



WEBSITE

TERMS AND CONDITIONS



WEBSITE GOVERNANCE

Terms And Conditions

These terms govern access to and use of the Knowledge X Change website, public resources, enquiry channels, downloadable materials, service pages and related digital experiences.

Acceptance And Scope

By accessing this website, submitting an enquiry, downloading a document, booking a consultation, registering interest in a service or using any Knowledge X Change digital resource, the user accepts these terms together with the Privacy Policy, POPIA Policy, PAIA Manual and Disclaimer.

If the user accesses the website or services on behalf of an organisation, the user confirms that they are authorised to act for that organisation and to provide any information submitted through the website.

Knowledge X Change may amend these terms from time to time. The version published on the website at the time of use will apply to that use, unless a separate written agreement has been concluded.



Definitions

'Knowledge X Change', 'we', 'us' and 'our' refer to Knowledge X Change and, where applicable, authorised representatives acting on its behalf.

'User', 'you' and 'your' refer to any visitor, client, prospective client, learner, supplier, partner or other person who accesses or uses the website or related digital resources.

'Services' include advisory services, strategy facilitation, capability development, masterclasses, learning design, technology enablement, digital platforms, programme delivery and any other services described on the website or in proposals.

'Content' includes all text, graphics, logos, photographs, videos, frameworks, models, executive summaries, downloadable documents, course descriptions, programme material and other information made available through the website.

Use Of The Website

The website may be used only for lawful business, information, learning, communication and engagement purposes.

Users may not interfere with website security, attempt unauthorised access, introduce harmful code, scrape or harvest data, misrepresent their identity, misuse forms or use the website in a manner that infringes the rights of Knowledge X Change or any third party.

Knowledge X Change may restrict, suspend or block access where misuse, attempted misuse, operational risk, security risk or unlawful activity is suspected.



Service Information, Proposals And Quotes

Website service descriptions, executive summaries and programme information are provided for general orientation. They do not constitute a binding offer unless confirmed in a written proposal, quotation, statement of work or service agreement issued by Knowledge X Change.

Pricing, delivery dates, programme duration, cohort requirements, venues, platform availability, resource allocation and certification-related arrangements may be subject to confirmation before commencement.

Where a service requires a minimum cohort, specialist resource, third-party platform, licensing arrangement or external certification body, commencement may depend on those requirements being satisfied.

Accounts, Forms And Information Submitted

Users must ensure that information submitted through forms, downloads, registrations or enquiry channels is accurate, complete, lawful and authorised for submission.

Where information is submitted on behalf of another person, the user confirms that the person has been informed and that consent or another lawful basis exists for the submission.

Knowledge X Change may use submitted information to respond to enquiries, prepare proposals, manage service discussions, administer programmes, communicate with users and maintain appropriate business records.



Intellectual Property

All website content, brand assets, service models, frameworks, learning methods, executive summaries, visual material and downloadable resources remain the property of Knowledge X Change or its licensors unless expressly stated otherwise.

Users may view, download and internally share public documents for evaluation or reference purposes only. No content may be copied, adapted, sold, redistributed, incorporated into competing materials or used commercially without prior written permission.

No licence, transfer of ownership or assignment of intellectual property rights is granted by making content available on the website.

Third-Party Platforms And Links

The website may reference or link to third-party platforms, certification bodies, learning platforms, payment services, software providers or external resources. These are provided for convenience or service context and remain subject to the terms and policies of the relevant third party.

Knowledge X Change does not control third-party websites and is not responsible for their content, availability, security, privacy practices, errors or omissions.



Payments, Bookings And Cancellations

Any payment, booking, cohort registration, cancellation or postponement conditions will be set out in the relevant proposal, invoice, programme terms, cart notice or written communication.

A booking is not confirmed until Knowledge X Change has issued written confirmation and, where applicable, payment or purchase-order requirements have been met.

Knowledge X Change may postpone, reschedule or amend delivery where reasonable operational, cohort, trainer, platform, venue or force majeure circumstances require it.

Electronic Communications

By using the website or submitting forms, the user consents to receiving electronic communications connected with the enquiry, service, resource, programme, quote, transaction or relationship.

Electronic communications may include acknowledgements, proposals, service updates, programme information, invoices, support messages and relevant resource communications.

Privacy And Information Governance

Personal information is processed in accordance with the Privacy Policy and POPIA Policy published on the website.

Users may exercise privacy and access-to-information rights by using the contact details published on the website or in the relevant policy document.



Availability, Security And Changes

Knowledge X Change takes reasonable steps to maintain website availability, accuracy and security, but does not guarantee uninterrupted access, error-free operation, permanent availability of content or compatibility with every device or browser.

Knowledge X Change may update, remove, replace, suspend or restructure any website content, resource, page, feature or service description at any time.

Limitation Of Liability And Indemnity

To the fullest extent permitted by law, Knowledge X Change will not be liable for direct, indirect, incidental, consequential or special loss arising from use of, reliance on, or inability to access the website, content, downloads, third-party links or related resources.

The user indemnifies Knowledge X Change against claims, losses, damages, costs or liabilities arising from unlawful use of the website, breach of these terms, unauthorised submissions, infringement of rights, harmful code or misuse of content.

Governing Law And Contact

These terms are governed by the laws of the Republic of South Africa.

Questions about these terms may be directed to Knowledge X Change through the contact details published on the website.

