

# Direct Messaging Service Disclaimer



LegalWise South Africa (RF) (Pty) Ltd is an Authorised Financial Services Provider (FSP 50292). The LegalWise Membership Agreement is underwritten by Legal Expenses Insurance Southern Africa Limited (LEZA) (FSP 17008).

### **1. Aim**

Our Direct Messaging Service is aimed at providing support to members of the public, as well as LegalWise Members. This disclaimer applies to all information shared between you and LegalWise while using the Direct Messaging Service in any of its formats.

### **2. Protection of Personal Information**

While using the Direct Messaging Service, you may be asked to provide personal information. LegalWise is committed to protecting your privacy and agrees to use your personal information only for the purpose it was collected for. By providing the requested personal information, you consent to the processing of your personal information in accordance with the Protection of Personal Information Act 4 of 2013. LegalWise does not accept any liability for any injury, loss or damage incurred by the use of or reliance on any information provided by you and you warrant that the information you provide is accurate.

### **3. Disclaimer**

Messages sent by LegalWise during a conversation on the Direct Messaging Service are intended for the recipient only and contain information based on the unique circumstances of the relevant query raised during the conversation on the Direct Messaging Service.

Should you not be the addressee and receive this electronic communication by mistake, kindly notify the sender, delete this communication immediately and do not disclose or use same in any manner whatsoever relating to these terms and conditions.

While LegalWise strives to prevent harm, damage or loss that could result from the messages, we are not responsible or liable for any harm, damages or losses arising from any message, including, but not limited to: if someone else changes a message, or it arrives incomplete or different to how it was sent; for the incorrect interpretation of the contents of a message; for corruption of data; for the non-delivery or incorrect delivery of any message; its effect on electronic devices; its interception or transmission in an unencrypted medium; or arising from any problems or technical malfunction of any telephone network or telephone lines, computer online systems, servers, or providers, computer equipment, software and so on.

### **4. Terms of Service**

The Direct Messaging Service is provided on an "as is" and "as available" basis. LegalWise disclaims all responsibility and liability for the availability, timelessness, security or reliability of the Direct Messaging Service or the accuracy of the information provided via the Direct Messaging Service.

All messages during a conversation on the Direct Messaging Service are private and confidential, unless specifically stated otherwise or it is manifestly clear from the context.