Terms of Use

Terms governing your use of terracloud.technology

TRUST FRAMEWORK PUBLICATION TC-LEG-002

Last updated: August 2026

1. DOCUMENT CONTROL

Document Title	Terms of Use
Document Number	TC-LEG-002
Document Owner	Craig Cloete Information Officer
Responsible Entities	Terracloud Technologies CC (South Africa); Terracloud Technology GmbH (Germany) Terracloud Technology Ltd (United Kingdom)
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Approved By	Craig Cloete, Information Officer

2. REVISION HISTORY

Version	Date	Summary of Changes	Author
1.0	August 2026	First issue as TC-LEG-002 within the Terracloud Trust Framework. Original document; no prior version exists.	Craig Cloete

1. Acceptance of terms

By accessing or using this website (terracloud.technology), you agree to be bound by these Terms of Use. If you do not agree, please do not use this website. Terracloud Technology reserves the right to update these terms at any time. Continued use of the website following any update constitutes acceptance of the revised terms.

2. Who we are

This website is operated by Terracloud Technology (registration number 2011/083806/23), a company registered in South Africa with operational presence in Germany and the United Kingdom. References to “Terracloud”, “we”, “us”, or “our” refer to Terracloud Technology.

3. Permitted use

You may use this website for lawful purposes only. You agree not to:

- Use the website in any way that violates applicable local, national, or international laws or regulations
- Transmit any unsolicited or unauthorised advertising or promotional material
- Attempt to gain unauthorised access to any part of the website, its server, or any connected systems
- Introduce viruses, trojans, worms, or other malicious or technologically harmful material
- Harvest or collect information about other users without their consent
- Use automated tools to scrape, crawl, or extract content from this website without prior written consent

4. Intellectual property

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5. Accuracy of information

We make reasonable efforts to ensure that information on this website is accurate and up to date. However, we do not warrant or guarantee the accuracy, completeness, or fitness for purpose of any information provided. Content is provided for general informational purposes only and does not constitute professional legal, financial, or technical advice.

You should not rely solely on information from this website when making business or technical decisions. Where appropriate, seek qualified professional advice.

6. Third-party links

This website may contain links to third-party websites. These links are provided for convenience only. Terracloud Technology does not endorse, control, or accept responsibility for the content, privacy practices, or availability of any third-party websites. Accessing linked websites is at your own risk.

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To the fullest extent permitted by applicable law, Terracloud Technology shall not be liable for any direct, indirect, incidental, consequential, or punitive damages arising out of or in connection with your use of, or inability to use, this website or its content.

This includes, without limitation, any loss of data, loss of profits, or business interruption, even if Terracloud Technology has been advised of the possibility of such damages.

Nothing in these Terms of Use excludes or limits our liability for death or personal injury caused by our negligence, fraud, or any other liability that cannot be excluded by law.

8. No professional advice

Content on this website, including descriptions of services, regulatory frameworks, and compliance requirements, is provided for general informational purposes only. It does not constitute legal, compliance, financial, or technical advice and should not be relied upon as such. Engage Terracloud Technology directly for tailored professional services.

9. Privacy and cookies

Your use of this website is also governed by our Privacy Policy and Cookie Policy, which are incorporated into these Terms of Use by reference. Please review those documents to understand our data practices.

10. Security

We take reasonable technical and organisational measures to protect the security of this website. However, no website transmission is completely secure. You access this website at your own risk and are responsible for ensuring your own systems are protected from viruses and other harmful material.

11. Governing law and jurisdiction

These Terms of Use are governed by the laws of the Republic of South Africa. Any disputes arising in connection with these terms shall be subject to the non-exclusive jurisdiction of the South African courts, without prejudice to the rights of users in the European Union or United Kingdom to rely on mandatory consumer protection provisions applicable in their jurisdiction.

For EU users: nothing in these terms affects your rights under applicable EU consumer protection legislation, including any right to bring proceedings in your country of residence.

For UK users: nothing in these terms affects your rights under applicable UK consumer protection legislation.

12. Changes to these terms

We may revise these Terms of Use at any time. The “Last updated” date at the top of this page will reflect any changes. We encourage you to review these terms periodically. Your continued use of the website after changes are posted constitutes your acceptance of the updated terms.

13. Contact

If you have any questions about these Terms of Use, please contact:

Security Contact	security@terracloud.technology
Information Officer	Craig Cloete
Privacy Contact	privacy@terracloud.technology
Website	https://www.terracloud.technology
Trust Centre	https://www.terracloud.technology/trust-centre

Related Documents

This document forms part of the Terracloud Trust Framework and should be read together with the following controlled publications:

- TC-LEG-001 — Privacy Policy
- TC-LEG-003 —PAIA Manual
- TC-LEG-004 —Cookie Policy
- TC-LEG-005 — Applicant Privacy Notice
- TC-LEG-006 — Data Subject Request Form
- TC-SEC-001 — Responsible Disclosure Policy
- TC-SEC-002 — Compliance & Security Statement