

Acceptable Use Policy

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This Acceptable Use Policy ('Policy') is part of our [Terms and Conditions](#) ('Legal Terms') and should be read alongside them. If you do not agree with the Legal Terms, please do not use our Services. Your continued use of our Services means you accept the Legal Terms.

This Policy applies to:

- (a) all uses of our Services (as defined below);
- (b) all content available on the Services, including business profiles, photos, prices and reviews ('Content'); and
- (c) everything you contribute to the Services, including profile details and photos, service descriptions, reviews, ratings, review photos, booking notes and messages ('Contributions').

Who we are

We are Zulu Code (Pty) Ltd ('Company', 'we', 'us' or 'our'), a company registered in South Africa at Boksburg, Johannesburg, Gauteng 1459. We operate the website cutq.co.za (the 'Site'), the CutQ mobile application (the 'App'), and any other related products and services that refer or link to this Policy (together, the 'Services').

Use of the Services

When you use the Services, you warrant that you will comply with this Policy and with all applicable laws.

You may not:

- systematically retrieve data or other content from the Services to create or compile, directly or indirectly, a collection, compilation, database or directory without written permission from us;
- make any unauthorised use of the Services, including collecting names, phone numbers or email addresses of users for the purpose of sending unsolicited messages, or creating user accounts by automated means or under false pretences;

- make bookings you do not intend to keep, or make fake bookings for another person without their knowledge;
- circumvent, disable or otherwise interfere with security-related features of the Services;
- engage in unauthorised framing of or linking to the Services;
- trick, defraud or mislead us and other users, especially in any attempt to learn sensitive account information such as passwords or one-time codes;
- make improper use of our support services or submit false reports of abuse or misconduct;
- engage in any automated use of the Services, such as using scripts to send messages or reviews, or using any data mining, robots, scrapers or similar data gathering and extraction tools;
- interfere with, disrupt or create an undue burden on the Services or the networks or services connected to them;
- impersonate another user or person, or use the account of another user;
- use any information obtained from the Services to harass, abuse or harm another person;
- use the Services as part of any effort to compete with us, or use the Services or the Content for any commercial purpose other than offering and booking services as the Services intend;
- decipher, decompile, disassemble or reverse engineer any of the software comprising or in any way making up a part of the Services, except as expressly permitted by applicable law;
- harass, intimidate or threaten any of our employees or agents;
- delete the copyright or other proprietary rights notice from any Content;
- upload or transmit viruses, malware or other material, including spam, that interferes with any party's use of the Services or with their operation or maintenance;
- use the Services in a manner inconsistent with any applicable laws or regulations; or
- sell or otherwise transfer your account or your business profile.

Contributions

Some areas of the Services let users post or send Contributions. We may, but are under no obligation to, review or moderate Contributions, and we exclude our liability for any loss or damage resulting from any user's breach of this Policy. Please report any Contribution that you believe breaches this Policy; we will decide, reasonably and in our discretion, whether it does.

You warrant that:

- you are the creator and owner of, or have the necessary rights and permissions for, your Contributions, including every photo you upload;
- your Contributions comply with applicable laws and are true (where they state facts or your opinion);
- your Contributions do not infringe the copyright, trademark or other rights of any third party; and

- you have the consent of every identifiable person in your Contributions, including anyone who appears in a photo of your work, to use their name or likeness in the Services.

You will not post, send or upload any Contribution that:

- is in breach of applicable laws, a court order, this Policy or our Legal Terms, or that promotes or facilitates fraud or illegal activities;
- is defamatory, obscene, offensive, hateful, insulting, intimidating, bullying, abusive or threatening to any person or group;
- is false, inaccurate or misleading;
- includes child sexual abuse material, or solicits personal information from, or exploits, anyone under the age of 18;
- promotes violence, or incites, encourages or threatens physical harm against another person;
- contains sexually explicit material;
- is discriminatory based on race, sex, gender, religion, nationality, disability, sexual orientation or age;
- promotes or assists acts of terrorism;
- infringes a third party's intellectual property, publicity or privacy rights, including by sharing another person's contact details without their consent;
- misrepresents your identity or who the Contribution is from; or
- contains unsolicited advertising, promotional material, pyramid schemes, chain letters, spam or other solicitation.

You may not use the Services to offer, promote or book any service that is illegal, that you are not licensed or qualified to provide, or that involves sexual or adult services, controlled or prescription-only substances, weapons, tobacco or alcohol.

Reviews and ratings

When your Contribution is a review or rating, you also agree that:

- you have first-hand experience of the service you are reviewing;
- your review and any photo you add are true to your experience;
- you are not reviewing your own business, a business you work for, or a competitor's business;
- you do not offer or accept payment, discounts or other rewards in exchange for a review;
- you will not make conclusions as to the legality of conduct, or post any false or misleading statements; and
- you will not organise a campaign encouraging others to post reviews, whether positive or negative.

Reporting a breach of this Policy

If you believe that any Content or Contribution, or any user, breaches this Policy, use the Report option in the app (on a business's profile, on a review or on a booking) or email us at info@cutq.co.za, telling us what is in breach and why. A business can also block a customer in the app.

If you believe that any Content or Contribution infringes your intellectual property rights, email us at info@cutq.co.za.

Consequences of breaching this Policy

The consequences for breaching this Policy depend on the severity of the breach and the user's history on the Services. We may give you a warning and/or remove the Contribution. If your breach is serious, or if you continue to breach our Legal Terms and this Policy, we may suspend or terminate your access to the Services and disable your account. We may also notify law enforcement or take legal action when we believe there is a genuine risk to an individual or a threat to public safety.

A business that repeatedly fails to honour its bookings, or consistently fails to deliver the services it lists, may have its listing suspended or removed.

We exclude our liability for all action we may take in response to any of your breaches of this Policy.

Complaints and removal of legitimate content

If you believe that your Content or Contribution was removed or blocked by mistake, email us at info@cutq.co.za and we will promptly review our decision. The Content or Contribution may stay down while we review it.

Disclaimer

We are under no obligation to monitor users' activities, and we disclaim any responsibility for any user's misuse of the Services. We are not responsible for any Content or Contribution created, stored or transmitted by users, and are not obliged to monitor or exercise editorial control over it. If we become aware that any Content or Contribution breaches this Policy, we may, in addition to removing it and blocking the account, report the breach to the police or an appropriate regulatory authority.

Contact us

If you have any questions about this Policy or wish to report problematic Content or Contributions, email us at info@cutq.co.za.