

Privacy Policy

Expose Digicontent and Training Hub is committed to protecting your privacy. This policy outlines how we collect, use, store, and protect your personal data in compliance with the Protection of Personal Information Act (POPIA) and relevant international data protection laws such as the General Data Protection Regulation (GDPR).

We regularly review our data protection practices to ensure compliance with applicable laws. This policy applies to all users of our services, including website visitors, learners, and trainers.

Information We Collect

We may collect the following types of personal data:

- Personal details (name, email, phone number, etc.).
- Payment details for course registration.
- Usage data (cookies, browsing behaviour, IP address, etc.).
- Learning progress and assessment data.
- Communication preferences (e.g., email marketing opt-ins).

Cookies are used to analyse user behaviour, improve website functionality, and for marketing purposes. Users can manage cookie preferences through their browser settings or our cookie consent banner. Sensitive personal data (e.g., racial or health information) will only be collected with explicit consent and used strictly for lawful purposes.

How We Use Your Data

We use your data for the following purposes:

- To provide and improve our training services.
- For communication, marketing, and customer support.
- To comply with legal requirements.
- To personalize learning experiences and track progress.

We may share your data with third-party service providers for payment processing, analytics, or marketing purposes. These providers are located within South Africa or comply with equivalent data protection standards if located internationally and are required to adhere to strict confidentiality agreements. We do not sell your personal information to third parties.

Data Protection & Security

We implement security measures such as encryption (SSL/TLS) and access controls to protect your data. Regular security audits are conducted to ensure compliance with data protection standards. In the event of a data breach, affected users will be notified promptly in compliance with POPIA. We retain personal data only as long as necessary to fulfil the purposes outlined in this policy or as required by law.

Your Rights

You have the right to:

- Access your personal data.
- Correct inaccurate or incomplete information.
- Request deletion of your data where applicable.
- Restrict processing or request data portability under GDPR where relevant.
- Withdraw your consent for specific data processing activities at any time.

Requests can be made via email at Expose.digicent@gmail.com or through our privacy portal.

2. Terms and Conditions

General Terms

- By using our website and enrolling in our courses, you agree to abide by these terms.
- These terms are governed by the laws of South Africa. Any disputes arising from these Terms will be resolved in the courts of South Africa.
- We reserve the right to update these terms at any time; changes will be communicated via email or website notifications.

Course Enrolment & Payment

- Course fees must be paid before access is granted.
- Prices are subject to change without prior notice.
- Payment methods include credit card, EFT (Electronic Funds Transfer), and other secure options. Refund eligibility for payment disputes will be reviewed on a case-by-case basis. In the event of a payment dispute, learners must notify us in writing within 7 days of the transaction.

Intellectual Property

- All training materials are owned by Expose Digicent and Training Hub. Unauthorized reproduction or distribution is prohibited.
- Learners may not share login details or resell course materials. Violations may result in legal action, financial restitution, and termination of access.

Limitation of Liability

- We do not guarantee job placement or specific learning outcomes from our courses.
- We are not liable for indirect damages, including loss of income or business opportunities. We are not liable for indirect damages, including loss of income, business opportunities, or personal data breaches caused by third-party service providers.

3. Refund and Cancellation Policy

- Refund requests must be submitted in writing within 7 to 14 days of enrolment via Expose.digicontent@gmail.com.
- Refunds will be processed within 10 to 15 business days; transaction fees may apply.
- No refunds are issued once course materials have been accessed.
- If a course is cancelled by us, a full refund will be issued.
- Learners may request course credit for future training instead of a refund.
- Partial refunds may be considered for long-term training programs under exceptional circumstances such as medical emergencies or unforeseen hardships. Refunds granted under exceptional circumstances may be subject to a 20% administrative fee unless waived at our discretion.

4. Code of Conduct

- Learners and trainers must maintain professionalism and respect at all times.
- Plagiarism, harassment, or disruptive behaviour will not be tolerated. Learners are expected to maintain confidentiality regarding course materials and discussions.
- Violations can be reported anonymously by emailing Expose.digicontent@gmail.com. Confirmed violations may result in suspension or expulsion without a refund.
- Online discussions must adhere to ethical standards; moderators may remove inappropriate content.

5. Accessibility Policy

- We strive to provide inclusive learning experiences for all learners.
- Course materials will be made available in alternative formats where possible.
- Requests for accommodations should be made at least 7 days before course commencement via Expose.digicontent@gmail.com. However, we will make every effort to accommodate last-minute requests where feasible.
- We encourage assistive technology use where applicable and regularly review our materials and platforms to ensure compliance with accessibility standards.

6. Anti-Discrimination & Harassment Policy

- We are committed to creating a safe and inclusive environment for all learners and staff.
- Discrimination, harassment, or bullying based on race, gender, disability, or any other factor is strictly prohibited.
- Any reported incidents will be investigated promptly by our designated team following a structured procedure that ensures confidentiality and fairness.
- Confirmed violations may result in disciplinary action, including suspension or expulsion without refund.

7. Assessment & Certification Policy

- Assessments must be completed successfully to receive certification.
- Certification is issued upon meeting all course requirements; reassessment options are available upon request (limited to two attempts per module). Learners may request reassessment up to two times per module, subject to an additional fee where applicable.
- Certificates are issued digitally with QR codes for verification purposes. Certificates will include QR codes or other verification methods to ensure authenticity.
- Certificates may be issued immediately after in-person attendance where practically possible.

8. Intellectual Property & Copyright Policy

- All course content is protected under copyright laws in South Africa.
- Learners may use materials for personal learning but cannot distribute or sell them.
- Unauthorized use may result in legal action and financial restitution. Penalties for violations: Unauthorized use may result in legal action, financial restitution, and termination of access to services.
- Learners retain access to course materials for 12 months after completion unless otherwise stated. Learners may reference course materials externally with proper attribution but may not use them for commercial purposes without prior written consent."

9. AI & Digital Ethics Policy

- AI-generated content will be clearly disclosed within course materials.
- Learners are expected to use AI responsibly; misuse (e.g., manipulating assessments) will result in disciplinary action.
- Automated grading systems will include human oversight to ensure fairness.
- We utilize various AI tools, including but not limited to applications like ChatGPT, Grammarly, Midjourney, Perplexity, Gemini and other AI tools that are relevant to training, as well as AI features integrated into our Learning Management and assessment platforms.

These tools operate under the ethical guidelines published by their respective developers. Learners will receive guidance on ethical AI practices as part of their curriculum.

10. Website Disclaimer

The information on this website is provided "as is" without any guarantees:

- We are not liable for errors in course content or external resources linked from our website.
- External links do not imply endorsement by us. Users access external links at their own risk; we are not responsible for the content or privacy practices of third-party websites.
- We are not responsible for technical issues such as system downtime affecting access to courses.