

1. Data Dam Subscription Terms of Service

Cancellation and Refund Policy incorporated (Sections 9–10)

Effective date	28/09/2026
Operator	("Data Dam", "we", "us"), registration number 2026/772257/07, of R331 Willowmore Rd, Patensie, 6335
Billing contact	info@datadam.co.za
General contact	info@datadam.co.za

1. Acceptance of these Terms

These Subscription Terms apply whenever you or your organisation purchase, renew, change, or cancel a paid subscription to any DataDam module. They supplement the general DataDam Terms of Service and Privacy Policy ([LINKS]), which continue to govern use of the platform itself. If there is a conflict between those general terms and this document on a billing matter, this document controls.

2. Definitions

Term	Meaning
Core	The base DataDam platform: IoT/weather-station monitoring, user accounts, and groups. Registration is free; continued access requires a live subscription to Core or to any paid module once billing enforcement is switched on for your account.
Module	A paid add-on to Core: Brew Butler (brewing management), Vault Guard (firearm/ammunition inventory and security), or Shepherd's Watch (livestock management).
Plan	A published combination of module(s), billing interval, and price that you subscribe to.
Billing Interval	Monthly or annual, as selected at purchase. Switching between monthly and annual billing requires cancelling and purchasing a new plan; it cannot be done as a plan change (Section 11).
Subscription Period	The interval for which you have paid, running from purchase (or the prior renewal) to the next renewal date.
Billing Owner	For an individually-owned plan (Brew Butler), the subscriber. For a group-owned plan (Vault Guard, Shepherd's Watch), the single member of your organisation designated as billing owner, who alone (together with DataDam administrators) may purchase, change, or cancel that subscription.
Seat	One member of your organisation covered by a group plan, up to that plan's seat limit.
Trial	A time-limited, one-time evaluation period on a given plan, described in Section 7.

3. Eligibility and accounts

You must hold a valid DataDam account to purchase a subscription. Core registration is free and does not itself create a paid subscription.

For group plans, only your organisation's designated Billing Owner (Responsible Person) can buy, change, or cancel the subscription. If no Billing Owner is set, contact a DataDam administrator to have one assigned before purchasing.

You must provide accurate billing details and keep your payment method current. You are responsible for all charges incurred under your account, including by other members of your group.

4. Plans and module scope

Each plan covers one or more modules. Brew Butler plans are owned by an individual user. Vault Guard and Shepherd's Watch plans are owned by your organisation and cover up to the plan's seat limit (unlimited where no limit is stated); a separate limit applies to Shepherd's Watch farmhand accounts, which do not consume paid seats.

You may not hold two live subscriptions covering the same module at the same time. To change modules or coverage, use a plan change (Section 11) rather than purchasing a second subscription.

On successful purchase, module access is enabled for you (or, for group plans, for covered members of your organisation up to the seat limit, prioritising the Billing Owner, the purchaser, then members by seniority) and the corresponding role is granted automatically. Purchasing a plan does not retroactively grant roles to members added afterward — an administrator assigns those manually.

A module's plans may be temporarily unavailable for new purchases or plan changes if DataDam disables self-service registration for that module, or closes registration platform-wide. This does not affect subscriptions you already hold.

5. Pricing and currency

All prices are quoted and charged in South African Rand (ZAR) and are inclusive/exclusive of VAT as stated at checkout.

We may change plan pricing for future Subscription Periods. We will give you at least 30 [days](#) notice by email before a price change takes effect on your next renewal. Continuing your subscription past that renewal is acceptance of the new price; you may cancel beforehand under Section 9 to avoid it.

6. Payment processing

All payments are processed by Paystack, an independent third-party payment processor. We never receive or store your full card number; DataDam stores only a payment reference and your card's brand, last four digits, and expiry date for your own reference and for processing renewals and plan-change charges. Use of Paystack's checkout is also subject to Paystack's own terms.

7. Free trial

Where a plan offers a trial, it is available once per Billing Owner (or once per user, for individually-owned plans) per that plan; you cannot repeat a trial you have already used, including on a different device or card.

We will email you before your trial ends. Unless you cancel before then (Section 9), your trial converts automatically into a paid subscription at the plan's regular price at the start of the next Billing Interval, and your card is charged accordingly.

Cancelling during a trial takes effect immediately at the end of the trial period; you are not charged, and no partial-trial refund applies because no subscription charge was ever made.

8. Automatic renewal

Paid subscriptions renew automatically at the end of each Subscription Period, at the then-current price for your plan, charged to your saved payment method, unless you have cancelled beforehand under Section 9. Vault Guard and Shepherd's Watch renewals apply to the whole group's coverage, not per seat.

9. Cancellation policy

Who can cancel: the subscriber (individual plans) or the Billing Owner (group plans), or a DataDam administrator on your behalf, from the Subscription panel on your profile page.

When it takes effect: cancellation stops future renewal but does not end your current Subscription Period early. You and your covered members keep full access to the module(s) until the end of the period you have already paid for, after which access ends automatically.

No partial-period refund on cancellation: because you keep access for the remainder of the period you paid for, cancelling does not entitle you to a refund for time remaining in that period. See Section 10 for the limited cases where a refund does apply.

Changing your mind: selecting a new plan before your cancellation takes effect automatically withdraws the cancellation — you do not need to separately “un-cancel”.

Reactivating after cancellation: once a subscription has fully lapsed, you will need to purchase a new subscription (and, where applicable, a new trial is not available if you have already used one on that plan).

10. Refund policy

10.1 General rule

Except as set out below or as required by law, subscription fees are non-refundable, including for unused time remaining in a Subscription Period, partial months, or unused seats.

10.2 Statutory cooling-off period

If you are a natural person acting as a consumer, you have the right under the Electronic Communications and Transactions Act 25 of 2002 to cancel your *first* purchase of a given subscription without reason and without penalty within 7 (seven) calendar days of that purchase, provided the subscription has not already been fully utilised at your request within that window. A valid cooling-off cancellation made within that window is refunded in full to your original payment method. This right applies to your first purchase of a plan only, not to renewals or to plan changes on an existing subscription.

10.3 Downgrades are credited, not refunded

Moving to a lower-priced plan (Section 11) does not trigger a cash refund. Instead, the value of your unused time on the higher plan is converted into additional time on the new plan, extending your next renewal date accordingly.

10.4 Failed or disputed charges

If you are charged in error — a duplicate charge, a charge after a confirmed cancellation, or a charge that does not match your plan — contact info@datadam.co.za and we will investigate and refund any amount charged in error to your original payment method, normally within 21 business days.

10.5 How refunds are paid

All refunds are issued to the original payment method via Paystack. We do not issue refunds as account credit, cash, or to a different card.

11. Upgrades and downgrades

You can change to a different plan of the same ownership type (individual or group) and the same Billing Interval (monthly or annual) at any time from the Subscription panel; you cannot switch billing interval as a plan change — cancel and purchase fresh instead.

Upgrading to a higher-priced plan takes effect immediately: we charge your saved payment method the prorated difference for the remainder of your current period, and your new module access and limits apply right away.

Downgrading to a lower-priced plan also takes effect immediately for module access; the prorated value of your unused time is credited as extra time rather than cash (Section 10.3), pushing out your next renewal date.

Very small proration amounts may not be charged or credited if they fall below our minimum-charge threshold.

A plan change does not remove access to modules your previous plan already covered; it only adds the new plan's coverage.

12. Failed payments

If a renewal or plan-change charge fails, your subscription is marked past due and we email you to update your payment method.

You keep full access for a grace period of **3 days by default** from the failed charge, so a card issue does not cut off access immediately.

If payment has not succeeded by the end of the grace period, your subscription expires automatically and module access ends, in the same way as a completed cancellation. No refund applies, as you were never successfully charged for that period.

We do not currently retry failed payments automatically beyond Paystack's own retry behaviour; updating your card during the grace period and retrying from the Subscription panel is the fastest way to avoid a lapse.

13. Group subscriptions and seats

Group plans (Vault Guard, Shepherd's Watch) are billed once for the group, covering active members up to the plan's seat limit; the Billing Owner and the purchasing member are prioritised for role access if membership exceeds the limit at time of purchase.

Adding a member beyond your seat limit is blocked until you upgrade to a plan with a higher (or unlimited) limit or remove another member.

Removing the Billing Owner from your organisation does not cancel the subscription; assign a new Billing Owner promptly so someone can continue to manage billing, or contact a DataDam administrator.

14. Changes to these terms

We may update these Subscription Terms from time to time, most often to reflect a change in how billing works. Material changes take effect for renewals and purchases at least [\[NOTICE PERIOD\]](#) after notice by email or in-app notice; continuing to use a paid subscription after that date is acceptance of the updated terms.

15. Suspension and termination

We may suspend or terminate a subscription for non-payment beyond the grace period (Section 12), breach of the general DataDam Terms of Service, fraudulent or abusive use, or as required by law. Where we terminate for your breach, Section 10's refund limits still apply except where the law requires otherwise.

16. Data on cancellation or expiry

When module access lapses (cancellation, expiry, or non-payment), your data associated with that module is retained for [120](#) so you can resubscribe without loss, after which it may be deleted or anonymised in line with our Privacy Policy. Core account data and cross-module records (e.g. IoT readings) are unaffected by a module subscription lapsing.

17. Limitation of liability

To the maximum extent permitted by law, our liability arising from billing errors is limited to refunding the amount actually charged in error. This section does not limit any right you have under Section 10.2 or under consumer protection law that cannot lawfully be excluded.

18. Governing law

These Subscription Terms are governed by the laws of the Republic of South Africa. Disputes are subject to the non-exclusive jurisdiction of the South African courts, without prejudice to any right you have to refer a dispute to the National Consumer Commission or an accredited consumer ombud.

19. Contact

Billing questions, cancellations you cannot complete yourself, or refund requests: **info@datadam.co.za**.
General enquiries: **info@datadam.co.za**.