



ScholarBase Terms and Conditions (Version 2026.05.18)

1. Service Scope:

ScholarBase provides SaaS services for school administration, academic records, communication, finance support modules, and onboarding support.

2. Free Trial Nature:

Free trial access is a testing and evaluation phase. Some modules can be incomplete, under maintenance, or temporarily unavailable. Performance, uptime, and support levels for free trial are not the same as paid subscription support commitments.

3. Data Accuracy and Trial Risk:

During free trial, the school is responsible for verifying all submitted records, learner details, staff details, financial entries, and uploads before operational use. Trial environments can contain defects, drafts, and evolving workflows.

4. Trial End, Cancellation, and Conversion:

A free trial may end by configured expiry, by school cancellation, or by conversion to a paid package. If a school cancels, trial access can be suspended or closed. If a school converts to paid, paid subscription obligations and service levels apply from conversion time.

5. School Compliance Responsibilities:

Each school remains the primary data controller for educational records and is responsible for lawful processing, correctness, retention, and disclosure of school data.

6. Zimbabwe Regulatory Context:

Schools and users must comply with Zimbabwe legal and regulatory requirements that govern education records and digital information management, including Ministry of Primary and Secondary Education requirements, the Cyber and Data Protection Act [Chapter 12:07], and other applicable ICT governance and privacy obligations as updated by law.

7. Security and Access Control:

Schools must safeguard account credentials, enforce appropriate role-based access, and immediately report unauthorized access.

8. Limitation of Liability in Trial:

Free trial services are provided on an as-is and as-available basis. The provider is not liable for trial-phase downtime, defects, feature changes, or data issues arising from trial testing use.

9. Legal Evidence of Acceptance:

At registration, acceptance of Terms and Privacy is timestamped with request metadata and archived for audit and legal evidence.

10. Governing and Updates:

These terms may be revised periodically. The accepted version at registration is stored and can be produced as evidence when required.