

Website Information & Legal Disclosures (ECTA Compliance)

This page contains the information and disclosures required in terms of the Electronic Communications and Transactions Act, 2002 ("ECTA"), together with other information intended to promote transparency and trust in the Dula platform.

1. Website Owner

The Dula platform is owned, operated and maintained by:

Bitventure Consulting Group (Pty) Ltd (Bitventure)

Registration Number: 2012/169758/07

VAT Number: 4920263854

Registered in the Republic of South Africa.

2. Trading Name

Dula Powered by Bitventure – Bitventure Consulting Group (Pty) Ltd

3. Registered Office

Physical Address

6 Florence Avenue, Bedfordview, 2008

Johannesburg

South Africa

Postal Address as above

4. Contact Information

General Enquiries

Email: admin@bitventure.co.za

Telephone: +27 11 866 0000

Website: <https://dula.co.za/>

Business Hours

Monday – Friday

08:00 – 17:00 (South African Standard Time)

5. Information Officer

In accordance with the Protection of Personal Information Act, 2013 (POPIA):

Information Officer:



Gerald Naidoo

Email: admin@bitventure.co.za

geraldn@bitventure.co.za

6. Nature of the Business

Dula is a secure digital platform developed and operated by Bitventure to support educational institutions with the administration of student accommodation, bursary and allowance programmes.

The platform provides technology services that facilitate onboarding, identity verification, banking verification, document management, reporting and payment administration on behalf of authorised institutions.

Dula does not make decisions regarding student eligibility, funding approvals or accommodation allocations. These decisions remain the responsibility of the relevant educational institution or authorised funding body.

7. Electronic Communications

Communications sent electronically to Dula will be regarded as received during normal business hours once they are capable of being retrieved by Dula's designated information systems.

Communications received outside of normal business hours will be deemed received on the next business day.

8. Agreements

Where services are accessed electronically through the Dula platform, electronic records and communications may constitute legally recognised records in accordance with applicable South African legislation.

Certain transactions may require additional verification or acceptance before becoming effective.

9. Pricing

Where applicable, pricing for services provided through the Dula platform will be communicated separately through authorised agreements with participating institutions or service providers.

Unless expressly stated otherwise, use of the Dula platform by students does not attract any fees payable directly to Bitventure.

10. Payment Services

Where Dula facilitates payment administration on behalf of an institution or authorised funding body, Bitventure acts solely as the technology platform supporting the process.

Bitventure does not determine:

- student eligibility;
- funding approvals;
- allowance amounts;
- payment authorisations.



These remain the responsibility of the relevant institution or funding provider.

11. Intellectual Property

Unless otherwise indicated, all intellectual property rights relating to this website, including its software, content, graphics, trademarks, logos, designs and source code, are owned by or licensed to Bitventure (Pty) Ltd.

No part of this website may be reproduced, copied, distributed or modified without prior written permission.

12. Security

Bitventure implements reasonable technical and organisational measures to protect the Dula platform and the information processed through it.

Users are encouraged to report suspected security vulnerabilities in accordance with our Responsible Disclosure Policy.

13. Privacy

The collection and processing of personal information is governed by our Privacy Notice and the Protection of Personal Information Act, 2013 (POPIA).

14. Complaints

We are committed to resolving complaints fairly and efficiently.

Complaints may be submitted using the contact details above or in accordance with our Complaints Handling Procedure.

15. External Links

Where this website contains links to third-party websites, these are provided for convenience only.

Bitventure does not endorse or accept responsibility for the content, availability or security of external websites.

16. Governing Law

This website and all transactions relating to its use are governed by the laws of the Republic of South Africa.

Any disputes arising from the use of this website shall be subject to the jurisdiction of the South African courts.

17. Related Policies

The following policies form part of the governance framework for the Dula platform and should be read together with this page:

- Website Terms and Conditions
- Privacy Notice
- Cookie Policy
- PAIA Manual
- Complaints Handling Procedure



- Responsible Disclosure Policy
- Security Statement

18. Amendments

Bitventure reserves the right to amend this Website Information & Legal Disclosures page from time to time to reflect changes in legislation, business operations or the services offered through the Dula platform.

The latest version will always be published on this website.

19. Contact Us

If you have any questions regarding these disclosures, please contact us:

Dula – Powered by Bitventure

Website: <https://dula.co.za/>

Email: admin@bitventure.co.za

Telephone: +27 11 866 0000

Physical Address: 6 Florence Avenue, Bedfordview, 2008

Republic of South Africa

Directors of Bitventure Consulting Group (Pty) Ltd are available upon request or via CIPC records.

