

Email Disclaimer – Sterdts (Pty) Ltd

1. Purpose and scope

This Email Disclaimer applies to all email messages and attachments sent from any mailbox using a [@sterdts.co.za](mailto:info@sterdts.co.za) address, or otherwise sent on behalf of Sterdts (Pty) Ltd.

By reading or acting on an email from Sterdts, you acknowledge that this disclaimer applies to that communication.

2. Company information

Sterdts (Pty) Ltd (Reg. No. 2016/159326/07)

Directors: G Mostert | M Mostert

Address: Willow Wood, 220 3rd Street, Chartwell, Johannesburg, 2055, South Africa

Tel: +27 87 057 2777

Email: info@sterdts.co.za

Website: <https://www.sterdts.co.za>

3. Confidentiality & intended use

- Emails and any attachments from Sterdts may contain confidential, legally privileged or proprietary information.
- They are intended solely for the use of the **named recipient(s)**.
- If you are not the intended recipient:
 - Please notify the sender immediately,
 - Delete the email and any attachments from your systems, and
 - Do not use, copy, distribute or disclose the contents to any other person.

Unauthorised use, disclosure, copying or distribution of Sterdts emails is prohibited.

4. Business capacity and agreements

Unless otherwise clearly stated in a written contract signed by a duly authorised Director:

- All business and communication are subject to our current [Standard Trading Conditions \(STCs\)](#) (incorporating the **SAAFF Standard Trading Conditions** and, where applicable, our **Household Goods Addendum**). **Sterdts may act as Principal or Agent depending on the documentary and commercial structure of the relevant service segment**, as set out in the STCs.
- Where Sterdts (Pty) Ltd acts as an agent or intermediary for a carrier or other service provider, such services are additionally subject to the standard terms and conditions of those carriers and service providers.
- No Sterdts employee, agent or representative is authorised to conclude binding agreements, vary contractual terms or waive rights on behalf of Sterdts by email alone, without written approval by a Director. Any apparent agreement concluded or representation made purely via email is subject to formal confirmation under our standard procedures and documents incorporating our [Standard Trading Conditions \(STCs\)](#).

5. Viruses, security and integrity

- While Sterdts takes reasonable precautions to reduce the risk of malware and security threats in email communication (including antivirus, filtering and related controls), we **cannot guarantee** that emails or attachments are free from viruses, malware or other harmful code.
- The recipient is responsible for:
 - Performing their own security checks, and
 - Implementing adequate IT and security safeguards.

Sterdts accepts no liability for any loss or damage arising from email transmission, including where emails are intercepted, altered, corrupted, delayed, incomplete or contain malware.

6. Data protection & POPIA

Sterdts processes personal information in accordance with the **Protection of Personal Information Act, 4 of 2013 (POPIA)** and our internal privacy and security controls.

- Emails may contain personal information about clients, partners, staff or other individuals.
- We process such information only as necessary for:
 - Providing services and managing our relationship with you,
 - Complying with legal and regulatory obligations, and
 - Legitimate business purposes such as security, record-keeping and quality assurance.

For more information on how we collect, use, store and protect personal information, please see our [Privacy Policy](#) and [PAIA Manual](#) available on our website or on request.

7. Monitoring and record-keeping

To protect our business, clients, staff and systems, Sterdts may:

- Monitor and review email communications sent to or from our systems, and
- Retain email messages and related metadata for operational, security, compliance and record-keeping purposes.

Monitoring is conducted in accordance with applicable law and our internal policies.

8. Limitation of liability

Subject to applicable law and our [Standard Trading Conditions \(STCs\)](#):

- Sterdts does not accept liability for:
 - Any loss, damage or cost arising from reliance on information contained in an email where:
 - The information is incomplete, inaccurate, delayed, corrupted or not clearly confirmed by authorised Sterdts representatives; or
 - The email has been tampered with or intercepted;
 - Any loss or damage arising from malware or security incidents associated with email transmission.

If you require formal confirmation of any information contained in an email, please request a signed document or formal communication from Sterdts.

9. Short email signature disclaimer (for use under every signature)

Sterdts (Pty) Ltd (Reg. No. 2016/159326/07). All business and communication are subject to our **Standard Trading Conditions (STCs)**, including **provisions that limit liability, impose time limits for claims, place goods at owner's risk unless insured, and grant lien/retention and indemnity rights**. Emails are confidential and may not be used or disclosed without permission. No Sterdts representative may conclude binding agreements without written approval by a Director. Sterdts processes personal data in line with its **Privacy Policy (POPIA Notice)**. Errors and Omissions Excepted (E&OE).

Contact details

Questions about this Email Disclaimer or how Sterdts handles information in email communication can be sent to:

Information Officer:

Gert Mostert

Contact details:

Tel: +27 87 057 2777

Email: info@sterdts.co.za

Postal/physical address:

Sterdts (Pty) Ltd
Willow Wood, 220 3rd Street
Chartwell, Johannesburg, 2055
South Africa