.3 Account Security

Users are responsible for maintaining the confidentiality of their login credentials. Each account is for the exclusive use of the registered entity. Users must notify the Company immediately upon becoming aware of any unauthorised access.

3.4 Mobile Application Access

The Platform is accessible via a Progressive Web App (PWA). Mobile access uses a 4-digit PIN following initial email and password authentication. The PIN is stored only on the user's device. A session token valid for 30 days is issued — stored as a one-way SHA-256 hash, never in plain text on the server.

3.5 Session Management

Web sessions expire after 30 minutes of inactivity. Mobile app sessions expire after 30 days and require re-authentication.

4. Acceptable Use Policy

4.1 Permitted Use

The Platform may only be used for its intended purpose — the lawful registration, tracking, management of insured devices, and processing of vehicle insurance claims within the South African insurance industry.

4.2 Prohibited Conduct

Users must not, under any circumstances:

- Register devices not belonging to their client portfolio.
- Submit false, misleading, inaccurate, or fraudulent device information or claim data.
- Attempt to circumvent, disable, or interfere with any security features of the Platform.
- Use automated tools, bots, or scrapers to access or extract data without prior written consent.
- Share login credentials, PIN codes, or session tokens with unauthorised individuals.
- Use the Platform for any unlawful purpose.
- Attempt to reverse-engineer or decompile any part of the Platform.
- Attempt to circumvent or replicate the AES-256 encryption mechanisms.
- Upload or transmit any malicious code, viruses, or harmful data.

4.3 Consequences of Breach

Any breach may result in immediate suspension or termination without notice or refund. The Company reserves the right to report criminal conduct to relevant authorities.

5. Device Registration and Data Accuracy

5.1 User Responsibility

Users bear sole responsibility for the accuracy, completeness, and lawfulness of all device data submitted. The Company does not independently verify device records.

5.2 Data Standards

All device registrations must include valid serial numbers. IMEI numbers and MAC addresses must be accurate and correspond to the device being registered.

5.3 Duplicate Detection

The Platform automatically cross-references all new registrations to detect duplicate serial numbers and IMEI numbers. Where duplicates are detected, fraud flags are raised and relevant parties are notified.

5.4 Permanence of Records

Once registered, device records are retained permanently in the Registry even if the Subscriber's account is cancelled or suspended. This preserves the integrity of the national device registry.

5.5 Audit Trail

All changes are logged with a timestamp, the identity of the User, the previous value, and the new value. This audit trail is tamper-evident and may be used in legal proceedings.

5.6 Stolen Device Reporting

Users must promptly update device status to "Reported Stolen" upon receiving a theft claim. The Company accepts no liability for losses arising from failure to update device status.

6. Subscription and Payment Terms

6.1 Subscription Plans

Access to the Platform is provided on a subscription basis. The following plans are currently available:

- Individual Branch:** R1,500 per month or R17,000 per year (1 user login, with option to purchase up to 2 additional user slots at R1,500 once-off each — maximum 3 users total).

- **Small Branch:** R6,000 per month or R65,000 per year (up to 5 user logins).
- **Corporate Entity:** R15,000 per month or R162,000 per year (up to 10 user logins, with additional user slot tiers available).

Pricing is subject to change. Subscribers will be notified at least 30 days in advance.

6.2 Additional User Slots — Individual Branch Plan

Individual Branch Subscribers may purchase up to 2 additional user slots at a once-off fee of R1,500 per slot (maximum 3 users total). Once-off slot purchases are non-refundable and do not expire. Slots are activated immediately upon confirmed payment.

6.3 Payment Processing

All payments are processed securely via PayFast. The Company does not store payment card details.

6.4 Subscription Activation

Subscriptions are activated automatically upon confirmed payment via PayFast's Instant Transaction Notification (ITN) system.

6.5 Recurring Billing

Subscriptions are not automatically renewed. Users are responsible for renewing before the expiry date. Renewal reminders are sent at 7 days and 3 days before expiry.

6.6 Annual Plans

Annual plans are billed upfront at a discounted rate and are not eligible for pro-rata refunds.

NOTE: All prices are quoted in South African Rand (ZAR) and are inclusive of VAT where applicable.

7. Cancellation and Refund Policy

7.1 Cancellation by Subscriber

Subscribers may cancel at any time via the Profile & Billing page, or by contacting accounts@deviceregister.co.za. Cancellation takes effect immediately.

7.2 Effect of Cancellation

Upon cancellation, access to the Platform is revoked immediately. All device records remain permanently in the Registry.

7.3 Refund Policy

The Company operates a strict no-refund policy on all subscription payments and once-off slot purchases. No partial refunds for unused periods will be issued under any circumstances.

7.4 Exceptions

In exceptional circumstances, at the sole discretion of the Company, a credit may be considered. Such requests must be submitted in writing within 7 days of the relevant payment date.

7.5 Cancellation by the Company

The Company reserves the right to cancel any account for breach of these Terms, non-payment, or fraudulent activity, without prior notice and without liability to refund.

7.6 Branch User Cancellation

The primary Subscriber may cancel Branch User accounts at any time. Upon cancellation, all devices registered under that Branch User are reassigned to the primary Subscriber's account.

8. Fraud Detection and Reporting Obligations

8.1 Platform Fraud Detection

The Platform incorporates automated fraud detection including cross-insurer duplicate serial number and IMEI checking, stolen device flagging, fraud scoring, and real-time alert notifications. These are provided as tools and do not constitute a guarantee that all fraud will be detected.

8.2 Subscriber Reporting Obligations

Subscribers must promptly report stolen or recovered devices, investigate fraud flags, report confirmed fraud to SAPS, and notify the Company of any suspected system abuse.

8.3 False Reporting

The submission of false or malicious fraud reports is strictly prohibited and may result in account suspension and legal action.

8.4 Limitation

Fraud detection features are provided on a best-efforts basis. The Company accepts no liability for undetected fraud.

9. Data Privacy, POPIA Compliance, and Encryption

9.1 Commitment to Privacy

Device Register (Pty) Ltd is committed to protecting personal information in accordance with POPIA and all applicable South African data protection legislation.

9.2 Personal Information Collected

The Company collects and processes: Subscriber information (name, company, email, contact number, address); device information (policy numbers, device details); vehicle claim information where submitted; transaction information; and system information (login activity, audit logs).

9.3 AES-256 Client-Side Encryption of Sensitive Fields

Encryption Before Transmission — Not After

For Vehicle Claims, the following fields are encrypted using AES-256-CBC **BEFORE leaving the user's browser or device**: ID numbers (insured and driver), cell phone numbers, email addresses, and vehicle registration numbers. The plain text value never reaches the server. Only the encrypted ciphertext is transmitted and stored. Decryption is performed only when an authorised Insurer user views their own claim record. Even in the event of a database breach, sensitive personal fields cannot be read without the installation-specific encryption keys.

9.4 Data Sharing

The Company does not sell, trade, or transfer personal information to third parties, except as required for Platform operation (e.g., PayFast) or as required by law.

9.5 Data Retention

Device records and vehicle claim records are retained permanently. Subscriber account information is retained for a minimum of 5 years following account cancellation.

9.6 Data Subject Rights

Subscribers have the right to request access to, correction of, or deletion of personal information. Requests must be submitted to accounts@deviceregister.co.za.

9.7 Subscriber Responsibility

By using the Platform, Subscribers warrant that they have obtained all necessary consents from their clients for the processing of personal information on the Platform. The Subscriber remains the Responsible Party under POPIA in respect of their clients' personal information.

10. Intellectual Property

The Platform, including all software, code, design, interface, content, trademarks, logos, documentation, and the mobile PWA, is the exclusive intellectual property of Device Register (Pty) Ltd. Subscribers are granted a limited, non-exclusive, non-transferable, revocable licence to access and use the Platform solely for the purposes described in these Terms during the active subscription period.

11. Limitation of Liability

The Platform is provided on an "as is" and "as available" basis. To the maximum extent permitted by applicable law, the Company shall not be liable for any indirect, incidental, special, consequential, or punitive damages. In no event shall the Company's total liability exceed the total subscription fees paid by that Subscriber in the 12 months preceding the event giving rise to the claim.

NOTE: Nothing in these Terms limits rights that cannot be excluded by law, including certain consumer protections under the Consumer Protection Act 68 of 2008.

12. Indemnification

Subscribers agree to indemnify, defend, and hold harmless Device Register (Pty) Ltd from and against any claims, damages, losses, and expenses arising from any breach of these Terms, submission of inaccurate or fraudulent data, violation of applicable laws, or infringement of any third-party rights.

13. Termination

Either party may terminate in accordance with the terms above. Upon termination, access ceases immediately. Device records remain in the Registry permanently. Clauses 5.4, 9, 10, 11, 12, and 14 survive termination.

14. Governing Law and Dispute Resolution

These Terms shall be governed by the laws of the Republic of South Africa. In the event of a dispute, the parties agree to first attempt resolution through good-faith negotiation. If unresolved within 30 days, either party may refer the matter to mediation before initiating formal legal proceedings.

15. General Provisions

These Terms, together with any other policies published on the Platform, constitute the entire agreement between the Company and the Subscriber. If any provision is found invalid, the remaining provisions continue in full force. Subscribers may not assign rights without prior written consent.

For and on behalf of:

Device Register (Pty) Ltd

deviceregister.co.za | Version 1.1 | March 2026

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