

## INTERNET MERCHANT REQUIREMENTS CARD PROCESSING

### 1. Detailed description of goods and/or services

Brainline provides an online home education curriculum for Grade R – 12.

### 2. Delivery policy

Enrolment is only confirmed once both academic and financial approval has been finalised. Brainline services are delivered online in an electronic format. Should I neglect to receive the product (either as an electronic download or online), this shall in no way affect my responsibilities and/or liabilities in terms of the Standard Agreement signed with Brainline.

### 3. Export restriction

Brainline delivers services online and is not subject to export restrictions.

### 4. Return and Refunds policy

Cancellation requests are subject to clause I. in the Standard Agreement.

### 5. Customer Privacy policy

Brainline shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from: [http://www.polity.org.za/attachment.php?aa\\_id=3569](http://www.polity.org.za/attachment.php?aa_id=3569).

### 6. Payment options accepted

Payment may be made via Visa, MasterCard or by bank transfer into the Brainline bank account, the details of which will be provided on request.

### 7. Card acquiring and security

Card transactions will be acquired for Brainline via PayGate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. DPO PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no Card details are stored on the website. Users may go to [www.paygate.co.za](http://www.paygate.co.za) to view their security certificate and security policy.

### 8. Customer details separate from card details

Customer details will be stored by Brainline separately from card details which are entered by the client on DPO PayGate's secure site. For more detail on DPO PayGate refer to [www.paygate.co.za](http://www.paygate.co.za).

### 9. Merchant Outlet country and transaction currency

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currency is South African Rand (ZAR).

### 10. Responsibility

Brainline takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.

### 11. Country of domicile

This website is governed by the laws of South Africa and Brainline chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature, 215 Veronica Road, Montana, Pretoria.

### 12. Variation

Brainline may, in its sole discretion, change this agreement or any part thereof at any time without notice.

### 13. Company information

This website is run by private company based in South Africa trading as Brainline Holdings (Pty) Ltd and with registration number 2019/463668/07.

### 14. Brainline contact details

Company Physical Address: 215 Veronica Road, Montana  
Email: [info@brainline.com](mailto:info@brainline.com) Telephone: 0125435000

[www.paygate.co.za](http://www.paygate.co.za)