Aegino policies

Updated 19 November 2026. Terms, privacy, data protection, refunds and cancellation.

Terms and conditions

Who the agreement is with, what is delivered, and how price and non-payment work.

1. Who these terms cover

These terms are between Aegino (registration number 2026/7565/55) and the person or organisation that subscribes to the Aegino desk. Prices on the website are shown in US dollars by default. EUR, GBP, AUD, CAD and ZAR are indicative conversions. Amounts exclude VAT. Where VAT must be charged, it is added to the invoice.

By choosing a plan, paying an invoice, or using the desk after we send a registration link, you agree to these terms. They cover delivery of the service. The privacy policy, the data protection policy, the refund policy and the cancellation policy on this page are part of the same agreement.

2. What is delivered

Aegino is an online environmental management desk. Nothing is shipped. Delivery is complete when we send a registration link to the verified email address of the person we add, and that person can sign in.

Access is to the website. Where a download is offered for a computer or phone, that download is optional and is the same service, not a separate product.

Reports, audits and submissions are produced inside the desk for you to download or send. Sending a report to an authority happens only when you or your consultant send it. We do not lodge it for you unless you use that send action.

If we cannot open access within 7 days after payment is confirmed, and the delay is on our side, you may cancel and we will refund everything you have paid for that subscription.

3. Complimentary month, cancellation and refunds

Every new subscription includes one complimentary month. During that month you may cancel at no charge. If you have already paid, we refund the full amount to the original payment method within 14 business days. Free cancellation and a full refund apply only inside that first month. The refund policy and the cancellation policy state the same rule in full.

Cancel by email to hello@aegino.com from the address on the account. Tell us the organisation name and the plan.

After the complimentary month, fees already due for the current term are not refunded. Cancellation then stops the next renewal. Access continues until the end of the term you have paid.

A longer term (biannual, annual or two years) is paid in full for that term, at the price shown, after the complimentary month. The discount shown for that term applies to the monthly amount. It is not a second refund right.

Nothing in these terms takes away a cooling-off or refund right you have under the Consumer Protection Act or the Electronic Communications and Transactions Act.

4. Price, who is billed, and non-payment

Operator plans are charged per user at the rate of the chosen plan, in the currency shown on the pricing page. An extra operation is charged at the Starter per-user rate. No users are included free on an extra operation.

Consultancy plans are charged per user at the rate of the chosen plan. Each client is from the Starter per-user rate, according to the Operation plan that client uses. No users are included free on a client. Clients under a consultancy are billed on the consultancy, not as a second licence.

You may pay by card, by EFT, or by asking for an invoice and paying against that order. A renewal notice goes out 30 days before the term ends. If the subscription is still unpaid two days after it ends, it is suspended. Only the subscription page stays open until it is paid. Your records are kept and are not deleted.

5. Changes and contact

We may update these terms, and the privacy, data protection, refund and cancellation policies, when the plans or the law change. The date at the top of this page is the version in force. The current version is also the PDF linked from the website. Continued use after that date is acceptance of the updated terms. If you do not agree, cancel before the next renewal.

These terms were last updated on 19 November 2026. Questions and cancellation notices go to hello@aegino.com.

Privacy policy

What personal information the desk holds, why, who else sees it, and how to use your POPIA rights. This is the notice, not the safeguards.

1. Who is responsible

Aegino (registration number 2026/7565/55) is the responsible party for personal information processed to run the Aegino desk and this website. The head of Aegino is the information officer. Privacy requests go to hello@aegino.com.

This policy covers the website, the desk, and the optional download of the same service. It is the notice of what we hold and why. How we protect that information is the data protection policy, not this one. Both are written for the Protection of Personal Information Act, 2013 (POPIA).

2. Information we hold

Account and profile: your name, email address, phone number, job title, and any qualifications or accreditations you choose to add.

Organisation and billing: the legal name, billing email, the users you invite, and whether a consultancy bills a client. Invoices, payment references, and whether a payment was by card, EFT or order. Card numbers are taken by the payment provider. We do not store the full card number.

Desk records you or your consultant put in: authorisations, conditions, monitoring results, audits, reports, uploaded files, and authority contacts. Those records can include personal information about your staff and about officials.

Alerts and messages: the email and SMS notices the desk sends about due dates, and what you write to us. Sign-in times, and the browser or installed app used to reach the desk, are kept so we can secure the account.

Colour and typeface choices stay in your browser. They are not an account record.

3. Why we use it

To open the subscription, run the desk, and produce the reports you ask for. That processing is necessary for the contract.

To take payment, issue invoices, and keep the tax records the law requires.

To send the due-date alerts you configure, by email and SMS. Those alerts are part of the desk, not a separate mailing list.

To secure the service, investigate misuse, and answer a request you send us.

We do not use your compliance records to advertise other people’s products, and we do not sell personal information.

4. Who else sees it

A payment provider, only to collect a card or EFT payment you start. An email or SMS provider, only to deliver an alert you have turned on. A host that stores the desk, under a contract that limits use to running the service.

A consultant or a client you connect on the desk sees the records that relationship is set up to share. An authority receives a report only when you or your consultant use the send action. We do not lodge a report for you otherwise.

We may disclose information if the law, a court, or a regulator requires it.

Where a provider keeps information outside South Africa, we do so only on a ground in section 72 of POPIA, including a contract that requires protection comparable to POPIA.

5. How long we keep it

Account and compliance records stay while the subscription is open. If a plan lapses, the records are not deleted: the terms keep them, and a short read-only window may apply before the subscription page is all that stays open.

After you close the account, we delete or de-identify personal information we no longer need. Invoices and accounting records are kept for the period tax law requires, generally five years. A record needed for a legal claim is kept until that claim is finished.

You may ask us to delete a user’s personal information earlier, where the law allows and we do not still need it for the reasons above.

6. Your rights

You may ask what personal information we hold about you, ask for a correction, ask for deletion where the law allows, or object to processing. Write to hello@aegino.com from the address on the account, and tell us the organisation name.

We will answer a POPIA request within a reasonable time, and we may ask for enough detail to confirm it is you. We do not charge a fee unless the request is manifestly unfounded or excessive.

You may lodge a complaint with the Information Regulator at inforegulator.org.za. We would like the chance to resolve it with you first.

7. Security, and children

Access to the desk is by account. We use measures appropriate to an online service that holds compliance records: access control, transmission protection, and limits on who on our side can see a workspace. No method of storage or transmission is perfectly secure.

The desk is for organisations and their staff. We do not knowingly collect personal information of children.

8. Changes and contact

We may update this policy when the desk or the law changes. The date at the top of the policies is the version in force. The same text is in the PDF on this website.

This privacy policy was last updated on 19 November 2026. The information officer is reached at hello@aegino.com.

Data protection policy

How we safeguard personal information: who may open a workspace, which operators process it, and what we do if it is compromised.

1. What this policy covers

Aegino (registration number 2026/7565/55) is the responsible party. The head of Aegino is the information officer. This policy is how we protect personal information. It is not the privacy notice. The privacy policy says what we hold, why we hold it, and how you use your rights. This policy says the safeguards, who may process it for us, and what we do if it is compromised.

It applies to the website, the desk, and the optional download of the same service. Questions go to hello@aegino.com.

2. Conditions before we process

We process personal information only for a purpose stated in the privacy policy, and only as much as that purpose needs. We take reasonable steps to keep it accurate and complete for that purpose. You may ask for a correction.

We do not seek special personal information. That includes health, biometric, religious, or philosophical information, trade-union membership, sex life, criminal behaviour, and race or ethnic origin where POPIA treats it as special. The desk is not built to collect it. If a file you upload happens to contain it, we treat it as part of that compliance record and limit access to the workspace it belongs to.

We do not knowingly process personal information of a child. If we learn that we have, we delete it unless a law requires us to keep it.

3. Who may open a workspace

Access is by a named account. A user sees only the organisation, consultancy, or client workspace they are invited to. They do not see another customer's desk.

People at Aegino do not have open access to customer workspaces. Someone on our side opens a workspace only when you ask for help, or when we must investigate misuse or a security incident, and then only as far as that task needs.

When you remove a user, that account loses the workspace. We do not leave a removed user able to sign in to it.

4. Operators who process it for us

An operator processes personal information for Aegino and for Aegino's purpose, under a contract. The operators we use are the host that stores the desk, the provider that sends an email or SMS alert you have turned on, and the provider that takes a card or EFT payment you start.

The contract requires the operator to keep the information confidential, to use it only for that service, to apply security appropriate to the information, and to tell us if it cannot meet those duties. We do not allow an operator to use customer records for its own marketing.

A consultant you connect on the desk is your appointment. What that consultant sees is set by the relationship you create. The consultant is not an operator of Aegino merely because they use the desk with you.

5. Safeguards

Sign-in is required for the desk. Transmission between you and the desk is protected. We separate one customer's records from another's, and we limit Aegino access as section 3 describes.

Payment card numbers are taken by the payment provider. We do not store the full card number on the desk.

You must keep the password and any sign-in to the account confidential, and tell us at once if you believe the account is being misused. No method of storage or transmission is perfectly secure.

6. If personal information is compromised

If we have reasonable grounds to believe personal information was accessed or acquired by a person who is not authorised, we will notify the Information Regulator and the person affected, as section 22 of POPIA requires, as soon as reasonably possible.

We may delay that notice only where a public body responsible for the prevention or investigation of offences asks us to, because the notice would impede a criminal investigation. The notice describes, in enough detail, what happened, the information involved, what we are doing about it, and how to reach the information officer.

7. Keeping it, then destroying it

We keep personal information only as long as the privacy policy says: while the subscription is open, and afterwards for as long as tax law or a legal claim requires. A lapsed plan does not by itself delete historical compliance records.

When that period ends, we delete the information or de-identify it so that it cannot be restored to identify the person, unless a law still requires a copy to be kept.

8. Outside South Africa, and changes

Where an operator keeps personal information outside South Africa, we do so only on a ground in section 72 of POPIA, including a contract that requires protection comparable to POPIA.

We may update this policy when the desk or the law changes. The date on the policies is the version in force, and the same text is in the PDF.

This data protection policy was last updated on 19 November 2026. The information officer is reached at hello@aegino.com.

Refund policy

When a payment comes back in full, how to ask, and what the complimentary month does not cover after it ends.

1. When a payment is refunded in full

Every new subscription includes one complimentary month. If you cancel during that month and you have already paid, we refund the full amount you paid for that subscription.

If we cannot open access within 7 days after payment is confirmed, and the delay is on our side, you may cancel and we refund everything you have paid for that subscription.

A refund under this policy goes back to the original payment method: the card that was charged, or the account that paid the EFT or the invoice. We pay it within 14 business days of confirming the cancellation.

2. How to ask

Email hello@aegino.com from the address on the account. Give the organisation name, the plan, the invoice or payment reference if you have it, and whether you are inside the complimentary month or reporting that access was not opened.

We confirm by email when the refund is approved and when it has been sent. A card refund can then take additional days to show, depending on the bank.

3. What is not refunded

After the complimentary month, fees already due for the current term are not refunded. That includes a monthly fee for the month in progress, and a biannual, annual or two-year term that has been paid in full.

The discount shown for a longer term applies to the monthly amount. It is not a second refund right, and unused months on that term are not refunded when you cancel.

VAT that was lawfully charged is refunded only when the underlying fee is refunded. A consultancy is the billed party for its clients. A client under a consultancy does not hold a separate refund against Aegino.

4. Rights the law already gives you

Nothing in this policy takes away a cooling-off or refund right under the Consumer Protection Act or the Electronic Communications and Transactions Act.

Where the Consumer Protection Act applies, a fixed-term agreement may be cancelled on 20 business days' notice and a reasonable cancellation penalty may be charged as that Act allows. A cooling-off right for direct marketing, or under section 44 of the Electronic Communications and Transactions Act, is not waived here. If that law requires a refund, we pay it.

Cancellation policy

How to cancel, when access ends, and what happens to records already on the desk.

1. How to cancel

Cancel by email to hello@aegino.com from the address on the account. Tell us the organisation name and the plan. A phone call or a note inside a report is not a cancellation.

We confirm the cancellation by email, including the date access ends and whether a refund is due under the refund policy.

The person who pays may cancel. On a consultancy, the consultancy cancels. A client billed through a consultancy does not cancel a separate Aegino licence, because there is not one.

2. During the complimentary month

Every new subscription includes one complimentary month. During that month you may cancel at no charge.

If you have already paid, the refund policy applies: the full amount comes back to the original payment method within 14 business days. Free cancellation and a full refund apply only inside that first month.

3. After the complimentary month

Cancellation stops the next renewal. It does not cut the term you have already paid. Access continues until the end of that term, and then the subscription ends.

A longer term (biannual, annual or two years) is one term, paid in full after the complimentary month. Cancelling during that term does not refund the unused months. The refund policy states the exceptions, including a right the Consumer Protection Act or the Electronic Communications and Transactions Act gives you.

A renewal notice goes out 30 days before the term ends. Cancel before the renewal date if you do not want the next term. If the subscription is still unpaid two days after it ends, it is suspended and only the subscription page stays open until it is paid.

4. What happens to the desk

Cancellation does not delete historical records. They are kept as the terms describe. While the paid term is still running, the desk stays usable. After the term ends, sign-in for day-to-day work stops with the subscription.

Downloads of the website for a computer or phone are the same service. Cancelling the subscription ends that access as well. Nothing has to be shipped back, because nothing was shipped.

This cancellation policy was last updated on 19 November 2026. Notices go to hello@aegino.com.