

## ONLINE CARD PAYMENTS – TERMS AND CONDITIONS

### 1. Detailed description of goods and/or services

Walter Sisulu University is a registered public university.

### 2. Delivery policy

This online card payment is only available for the payment of fees due to the University and/or donations, The facility is not available for the purchase of merchandise.

### 3. Return and Refunds policy

In the event of an overpayment, a refund will be processed in full within 30 days.

### 4. Customer Privacy policy

The University shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from:

<http://www.lawsouthafrica.up.ac.za/index.php/current-legislation>

### 5. Payment options accepted

Payment may be made via Visa and MasterCard.

### 6. Card acquiring and security

Card transactions will be acquired for Walter Sisulu University via PayGate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no Card details are stored on the website. Users may go to [www.paygate.co.za](http://www.paygate.co.za) to view their security certificate and security policy.

### 7. Customer details separate from card details

Customer details will be stored by the University separately from card details which are entered by the client on PayGate's secure site. For more detail on PayGate refer to [www.paygate.co.za](http://www.paygate.co.za).

### 8. Merchant Outlet country and transaction currency

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currency is South African Rand (ZAR).

### 9. Responsibility

The University takes responsibility for all aspects relating to the transaction including payment of fees accounts through the website, customer service and support, dispute resolution.

**10. Country of domicile**

This website is governed by the laws of South Africa and the University chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature NELSON MANDELA DRIVE, MTHATHA, 5117.

**11. Variation**

The University may, in its sole discretion, change this agreement or any part thereof at any time without notice.

**12. Company information**

This website is run by Walter Sisulu University a public higher education institution NEbased in South Africa.

**13. Contact details**

Company Physical Address: NELSON MANDELA DRIVE, MTHATHA, 5117

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Email: cfo@wsu.ac.za

Telephone: 047-50222913

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