

Let-Go Journal (PTY) LTD — Terms of Agreement

Last Updated: 2025-09-27

1. Introduction & Acceptance

Welcome to Let-Go Journal. These Terms of Agreement (“Terms”) govern your participation as a Therapist, Coach, Attorney, or other verified professional (collectively, “Professional”) who offers services through the Let-Go Journal platform (“Platform”).

By registering as a Professional, you acknowledge that you have read, understood, and agree to comply with these Terms, the Privacy Policy, and the Code of Ethics. If you do not agree, you must not register or continue using the Platform.

2. Eligibility

- You must be 18 years or older.
- You must hold a valid license, registration, or equivalent qualification in your field (e.g., legal practice certificate for Attorneys, professional board registration for Therapists).
- You must be legally authorized to provide your professional services in your country of practice.
- Attorneys must be admitted and enrolled in good standing under the Legal Practice Act 28 of 2014 and any applicable rules of the Legal Practice Council (LPC).
- You must promptly inform Let-Go Journal if your professional license or registration expires, is suspended, or revoked.

3. Registration & Verification

- You agree to provide accurate, complete, and truthful information during registration.
- You consent to Let-Go Journal verifying your credentials, qualifications, and identity (e.g., proof of admission for Attorneys, license, ID, or other relevant documents).
- False, misleading, or unverifiable information may lead to suspension or removal of your profile.

4. Use of the Platform

- You agree to use the Platform solely for lawful, ethical, and professional purposes consistent with your professional regulations.
- Harassment, discrimination, hate speech, or harmful conduct is strictly prohibited.
- You are responsible for maintaining the confidentiality and security of your account credentials and all communications with clients.
- Attorneys must comply with attorney–client privilege, confidentiality obligations, and professional rules of conduct in all communications.

5. Service Delivery

- You agree to communicate with clients professionally, respectfully, and in a timely manner.

- You must maintain strict client confidentiality, except where disclosure is legally required.
- You are solely responsible for the quality, appropriateness, and outcomes of the services you provide.
- Attorneys shall ensure that all legal advice, opinions, and services comply with applicable laws, LPC rules, and ethical duties.
- If your services involve regulated legal activities, you are responsible for obtaining any additional client consents or disclosures required under the Legal Practice Act or other applicable legislation.

6. Payment Terms

- **Booking Fee (User):** Users are charged a 5% booking fee on each confirmed booking. This fee is added to the total session cost at checkout and is non-refundable once the booking is confirmed.
- **Allocation Fee (Professional):** Professionals are charged a 7.5% allocation fee for each confirmed or completed booking facilitated by the Platform. This fee is automatically deducted from the Professional's payout.
- These fees cover platform maintenance, client allocation, secure payment processing, administrative support, and service promotion.
- The Professional remains responsible for any bank charges or transaction costs associated with payouts.
- All refunds and cancellations must follow the Platform's published Refund Policy.
- Each Professional is responsible for declaring and remitting applicable taxes, including VAT or other levies under local law.
- Let-Go Journal reserves the right to adjust its fee structure with reasonable prior notice to both Users and Professionals.

7. Limitation of Liability

- Let-Go Journal is a facilitation platform and does not itself provide therapy, coaching, or legal services.
- Let-Go Journal shall not be liable for professional outcomes, advice provided, legal opinions, or disputes between Professionals and clients.
- Professionals indemnify Let-Go Journal against claims arising from their professional acts, omissions, or negligence.

8. Termination

- Let-Go Journal reserves the right to suspend or terminate your account without notice if you breach these Terms, the Privacy Policy, or the Code of Ethics.
- You may request to close your account at any time.
- Outstanding bookings or payouts at the time of termination will be processed in accordance with the Platform's policies.

9. Governing Law & Dispute Resolution

- These Terms shall be governed by and construed under the laws of South Africa.
- Any disputes shall first be addressed through good-faith mediation or arbitration before

legal proceedings.

- Attorneys remain subject to the disciplinary jurisdiction of the Legal Practice Council for matters related to their professional conduct.

10. Privacy Policy for Professionals (POPIA Compliance)

Let-Go Journal complies with the Protection of Personal Information Act (POPIA) of South Africa.

(Full POPIA section content maintained from text above.)

11. Code of Ethics

All Professionals agree to uphold the following ethical standards:

- Confidentiality: Maintain client privacy and, for Attorneys, attorney-client privilege, except when disclosure is legally mandated.
- Competence: Offer services only within the scope of your training, qualifications, and legal authorization.
- Integrity & Honesty: Represent your credentials and services truthfully.
- Professional Boundaries: Avoid conflicts of interest, exploitation, or inappropriate relationships.
- Respect & Non-Discrimination: Provide equitable services to all clients regardless of race, gender, religion, disability, sexual orientation, or other protected traits.
- Duty of Care: Prioritize client welfare and refer clients to other qualified professionals when necessary.
- Compliance: Abide by applicable laws, regulations, professional standards, including POPIA and, where applicable, LPC Rules and the Legal Practice Act.

12. Acknowledgement

By registering as a Professional on Let-Go Journal, you confirm that you:

- Have read, understood, and agree to this Terms of Agreement for Professionals.
- Consent to the collection and processing of your data as outlined above.
- Agree to comply with the Code of Ethics, the Legal Practice Act (if applicable), and all relevant laws and regulations.