

Renode LMS Platform Terms of Use

****Effective date:**** 24 May 2026

****Platform:**** Renode LMS Platform / OpenCampus LMS

****Provider:**** Renode Technologies (Pty) Ltd

****Contact:**** info@renode.co.za

Executive Summary

These Terms of Use govern access to and use of the Renode LMS Platform. The platform is provided as a SaaS learning management system for institutions, teachers, learners, sponsors, administrators and authorised LMS provider staff.

By accessing or using the platform, users agree to comply with these Terms, applicable laws, institutional policies and acceptable use requirements. Institutions are responsible for their users, uploaded content, learner records, academic decisions and lawful use of the LMS.

Definitions

Term Meaning

--- ---

Platform The Renode LMS Platform, including dashboards, APIs, support portals, websites and related services.

Renode Technologies Renode Technologies (Pty) Ltd.

Institution A school, college, university, training provider, enterprise or government customer using the platform.

User Any admin, teacher, learner, sponsor, provider staff member or visitor accessing the platform.

User Generated Content Content uploaded, submitted, posted or transmitted by users, including course material, comments, messages, assessment answers, recordings and files.

Subscription Paid licence arrangement for institution access to the platform.

Acceptance of Terms

Users may only access the platform if they accept these Terms and are authorised by Renode Technologies or an institution. If a user accesses the platform on behalf of an institution, that user confirms that they have authority to bind or act for that institution.

Platform Services

The platform provides learning management functionality, including course management, assessments, online classes, messaging, forums, calendar management, reporting, sponsor visibility, institution branding, support tickets, SSO configuration and provider administration.

Renode Technologies may improve, change, suspend or discontinue features where reasonably required for security, compliance, maintenance, scalability or product development.

Account Registration and Security

Users must:

- Provide accurate account information.
- Keep credentials confidential.
- Use strong passwords and reset temporary passwords promptly.

- Notify the relevant institution or Renode Technologies of suspected compromise.
- Access only information they are authorised to view.
- Log out after use on shared devices.

Institutions are responsible for provisioning, deactivating and reviewing user access.

Acceptable Use

Users must use the platform lawfully, professionally and in line with education, employment and institutional policies.

Users must not:

- Upload unlawful, harmful, defamatory, abusive, discriminatory or exploitative content.
- Harass, threaten, bully or endanger any person.
- Process child personal information without lawful authority.
- Attempt to bypass access controls.
- Share accounts or credentials.
- Scrape, copy, exfiltrate or misuse platform data.
- Upload malware, scripts, executable files or harmful content.
- Interfere with platform availability or security.
- Conduct unauthorised vulnerability testing.
- Use the platform for spam, phishing, fraud or unlawful surveillance.
- Misrepresent identity, affiliation or authority.

User Generated Content

Users and institutions are responsible for User Generated Content they upload or submit. Renode Technologies does not endorse User Generated Content and is not responsible for its accuracy, legality, educational quality or suitability, except where required by applicable law.

Renode Technologies may remove, restrict or preserve User Generated Content where it reasonably believes that the content breaches these Terms, applicable law, child protection duties, intellectual property rights, security requirements or institutional policy.

Institutions must ensure that course content, assessment material, recordings and learner communications comply with copyright, privacy, child protection, accessibility and education requirements.

Intellectual Property

Renode Technologies retains all rights in the platform, source code, designs, workflows, templates, documentation, brand assets and underlying technology.

Institutions retain rights to their own logos, institution-specific content and uploaded course material, subject to any rights granted to Renode Technologies to host, process, display, transmit and back up such content for platform operation.

Users may not copy, reverse engineer, resell, licence, distribute or create derivative works from the platform except as expressly permitted in writing.

Subscription, Licence and Payment

Institution access may depend on an active paid subscription. Renode Technologies may suspend or limit access where payment is pending, expired, reversed, disputed or fraudulent.

PayFast or other payment providers may process payment information under their own terms. Renode Technologies is not responsible for bank, payment provider or card network failures outside its control.

Online Classes and Third-Party Meeting Tools

The platform may route classes through Jitsi Meet, Microsoft Teams, Google Meet or approved external links. These services may be governed by third-party terms, privacy notices and availability limitations.

Users must not record, distribute or publish class sessions unless authorised by the institution and applicable law.

API and Integration Usage

Any API, SSO, storage, payment, meeting or other integration must be used only for authorised platform purposes. Institutions are responsible for:

- Keeping integration credentials secure.
- Configuring redirect URIs correctly.
- Ensuring third-party services are lawful and appropriate.
- Monitoring usage and access.
- Complying with vendor terms.

Renode Technologies may suspend integrations that create security, legal, operational or service risks.

Privacy and Data Protection

Personal information is processed according to the Renode LMS Platform Privacy Policy, applicable data processing agreements and relevant privacy laws. Institutions are responsible for obtaining required consents and authorisations for their users and learners.

Child Protection

Where the platform is used by children, institutions and users must comply with child protection laws, safeguarding obligations, communication standards and reporting duties. Any suspected child safety risk must be escalated immediately to the relevant institution and lawful authorities where required.

Platform Availability

Renode Technologies aims to provide reliable platform availability but does not guarantee uninterrupted or error-free service. Availability may be affected by maintenance, internet outages, hosting providers, third-party integrations, cybersecurity events, force majeure events or customer-side configuration issues.

Disclaimers

The platform is provided on an "as is" and "as available" basis to the fullest extent permitted by law. Renode Technologies does not warrant that:

- The platform will be uninterrupted, error-free or immune from all security threats.
- Third-party integrations will remain available.
- User Generated Content is accurate, lawful or suitable.

- Academic outcomes will be achieved.
- The platform will meet every institution-specific regulatory or accreditation requirement without additional configuration or services.

Limitation of Liability

To the fullest extent permitted by law, Renode Technologies will not be liable for indirect, incidental, special, punitive or consequential damages, including loss of profits, loss of data, loss of goodwill, academic disruption, business interruption or third-party claims arising from platform use.

Where liability cannot be excluded, Renode Technologies' aggregate liability will be limited to the fees paid by the relevant institution for the affected service during the three months preceding the event giving rise to the claim, unless applicable law requires otherwise.

Indemnity

Institutions and users indemnify Renode Technologies against claims, losses, damages, penalties, costs and expenses arising from:

- Misuse of the platform.
- Unlawful User Generated Content.
- Breach of these Terms.
- Breach of privacy, child protection or intellectual property laws.
- Unauthorised account use caused by user negligence.
- Institution configuration errors or unlawful processing instructions.

Suspension and Termination

Renode Technologies may suspend or terminate access where:

- Subscription fees are unpaid.
- A user breaches these Terms.
- Security or data protection risks arise.
- Required by law, regulator, court order or institution instruction.
- Platform misuse threatens users, children, infrastructure or third parties.

Termination does not affect accrued rights, payment obligations, confidentiality duties, privacy obligations or liability limitations.

Confidentiality

Users and institutions must protect confidential information accessed through the platform, including learner records, institution records, credentials, system information, reports and support communications.

Force Majeure

Renode Technologies is not liable for delay or failure caused by events beyond reasonable control, including natural disasters, power failures, network outages, labour action, war, civil unrest, public health emergencies, regulatory action, cloud provider outages, payment provider failures or cybersecurity incidents.

Dispute Resolution

The parties should first attempt to resolve disputes through good-faith negotiation. If unresolved, disputes may be referred to mediation or arbitration where agreed, without limiting either party's right to seek urgent court relief.

Governing Law and Jurisdiction

These Terms are governed by the laws of the Republic of South Africa. Subject to applicable consumer protection law, the courts of South Africa have jurisdiction over disputes arising from these Terms or platform use.

Consumer Protection Act

Nothing in these Terms excludes rights that cannot lawfully be excluded under the Consumer Protection Act, 2008 or other applicable laws. Any limitation must be interpreted to the maximum extent permitted by law.

Changes to Terms

Renode Technologies may update these Terms from time to time. Material changes will be communicated through appropriate website, platform or contractual notices. Continued use after notice constitutes acceptance of the updated Terms.

Contact

Renode Technologies (Pty) Ltd
Email: info@renode.co.za
Country: South Africa