

Let-Go Journal (PTY)LTD

1. Terms of Agreement (Provider Terms)

Introduction & Acceptance

Welcome to Let-Go Journal. These Terms of Agreement ("Terms") govern your participation as a Therapist, Coach, or other professional (collectively, "Professional") offering services through the Let-Go Journal platform ("Platform"). By registering, you agree to comply with these Terms.

Eligibility

- You must be at least 18 years old.
- You must hold a valid license, certification, or equivalent qualification in your field (where applicable).
- You must be legally able to offer professional services in your country of practice.

Registration & Verification

- You agree to provide accurate and truthful information during registration.
- You consent to Let-Go Journal verifying your credentials, qualifications, and identity.
- Your profile may be suspended or removed if information is found to be false or misleading.

Use of Platform

- You agree to use the Platform only to provide lawful, professional, and ethical services.
- You may not use the Platform to engage in harassment, discrimination, or any harmful conduct.
- You are responsible for maintaining the confidentiality and security of your account.

Service Delivery

- You agree to communicate with clients in a professional, respectful, and timely manner.
- You must maintain client confidentiality except where legally required to disclose information.
- You are solely responsible for the quality and outcomes of the services you provide.

Payment Terms

- If you receive payments through the Platform, you agree to the commission structure and payout schedule specified by Let-Go Journal.
- Refunds or cancellations must follow the Platform's refund policy.

Termination

- Let-Go Journal may suspend or terminate your account if you violate these Terms or engage in misconduct.
- You may request to close your account at any time.

Limitation of Liability

- Let-Go Journal acts as a connection platform and does not provide therapy or coaching services.
- Let-Go Journal is not liable for professional outcomes or advice given by Professionals.

Governing Law

These Terms are governed by the laws of South Africa. Any disputes shall be resolved through mediation or arbitration before legal action.

2. Privacy Policy

POPIA Compliance

Let-Go Journal complies with the Protection of Personal Information Act (POPIA) of South Africa. Your personal information will be collected, processed, and stored lawfully, minimally, and only for purposes related to your use of the platform.

Information We Collect

- Personal information (name, email, phone number)
- Professional details (license, qualifications, years of experience)
- Uploaded documents (license proof, ID)
- Communication and transaction history on the Platform

Legal Basis for Processing Personal Information

We collect and process your personal information on the following grounds:

- **Consent** – when you register and agree to these terms.

- **Contractual Necessity** – to provide you with services and process payments.
- **Legal Obligation** – to comply with regulations and professional verification requirements.
- **Legitimate Interests** – to improve platform functionality and security.

How We Use Information

- To verify your professional identity and credentials
- To display your profile to potential clients
- To process bookings, payments, and communications
- To comply with legal requirements

Data Sharing & Disclosure

- Your profile information may be visible to registered clients.
- We may share data with payment processors, identity verification services, and legal authorities when required.
- We do not sell personal data to third parties.

Data Storage & Security

- Data is stored securely and protected against unauthorized access.
- We implement reasonable technical and organizational measures to protect your personal information from unauthorized access, loss, or misuse, as required by POPIA.
- Data will be retained as long as your account is active or as required by law.

Data Breach Notification

In the event of a data breach that may compromise your personal information, we will notify you and the Information Regulator as required under POPIA.

Your Rights Under POPIA

You have the right to:

- Request access to your personal information.
- Request correction, deletion, or objection to processing of your data.
- Withdraw consent to processing at any time (subject to contractual or legal limits).
- Lodge a complaint with the Information Regulator.

Contact

For privacy concerns, contact us at: [info@letgojournal.com]

3. Code of Ethics

Confidentiality

Maintain the privacy and confidentiality of all client information, except where disclosure is legally required.

Competence

Offer services only within the boundaries of your professional competence and training.

Integrity & Honesty

Represent your qualifications, experience, and services truthfully.

Professional Boundaries

Avoid dual relationships, exploitation, or conflicts of interest with clients.

Respect & Non-Discrimination

Provide services without discrimination based on race, gender, religion, sexual orientation, disability, or any other protected characteristic.

Duty of Care

Prioritize client well-being, refer clients to appropriate professionals when necessary, and act in their best interest.

Compliance

Follow all relevant professional guidelines, laws, and regulations applicable to your practice, including POPIA obligations for data protection.