



## TERMS AND CONDITIONS

### DISCLAIMER

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Every effort is made to keep the website up and running smoothly. However, Ride Africa takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.



# TERMS AND CONDITIONS

## PRIVACY POLICY

Effective Date: 20 May 2025

Ride Africa ("we", "us", "our") is committed to protecting your privacy and ensuring that your personal information is collected and used properly, lawfully, and transparently in accordance with the Protection of Personal Information Act (POPIA) and all other applicable data protection legislation in South Africa.

By using our website ([www.rideafrica.co](http://www.rideafrica.co)), entering our events, or submitting your personal information to us, you agree to the terms of this policy.

### 1. Personal Information We Collect

We may collect the following information:

- Full name
- ID number or passport number (for age verification and medical purposes)
- Contact details (email address, phone number, physical address)
- Emergency contact information
- Medical conditions and dietary preferences (optional, but required for event safety and catering)
- Payment and billing information
- Photographs and video footage from events
- Any other information submitted voluntarily through our website or entry platforms

### 2. How We Collect Your Information

We collect information in the following ways:

- When you enter an event via our website or platforms such as EntryNinja
- When you contact us via email or social media
- When you voluntarily complete a form or survey
- When you attend a Ride Africa event and are captured in media (photos/videos)
- Through cookies and usage data on our website

### 3. Why We Collect Your Information

We collect and process personal information to:

- Register participants and manage event entries
- Ensure participant safety (including medical needs)
- Send important race or event communication
- Provide event-related services (e.g. catering, accommodation, merchandise)
- Comply with legal and regulatory requirements
- Improve our website and event offerings
- Share race results and media (where appropriate and with consent)
- Send marketing communications where you've opted in

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**RIDE AFRICA**

Glencairn Farm, Himeville

📞 +27 76 632 7261

✉ [info@55hardenduro.com](mailto:info@55hardenduro.com)

🌐 [www.rideafrica.co](http://www.rideafrica.co)



## TERMS AND CONDITIONS

### PRIVACY POLICY (CONT.)

#### 4. Sharing Your Information

We do not sell your personal information. We may share your data with:

- Third-party service providers (e.g. EntryNinja, timing companies, photographers, accommodation partners)
- Medical teams and event safety providers (in case of emergency)
- Regulatory authorities if legally required

All third parties are bound by confidentiality and data protection agreements.

#### 5. Your Rights Under POPIA

Under the POPI Act, you have the right to:

- Access the personal information we hold about you
- Correct any inaccurate or outdated information
- Withdraw consent or object to processing
- Request deletion of your personal information (unless retention is required by law)

To exercise any of these rights, please email us at: [info@rideafrica.co](mailto:info@rideafrica.co)

#### 6. Data Retention

We will retain your information only for as long as necessary to fulfill the purposes outlined above or as required by law.

#### 7. Security

We take appropriate, reasonable, technical, and organizational measures to secure your personal information and prevent loss, theft, or unauthorized access. This includes using secure servers, encryption, and limiting access to sensitive data.

#### 8. Website and Cookies

Our website uses cookies and analytics tools to improve user experience and track usage patterns. You can manage or disable cookies through your browser settings.

#### 9. Media and Event Footage

By entering Ride Africa, you consent to being photographed and filmed during the event. These media assets may be used for promotional content, social media, and future marketing. If you wish to opt out, please notify us in writing before the event.

#### 10. Changes to This Policy

We may update this policy from time to time. The latest version will always be available on our website.

#### 11. Contact Us

If you have any questions, concerns, or requests regarding your personal information, please contact us.

By using this website and entering Ride Africa, you acknowledge that you have read and understood this Privacy Policy and agree to the use of your personal information as described.

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## TERMS AND CONDITIONS

### TERMS OF USE

The use of this website is subject to the following terms of use:

The content of the pages of this website is for your general information and use only. It is subject to change without notice.

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You may not create a link to this website from another website or document without prior written consent from Ride Africa

Your use of this website and any dispute arising out of such use of the website is subject to the laws of South Africa.

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## REFUND POLICY

We understand that plans can change. To accommodate this while still ensuring the smooth operation of the event, Ride Africa has put the following Refund and Substitution Policy in place:

### Refund Policy

- Refunds will be permitted until 6 October 2025 (one calendar month before the event).
- All refund requests must be submitted in writing to [info@rideafrica.co](mailto:info@rideafrica.co) with the subject line: Refund Request – [Rider Full Name].
- Refunds will be subject to a R500 administration fee to cover processing and planning costs.
- No refunds will be processed after 6 October 2025, under any circumstances, including illness, injury, or personal emergencies.

### Substitution Policy (Rider Swaps)

- Rider substitutions (transfers of entry to another participant) will be allowed until 16 October 2025 (three weeks before the event).
- To request a substitution, the original entrant must email [info@rideafrica.co](mailto:info@rideafrica.co) with the subject line: Substitution Request – [Original Rider Name] and include the full details of the new rider (name, ID, contact info, medical details).
- There is a R250 substitution fee.
- No substitutions will be accepted after 16 October 2025.

### ⚠ Important Notes

- Refunds and substitutions will only be processed once payment and required information are received.
- If Ride Africa 2025 is cancelled due to force majeure (e.g. natural disaster, government regulation, pandemic), we will communicate alternative options including deferral or partial refund.
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For questions or support, please **contact us** at [info@55hardenduro.com](mailto:info@55hardenduro.com).

Thank you for understanding and helping us deliver an unforgettable Ride Africa experience!

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