

PayGrid

Acceptable Use Policy

Rules governing use of the PayGrid platform

FinGrid (Pty) Ltd | www.fingrid.co.za

Effective: April 2026

1. Purpose

This Acceptable Use Policy ("AUP") sets out the rules and standards governing the use of the PayGrid platform operated by FinGrid (Pty) Ltd. This AUP forms part of our Terms and Conditions. By using the Service, you agree to comply with this policy.

2. Permitted Use

PayGrid may only be used for lawful payroll processing, employee management, and related HR administration purposes. Specifically, the Service is intended for:

- Processing payroll for employees of your registered South African business;
- Generating and distributing payslips to employees employed by you;
- Submitting UIF declarations and EMP201 returns for your business;
- Managing leave records for your employees;
- Generating payroll reports for your own internal and compliance purposes.

3. Prohibited Use

3.1 Illegal Activities

- Process payroll for fictitious employees ("ghost employees") or inflate payroll figures to commit fraud;
- Evade any tax, UIF, SDL, or other statutory obligations;
- Launder money or facilitate any financial crime;
- Violate any applicable South African or international law.

3.2 Data Misuse

- Upload personal information you are not authorised to process;
- Use the Service to process employees of another employer without authorisation;
- Access another employer's data without explicit authorisation;
- Share login credentials to allow unauthorised persons to access the Service.

3.3 System Integrity

- Attempt to hack, probe, or test the vulnerability of our systems without authorisation;
- Upload malicious code, viruses, or content that could harm the Service;

- Use automated bots or scripts to access the Service in an unauthorised manner;
- Interfere with or disrupt the integrity or performance of the Service.

3.4 Misrepresentation

- Impersonate FinGrid, PayGrid, or any other person or entity;
- Provide false registration information;
- Misrepresent the purpose for which you are using the Service.

4. Employee Data Standards

- Ensure all personal information is accurate and up to date;
- Only upload data for genuine employees of your business;
- Ensure you have lawful authority under POPIA to process all employee data;
- Promptly update or remove employee data when an employee's circumstances change.

5. WhatsApp Bot Usage

If you or your employees use our WhatsApp bot at 078 997 3963:

- It may only be used for legitimate leave applications, payslip requests, and authorised payroll enquiries;
- You must not attempt to manipulate the bot into producing false records;
- WhatsApp conversations are logged for audit and service delivery purposes;
- You must not use the bot to harass, spam, or send unsolicited communications.

6. Reporting Violations

If you become aware of any violation of this AUP, including suspected fraud or unauthorised access to the Service, please report it immediately to support@fingrid.co.za.

7. Consequences of Violation

- Immediate suspension or termination of your account without refund;
- Civil action for damages caused by your violation;
- Referral to the South African Police Service, SARS, or other relevant authorities where criminal activity is suspected;
- Notification to the Information Regulator of South Africa where a data breach has occurred.

8. Changes to This Policy

We may update this AUP at any time with 14 days' notice. Questions about this policy should be directed to support@fingrid.co.za.