



Customer Declaration

I accept and understand that:

1. The subscription (price plan) selected is my own choice and the conditions and billing of the subscription and its benefits in terms of Data Bundles have been explained to me, including any monthly billing and once-off charges.
2. GR Connect reserves the right to limit the method of payments per service or product type.
3. All services are Month to Month, service/s may be terminated by the client or GR Connect. The accepted cancellation method by the client is by way of sending an email through to info@grconnect.co.za, alternatively you can click on our website and leave a message for our active chatbot. One calendar months' notice is required, in certain instances a cancellation fee may apply.
4. I am aware of the standard activation fee to facilitate my application, should there be a need to make amendments to my account.
5. GR Connect will be entitled to change the price of any service purchased or discontinue a service or product type. GR Connect endeavors to provide clients with reasonable notice of such changes.
6. Should I fail to pay my account in full, I shall be liable for any resultant collection, tracing and/or legal fees and my services will be suspended.
7. No client will have credit.
 - If I do not pay by the agreed date, GR Connect reserves the right to sell my price plan at any time.
8. Upon registration process, GR Connect will require customer ID and bank account number, including proof of registered domicile for administration and capturing purposes.
9. GR Connect is committed to respecting and protecting your privacy as a customer. Your personal information in relation to the order, payment and delivery of products will be processed in accordance with the Protection of Personal Information Act (POPIA) No. 4 of 2013. Once your information is received it shall be used to support your contractual relationship with GR Connect.
10. Below we explain how we collect and use your personal information, how we protect this information and what your rights are relating to the information we hold:
 - We process personal information such as name and surname, delivery address, contact information and payment information in order to assist in the ordering, payment and delivery of goods.
 - We make use of third-party service providers to assist with payment and delivery of your goods. The personal information will be treated in confidentiality and shared with clients in accordance with the terms of our agreements with consumers and will not be transferred to any other third party for any other purpose.
 - GR Connect limits the data retention period for your data to the period necessary for our business relationship to process payments and delivery of your order. Your personal information will be retained in line with POPIA requirements and may be retained for longer in line with other binding law.
11. A 31 days' notice before cancellation of services is required.
 - If not, I am obliged to pay for that following month although I have cancelled.
12. The services are to be used for a minimum of 6 months.
13. Data is used in the following sequence:
 - Anytime data – 07h00 to 23h59
 - Night surfer data – 00h00 to 06h59
14. I am able to purchase additional data should my monthly allocation run out. This is a once-off purchase which I must pay for immediately.