Her Voice Website Terms of Use and Participation

Version 1 | Effective 15 September 2026

These Terms govern access to the Her Voice website and participation in the services made available through it. They explain who operates the website, how visitors may use its content, and the conditions that apply to enquiries, applications, programmes, events, resources and purchases. By using the website or submitting information through it, you agree to these Terms and to any additional terms clearly presented for a particular programme, event, resource or purchase.

1. About Her Voice and the website

Her Voice Group is the public umbrella brand through which the Her Voice vision, entities and initiatives are presented. The website is operated by Her Voice International (Pty) Ltd, registration number 2017/419890/07, which is also the contracting supplier for purchases and paid services made through the website unless a specific page or agreement identifies another Her Voice entity.

Foundation programmes, referrals, donations and related activities are undertaken by Her Voice Foundation NPC, registration number 2014/107452/08. Her Voice Foundation NPC is a non-profit company and is not a public benefit organisation. No donation or contribution is represented as tax deductible unless Her Voice expressly confirms this in writing and is legally entitled to do so.

2. Organisation and contact information

Legal name	Her Voice International (Pty) Ltd
Registration number	2017/419890/07
Physical and service address	33 Brandt Street, Andrew Gouws Building, Kroonstad, 9500, South Africa
Email	info@her-voice.co.za
Telephone and WhatsApp	+27 65 752 9651

3. Who may use the website

You may browse the public website without creating an account. If you submit an enquiry, application, order or other form, you must provide information that is accurate and complete and you must have legal capacity to do so.

A person under 18 may access general public content, but may not independently enter into a purchase, paid booking, programme agreement or other legally binding transaction. Where an activity involves a minor, Her Voice may require the knowledge and written consent of a parent or legal guardian, the minor's assent, responsible-adult involvement and any additional safeguarding information reasonably required.

Her Voice may decline or pause an application or interaction where consent, eligibility, safety information or safeguarding requirements have not been satisfied.

4. Information programmes and services

The website provides information about Her Voice programmes, events, experiences, Foundation initiatives, publications, assessments, resources and other services. Website information is general and may be updated as programmes develop.

Submitting an expression of interest, application, referral or partnership enquiry does not guarantee acceptance, funding, a place in a programme, a commercial relationship or any particular outcome. Participation becomes confirmed only when Her Voice issues written confirmation and any applicable eligibility, consent, payment or onboarding requirements have been met.

Specific programme, event or service terms presented during registration or contained in a signed agreement will apply in addition to these Terms. If there is a direct conflict, the specific terms will govern that activity.

5. Faith based and educational content

Her Voice is a Christian formation organisation. Its content may include biblical teaching, personal reflection, mentoring, education and lived-experience stories. By choosing to participate in faith-based content or programmes, you acknowledge this context.

Website content and Her Voice resources are provided for educational, developmental and reflective purposes. They are not a substitute for legal, medical, mental-health, financial or other regulated professional advice. Anyone needing urgent or specialist assistance should contact an appropriately qualified professional or relevant emergency service.

6. Orders payments and fulfilment

Products, resources, event places and other paid offerings are subject to the descriptions, prices, availability and conditions displayed at the time of purchase. Prices and any applicable delivery charges will be shown before payment is completed.

An automated acknowledgement confirms that an order or booking request was received. Acceptance occurs when Her Voice confirms the order or booking, or begins fulfilment. Her Voice may cancel and refund a transaction if an item is unavailable, a price or description contains a material error, payment is not authorised, or fulfilment is not reasonably possible.

Payment processing may be provided by an independent payment service. Her Voice does not require customers to send card details by ordinary email or WhatsApp. Delivery, collection, stock availability, personalised items and customer-support arrangements are governed by the Shop and Fulfilment Policy.

7. Cancellations returns and refunds

Cancellations, returns and refunds are governed by the Returns Refunds and Cancellations Policy and by applicable South African consumer law. Different rules may apply to physical goods, personalised products, digital resources, perishable goods, events and programme payments.

Nothing in these Terms limits a consumer right that cannot lawfully be excluded. Where a specific programme or event has additional cancellation conditions, those conditions will be disclosed before payment or confirmation.

8. Acceptable use

You must not use the website or any Her Voice form, community or service to:

• break the law, infringe another person's rights or misrepresent your identity or authority

• harass, exploit, threaten or endanger another person, including a child or vulnerable participant

• submit unlawful, defamatory, discriminatory, abusive or deliberately false material

• gain unauthorised access to the website, accounts, systems or personal information

• introduce malicious code, interfere with security or disrupt the website's operation

• scrape, copy, republish or commercially exploit website content without permission

• use Her Voice names, logos, programmes or resources in a way that falsely suggests endorsement or affiliation

Her Voice may restrict access, remove material, decline an interaction or take other reasonable action where these conditions are breached or safety may be at risk.

9. Intellectual property

Unless otherwise stated, the website's text, graphics, photographs, videos, programme materials, frameworks, course content, downloads, trade marks and other original content belong to Her Voice or are used with permission. This includes the Her Voice identity, the GROW Reinvention Framework and other named Her Voice or ATA frameworks where displayed.

You may view the website and download material expressly offered for personal use. You may not sell, alter, translate, reproduce commercially, remove ownership notices from, or present Her Voice content as your own without prior written permission. Any separate licence printed on a resource applies to that resource.

10. Information and material submitted by users

You remain responsible for information, documents, comments, photographs and other material that you submit. You confirm that you are entitled to submit it and that doing so does not unlawfully infringe another person's rights.

Submitting material for an enquiry, application, referral or order allows Her Voice to use it only as reasonably necessary to respond, assess, administer or deliver the relevant activity, subject to the Privacy and POPIA Policy. Her Voice will not publish a participant's image, testimony or personal story merely because it was supplied for administration. Publication requires an appropriate separate permission or another lawful basis.

11. Privacy and cookies

Personal information is handled in accordance with the Her Voice Privacy and POPIA Policy. This includes information submitted through enquiries, programme-interest forms, Foundation referrals, applications, newsletter subscriptions, assessments, resource downloads and orders. Information about children receives additional protection and will be collected only where an appropriate legal basis and safeguarding process apply.

The website may use necessary cookies and, subject to the choices offered, analytics or embedded third-party services. Further information is provided in the Cookie Notice and website preference controls.

12. Safeguarding

Her Voice is committed to the safety and dignity of teenage girls, young women and vulnerable participants. Interactions involving minors must follow Her Voice safeguarding requirements, including parent or legal-guardian involvement where required and appropriate screening and conduct expectations for relevant staff, mentors, facilitators and volunteers.

A safeguarding concern may be reported through the contact details in the public Safeguarding Statement. Website, email and WhatsApp channels are not emergency services and may not be monitored continuously. In an emergency, contact the appropriate emergency or statutory service without delay.

13. External websites and services

The website may link to or embed third-party platforms, including payment, video, podcast, social-media, newsletter or application services. Her Voice does not control every aspect of those services. Their own terms and privacy practices may apply when you choose to use them. A link does not necessarily amount to endorsement.

14. Website availability and accuracy

Her Voice takes reasonable steps to keep the website useful, secure and accurate, but does not guarantee uninterrupted access or that every item will always be current, available or error free. The website may be changed, suspended or withdrawn for maintenance, security, operational or legal reasons.

Her Voice will correct material errors brought to its attention and will honour any remedies required by applicable law.

15. Responsibility and limitation of liability

To the fullest extent permitted by law, Her Voice is not responsible for indirect or consequential loss arising solely from reliance on general website content, third-party services, events outside its reasonable control or use of the website contrary to these Terms.

Her Voice does not exclude responsibility for fraud, gross negligence, wilful misconduct, breach of a non-excludable statutory duty or any liability that South African law does not permit it to exclude. Consumers retain all rights and remedies granted by applicable consumer-protection legislation.

16. Events beyond reasonable control

Her Voice will not be treated as having breached these Terms where delay or non-performance results from circumstances beyond its reasonable control, including natural disasters, severe weather, epidemic restrictions, interruption of essential services, venue closure, transport disruption, industrial action, civil disorder or failure of a third-party platform. Her Voice will take reasonable steps to communicate material changes and provide any remedy required by law or the applicable booking terms.

17. Changes to these Terms

Her Voice may update these Terms when its services, technology or legal obligations change. The current version and effective date will be published on the website. A material change affecting an existing paid booking or confirmed programme will not be applied retrospectively where doing so would unlawfully reduce an accrued consumer or contractual right.

18. Governing law

These Terms are governed by the laws of the Republic of South Africa. Any dispute will be dealt with by a court or other competent forum with jurisdiction, subject to any consumer right to approach an applicable regulator, ombud or alternative dispute-resolution body.

19. Questions complaints and legal notices

Questions or complaints about the website, an order or a Her Voice service may be submitted to info@her-voice.co.za or +27 65 752 9651. Legal notices may be delivered to Her Voice International (Pty) Ltd at 33 Brandt Street, Andrew Gouws Building, Kroonstad, 9500, South Africa.

A complaint should include the person's name and contact details, the relevant order, booking or programme information, a clear description of the issue and the outcome requested. Her Voice will acknowledge and address complaints as reasonably practicable and in accordance with applicable law.