SA TENDERS AI

Acceptable Use Policy

The rules that govern how you may use SA Tenders AI and the tender information it provides. This policy forms part of our Terms of Service.

EFFECTIVE	LAST REVISED	REGULATED BY
1 June 2025	23 November 2026	Republic of South Africa

1 Scope

This Acceptable Use Policy applies to everyone who uses SA Tenders AI (the "Platform"), whether signed in or not, and to every organisation with an account. An organisation is responsible for what its members do on its account. By using the Platform you agree to use it lawfully, fairly and in line with these rules.

2 Permitted Use

You may use the Platform to find government, private-sector and subcontracting opportunities, check your compliance, analyse tender documents you are entitled to, and prepare your own bids for your organisation's legitimate business.

3 Documents You Upload

- Upload only documents about your own organisation, or documents you are entitled to use, such as the documents for a tender you are considering.
- Compliance documents often contain personal information about directors and staff, such as ID numbers and bank details. Upload them only if you are authorised to share that information for your organisation's bids, as the Protection of Personal Information Act 4 of 2013 (POPIA) requires.
- Do not upload forged or altered documents, or another company's documents as your own.
- Do not upload malware, or files made to disrupt or mislead the Platform's document reading.

4 Data & Fair Use

- Do not scrape, crawl, harvest or bulk-export the aggregated tender data, or use bots to access the Platform in an automated way beyond normal use.
- Do not resell, redistribute or republish our aggregated listings or datasets as your own product or feed.
- Do not get around your plan's limits, such as the number of documents your vault holds, or the features kept for a higher plan, for example by opening extra accounts.
- Do not share a single account to give access to people outside your organisation.
- Use a contact person's details only for the opportunity, project or supplier registration they are listed with. Do not copy them into mailing lists, sell or share them, use them for unsolicited direct marketing (section 69 of POPIA), or use them to harass anyone.

5 Honest Dealing

- Do not misrepresent your B-BBEE status, ownership, company registration, CIDB grading or eligibility. Fronting and knowingly misrepresenting B-BBEE status are offences under section 13O of the Broad-Based Black Economic Empowerment Act 53 of 2003.
- Check every figure, date and requirement against the tender document before you submit. Platform outputs are aids, not professional advice (see section 5 of the **Terms of Service**).
- Do not present a price, Bill of Quantities or evaluation from the Platform as the work of a registered professional, such as a quantity surveyor or engineer, unless one has checked and accepted it.
- Do not use the Platform to prepare fraudulent bids, or to agree prices or bids with competitors. Collusive tendering is prohibited by section 4 of the Competition Act 89 of 1998.
- Do not use the Platform, or its name, to charge others for "securing", "facilitating" or "unlocking" a tender, or to promise anyone an award. Offering or paying a bribe for a tender is a crime under the Prevention and Combating of Corrupt Activities Act 12 of 2004.
- Do not pretend to be another person, company or organ of state, or claim to act for SA Tenders AI.

6 Platform Integrity & Security

- Do not try to bypass sign-in, access another organisation's data, or probe, scan or breach the Platform's security. Unlawful access to a computer system or its data is an offence under the Cybercrimes Act 19 of 2020.

- Do not interfere with or disrupt the Platform, its infrastructure or other users, and do not load-test it without our written permission.
- Do not reverse engineer, decompile or copy the Platform's software except as the law allows.
- If you find a security weakness, report it to **compliance@satendersai.co.za** and do not use it or share it.

7 Enforcement

If you break these rules, we may, depending on how serious the breach is:

- warn you;
- remove the content or block the access involved;
- suspend your account or restrict your plan;
- close your account. If we close a paid account for a serious breach, fees already paid are not refunded.

Where it is safe and lawful, we tell you why and give you a chance to respond first. We report suspected crimes, such as bribery, fraud or fronting, to the authorities and cooperate with lawful requests.

8 Reporting & Contact

Report suspected abuse to **compliance@satendersai.co.za**. Reports are handled confidentially. For general help, email **support@satendersai.co.za**.

9 Changes to This Policy

We may update this policy. The date at the top shows the current version, and using the Platform after a change means you accept it.

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