



THE ACCESS GROUP

100% Youth-Led Digital Consultancy · Rustenburg, South Africa

TAG - POLICY DOCUMENT 1

[Terms & Conditions](#) · [Website Disclaimer](#)



POLICY CONTACT DIRECTORY

Use the correct email for your enquiry — our team monitors each inbox

Enquiry Type	Email Address	Response Time
General Enquiries & Orders	info@theaccessgroup.co.za	2 business days
Privacy & POPIA / Data Requests	privacy@theaccessgroup.co.za	30 calendar days
Compliance & Regulatory Matters	compliance@theaccessgroup.co.za	5 business days
Policy Questions & Legal Queries	policy@theaccessgroup.co.za	5 business days
Cancellations	cancellations@theaccessgroup.co.za	2 business days
Refund Requests	refunds@theaccessgroup.co.za	5 business days
Quality Complaints	complaints@theaccessgroup.co.za	5 business days
Billing & Invoice Queries	billing@theaccessgroup.co.za	2 business days
Career Applications	careers@theaccessgroup.co.za	7 business days
Media & Partnerships	partnerships@theaccessgroup.co.za	5 business days

Effective Date
17 June 2026

Jurisdiction
South Africa

Version
1.0 — FINAL

⚠ These policies have been prepared in good faith in accordance with the Consumer Protection Act 68 of 2008, the Electronic Communications and Transactions Act 25 of 2002, and the Protection of Personal Information Act 4 of 2013 (POPIA).



T&C

TERMS AND CONDITIONS

Governing all purchases and use of The Access Group website and services

Company	The Access Group (Pty) Ltd ("TAG", "we", "us", "our")
Website	www.theaccessgroup.co.za
Governing Law	Republic of South Africa — Consumer Protection Act 68 of 2008; ECT Act 25 of 2002
Last Updated	17 June 2026
Contact	policy@theaccessgroup.co.za info@theaccessgroup.co.za

1. ACCEPTANCE OF TERMS

By accessing www.theaccessgroup.co.za, creating a client portal account, or purchasing any service, you ("Client") agree to be legally bound by these Terms and Conditions together with our Cancellation Policy, Refund Policy, and Privacy Policy, which are incorporated herein. These Terms constitute a binding legal agreement. If you do not agree, cease using our website and services immediately.

The Access Group may update these Terms at any time. Updates take effect on the date published. Continued use of our services after any update constitutes acceptance.

2. ABOUT THE ACCESS GROUP

The Access Group is a 100% youth-led digital consultancy headquartered in Johannesburg, South Africa. We deliver business formalisation, branding, digital media, communications, market access, and international trade services through our proprietary "Access Box" product range. We do not provide legal, financial, tax, or investment advice.

3. PRODUCTS AND SERVICES

3.1 Access Box Catalogue

- Box 1 — Access to Business (R650–R3,700): CIPC registration, BBBEE certificate, SARS tax registration, share certificate, business bank account, and business profile.
- Box 2 — Access for Creatives (R1,500–R5,000): CIPC registration, creative body registrations, booking kits, Electronic Press Kits, and funding application preparation (MGE, NAC, NHC, SAMPRA, ArtBank).
- Box 3 — Access Digital Media (R3,000): 3 social media business pages, Google Business Profile, 3-month social media plan, and basic SEO setup.

- Box 4 — Access Communication (R5,000/yr or R500/month): Domain registration, email hosting (15GB), unlimited emails, VoIP geo-location number, 150 minutes talk-time.
- Box 5 — Access to Market + Procurement (R6,500): Business market analysis, 5 procurement database registrations, Proudly SA membership, offtake agreement template, barcode registration.
- Box 6 — Access to Branding (R15,000): Logo design, 10-page company profile, domain, website and email hosting, unlimited emails, 3-page responsive website, 3 branded T-shirts.
- Box 7 — Access to Exhibitors (R15,000): Full 3m×2.25m banner, 2 pull-up banners, tablecloth, 2 director chairs, 100 business cards.
- Box 8 — International Market Access (R15,000+): 5-country trade roadmap, trade desk registration, export readiness check, matchmaking (15 global partners), international protocol readiness, international profiling, VIP ticket to Import Export Access Summit 2026.

3.2 Third-Party Dependencies

Services involving regulatory submissions to CIPC, SARS, banking institutions, Proudly SA, GS1 (barcode), creative bodies, or international trade authorities are facilitated by TAG on your behalf. Independent third parties determine outcomes. TAG does not guarantee approvals, and delays caused by third parties do not constitute a breach by TAG.

4. ORDERS AND PAYMENT

4.1 Placing an Order

By submitting an order, you confirm that all information provided is accurate and complete; you are legally authorised to purchase; you understand the deliverables of your selected box and tier; and you are at least 18 years of age.

4.2 Payment

All prices are in South African Rand (ZAR), inclusive of VAT where applicable. Full payment is required before service commencement. Payments are processed securely via PayFast (Pty) Ltd — PCI DSS Level 1, Yoco (Pty) Ltd compliant. TAG does not store card or banking details. Accepted methods: Visa/Mastercard credit and debit cards, instant EFT, SnapScan, Mobicred, and bank EFT (EFT payments clear before service commences). Box 4 monthly billing is charged automatically on the same date each month.

4.3 Order Confirmation

On successful payment, you will receive a branded order confirmation email and a TAX Invoice from The Access Group within 60 minutes. This constitutes acceptance and commencement of the service agreement.

4.4 Pricing Changes

Pricing may change at any time. Confirmed and paid orders are not affected by price changes after the order date.

5. CLIENT OBLIGATIONS

To enable service delivery, you must:

1. Provide all required documents and materials ("Client Materials") within the timeframe specified in your box-specific onboarding email;
2. Ensure all Client Materials are accurate, complete, authentic, and legally compliant;
3. Respond to TAG communications within 3 business days;
4. Maintain the confidentiality of your client portal login credentials;
5. Not engage TAG to perform any unlawful, fraudulent, or misrepresentative services.

Delays caused by a Client's failure to provide required documents will extend the delivery timeline proportionally. TAG will not be held in breach for delays arising from Client non-compliance.

6. DELIVERY TIMELINES

Timelines run from the date full payment is confirmed, AND all required Client Materials are submitted. These are estimates subject to third-party processing times.

Box	Service Component	Estimated Delivery
Box 1	Business Registration (CIPC/SARS/BBBEE)	10–15 business days
Box 2	Creative Registration & Booking Kit	7–10 business days
Box 3	Digital Media Setup	5–7 business days after brief
Box 4	Domain, Email & VoIP	2–3 business days after domain confirmed
Box 5	Market Analysis & Procurement	10–15 business days
Box 6	Full Branding Package	15–20 business days
Box 7	Exhibition Materials	5–7 business days (print + delivery)
Box 8	International Market Access Programme	15–20 business days; VIP ticket 30 days pre-event

7. INTELLECTUAL PROPERTY

On full payment and delivery, the IP created exclusively for you (logos, profiles, websites, materials) is assigned to you. TAG retains the right to feature your company name and deliverables in its portfolio unless you object in writing within 30 days. Pre-existing TAG methodologies, templates, and frameworks remain TAG's property. Service deliverables (strategies, trade roadmaps, application frameworks) are licensed to you for your own business use only — not for resale.

8. LIMITATION OF LIABILITY

TAG's maximum aggregate liability for any claim shall not exceed the total amount paid for the specific service in question. TAG is not liable for: indirect or consequential losses; regulatory body decisions; third-party delays; losses from inaccurate information provided by the Client; outcomes of funding or procurement applications; or data loss from the client portal. Nothing in these Terms limits liability for fraud or death/injury caused by negligence.

9. DISPUTE RESOLUTION

Disputes must first be raised in writing to policy@theaccessgroup.co.za. TAG will respond within 10 business days. Unresolved disputes may be referred to AFSA mediation before litigation. These Terms are governed by South African law. Parties submit to the jurisdiction of the South Gauteng High Court.

10. GENERAL PROVISIONS

10.1 Electronic Communications (ECT Act 25 of 2002)

Communications via the website, email, and portal constitute valid written communications. You consent to receiving all service communications electronically.

10.2 Consumer Protection Act Compliance

These Terms are subject to the CPA 68 of 2008. Where any provision conflicts with the CPA, the CPA prevails. Nothing in these Terms detracts from your rights as a consumer.

10.3 Severability

If any provision is found invalid or unenforceable, it is severed. The remainder continues in full effect.



WEB

WEBSITE DISCLAIMER

General disclaimer governing use of www.theaccessgroup.co.za

1. ACCURACY OF INFORMATION

The content on www.theaccessgroup.co.za is provided for general informational purposes and may not always reflect the most current changes in pricing, legislation, or services. No representations are made regarding the completeness, accuracy, or suitability of any information. Definitive service terms are set out in your order confirmation and the Terms and Conditions in this document.

2. NO PROFESSIONAL ADVICE

Nothing on this website constitutes legal, financial, tax, investment, accounting, or any other professional advice. The Access Group is not a law firm, accounting practice, financial services provider, or licensed professional body. Information relating to business registration, SARS compliance, BBBEE, funding, or international trade is for informational purposes only.

TAG team members are not attorneys, chartered accountants, or licensed financial advisers. Consult qualified professionals before making decisions based on information from this website.

3. EXTERNAL LINKS

Links to third-party websites (CIPC, SARS, PayFast, Proudly SA, creative bodies) are provided for convenience only. TAG does not endorse or control any third-party website. Use of external websites is at your own risk and governed by their own policies.

4. AVAILABILITY

TAG does not guarantee continuous, error-free availability of the website or client portal. We reserve the right to suspend, modify, or discontinue any feature without notice. No liability is accepted for losses arising from downtime or technical errors.

5. INTELLECTUAL PROPERTY

All website content — text, graphics, logos, icons, images, and software — is the property of The Access Group (Pty) Ltd and protected by South African and international intellectual property law. No content may be reproduced, republished, or commercially exploited without prior written permission from TAG.



IO

INFORMATION OFFICER & CONTACT SUMMARY

Your complete reference for all policy and compliance contacts

1. DESIGNATED INFORMATION OFFICER

Information Officer	Lehlohonolo Mmeti
Deputy Information Officer	Botlhale Mosito
Role / Title	Directors
Information Regulator Reg No.	2026-005616
POPIA Email	privacy@theaccessgroup.co.za
Compliance Email	compliance@theaccessgroup.co.za
Business Address	Rustenburg, North West, South Africa
Response Time	Within 30 calendar days for data subject requests
Information Regulator	www.inforeg.org.za inforeg@justice.gov.za 010 023 5207

2. COMPLETE POLICY CONTACT DIRECTORY

Enquiry Type	Email Address	Response	Policy Section
General enquiries & orders	info@theaccessgroup.co.za	2 business days	T&C Section 9
Privacy / POPIA / data requests	privacy@theaccessgroup.co.za	30 calendar days	Privacy Policy
Compliance & regulatory matters	compliance@theaccessgroup.co.za	5 business days	POPIA Statement
Policy questions & legal queries	policy@theaccessgroup.co.za	5 business days	All policies
Cancellations	cancellations@theaccessgroup.co.za	2 business days	Cancellation Policy



Enquiry Type	Email Address	Response	Policy Section
Refund requests	refunds@theaccessgroup.co.za	5 business days	Refund Policy
Quality complaints	complaints@theaccessgroup.co.za	5 business days	Refund Policy §6
Billing & invoice queries	billing@theaccessgroup.co.za	2 business days	T&C §4.3
Career applications	careers@theaccessgroup.co.za	7 business days	Website
Media & partnerships	partnerships@theaccessgroup.co.za	5 business days	Website
Social media / content takedown	info@theaccessgroup.co.za	10 business days	Social Media Policy



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