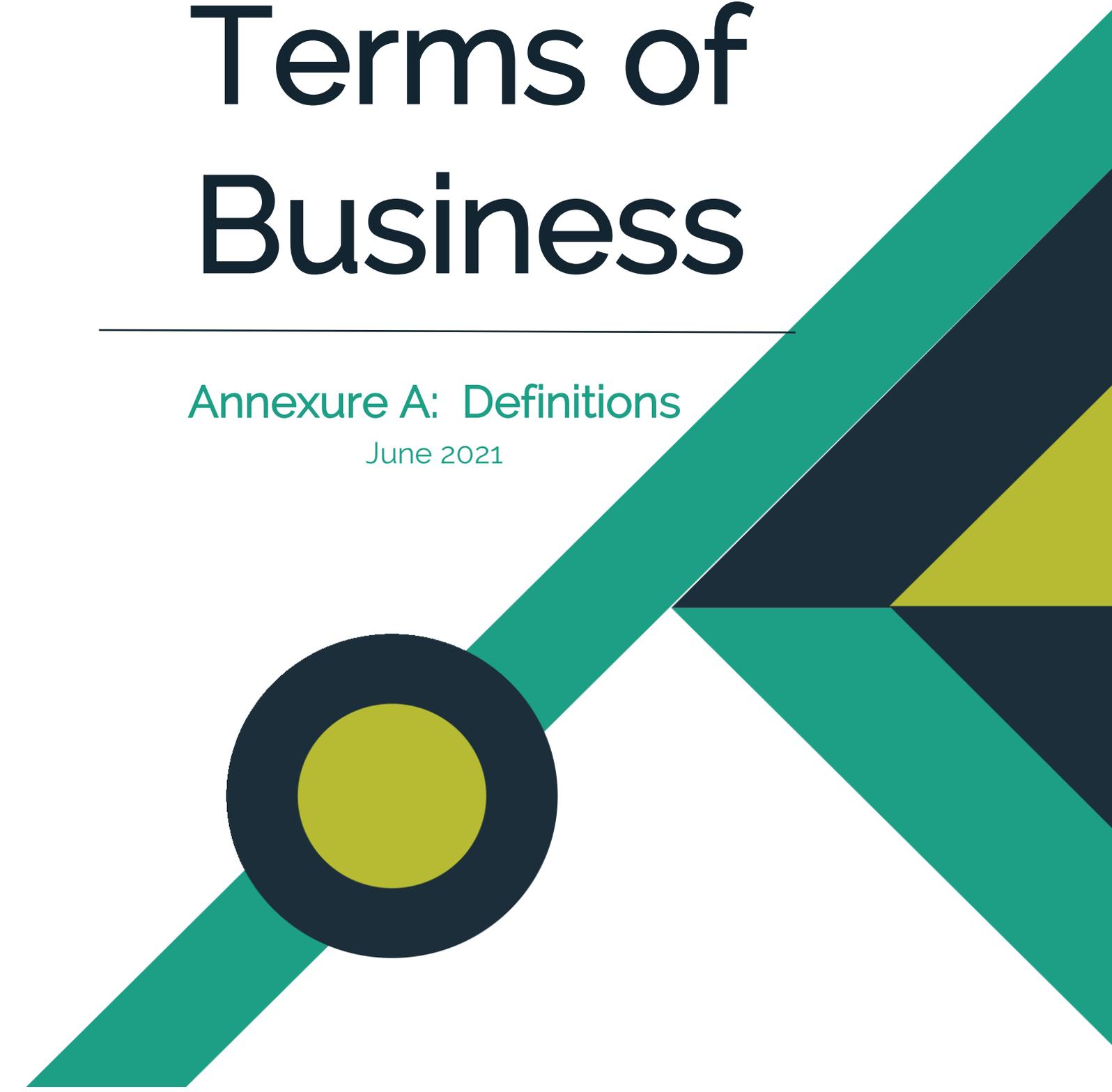


Terms of Business

Annexure A: Definitions

June 2021





Annexure A: JVR Africa Group Terms of Business Definitions

“Accreditation or Certification Training” means a nationally or internationally developed and recognised training event which, only once successfully completed, allows the delegate access to a test, assessment, and/or methodology.

“APA” refers to the American Psychological Association.

“Assessment” means an instrument, questionnaire, inventory, or series or batteries of tests that are completed by one or more Respondents/Assessment Takers to provide a report or service to contracted parties.

“Assessment Taker” means an individual who takes, or will take, or has taken an assessment.

“Best Practice” means adhering to South African and international ethical and professional principles of assessment use (refer to the Health Professions Council of South Africa, American Psychological Association, The British Psychological Association, or the International Test Commission guidelines).

“Business day” in South Africa means the official working days of the week, Monday to Friday and does not include public holidays, weekends, or a period over the Christmas break.

“Certified practitioner” means an individual who has the required academic qualifications to allow him/her access to assessment and other certification training programs which he/she has successfully completed to gain access to the use of such assessment(s) and/or methodology.

“Customer” or **“client”** means an individual, business, or other entity that purchases the JVR assessment, report- or research solutions, learning interventions, or consulting services.

“Client Services” means a JVR service which provides for advice, guidance, support, and/or project management in the administration, scoring, and reporting on assessment results, consulting processes, research- and/or learning events.

“Consulting Services” refers to corporate interventions and client support done by JVR.

“Cookies” A packet of data sent by a web server to a browser, which is returned by the browser each time it subsequently accesses the same server, used to identify the user or track their access to the server.

“CPD” refers to *continuous professional development*.

“Delegate” refers to a person who attends virtual or in-person training, workshops, online discussions, conferences, launches, video sessions, or CPD sessions.

“Event” means any learning and development opportunity scheduled by the relevant JVR company, including but not limited to assessment certification workshops, skills development workshops, courses, discussion sessions, and lectures

“HPCSA” refers to the Health Professions Council of South Africa and specifically to the Professional Board for Psychology.

“Intellectual Property” refers to all national and international rights in respect of, for instance, tests, test material, user support material, scoring methods, reports, research information, algorithms, learning material, marketing collateral, product-, process-, or learning information on the JVR websites, innovations, models, applications developed, offered, created, and distributed by any of the JVR companies in the Group.

“IP Address” stands for *Internet Protocol Address*. A unique string of characters that identifies each computer using the Internet Protocol to communicate over a network.

“Legal Restrictions” refer to all relevant laws and best practice principles, but specifically also the Health Professions Act No. 56 of 1974 and other laws governing the profession and practice of psychology nationally and internationally.

“Materials” refer to test material, training material, research, or workshop material in any format (electronic or printed), as well as the material developed for and/or during consulting work with clients.

“Online Platform” refers to electronic JVR systems allowing for a variety of automated and accessible products and services.

“Personal Information” refers to any information, recorded in any form, about an identified individual, or an individual whose identity may be inferred from the information.

“Phishing” is the illegal attempt to acquire sensitive information such as usernames, passwords, and credit card details (and sometimes, indirectly, money) by masquerading as a trustworthy entity.

“Portal” means a facility provided to users of an online platform to manage their own use of assessment and learning opportunities.

“Products” is also referred to as “Goods and Services” and means for instance, the assessments, reports, inventories, learning and workshop material, or services created, promoted, sold, or available for sale from JVR.

“Registered User” means an individual who is registered and qualified to purchase some, or all of the assessments, services, methodology, and related support material.

“Restricted Materials” means any assessments or materials (including question booklets, scoring keys and weights, algorithms, answer sheets, profile sheets in printed copy or in electronic form) that, at the time of purchase, are identified as restricted in the current catalogues, sales literature, websites, legally, or on the material itself.

“Session Data” means as applicable, usage information, such as IP Address, type of browser, type of operating system, referring URL, date, time, and duration of a visitor’s visit, the number of visits to a website, the pages viewed, order of pages viewed, number of cookies accumulated, bytes sent and received, user agent, URI stem, URI query, or MAC address.

“Special Order” refers to a product/instrument, programme, or tool that must be sourced, developed, or imported specifically for a client.

“Service” refers to the support or action of helping, guiding, teaching, creating solutions, or facilitating processes with the purpose of identifying or enhancing talent.

“Practitioner” means an individual who has the academic qualification, certification training, professional registration and experience to administer, interpret, and provide a report on assessments as part of their professional services output.

“Reports” means single or combined reports generated by using algorithms, weights, and research formulae to score raw data.

“Respondent” means an individual who takes, will take, or has taken an assessment available on or through an online system managed or owned by JVR.

“Services” means the work to be undertaken by the relevant JVR company for the client as described in the Terms of Engagement/Service Level Agreement/Scope of Work.

“Test Administrator” means an individual who has the required academic qualification, experience, professional registration, and has successfully passed certification training to be able to administer an assessment(s) to assessment takers.

“Test Taker” refers to the individual who is requested by the psychologist, psychometrist or qualified professional to do an assessment.

“Test User” refers to the individual who assumes responsibility for all aspects of appropriate test use, including administration, scoring, reporting, interpretation, feedback, application, and safeguarding of results.

“Trademarks” mean all the registered and unregistered trademarks used or represented by the various JVR companies in the course of them doing business.

“Training Course” refers to all training offered by JVR whether online, blended, or in person.

“Terms of Engagement/Service Level Agreement/Scope of Work” means the statement provided to the client, which outlines the nature of the services, the deliverables to be provided, the fees payable, and the time frame for completion of the Services. Such terms shall be deemed to incorporate these *Terms of Business*.

“User Qualifications” means the guidelines established by the HPCSA, APA, test owners and/or international test publishers, and applied by JVR Psychometrics or any other members of the JVR Africa Group to the sales of restricted materials and on the training of people in the use of such test material.

“User” means a duly trained, qualified, or appropriately registered individual who has been authorised and provided a username and password by JVR to gain access to one or more of the JVR online systems for purposes of providing assessments, training, research, or consulting services to their clients.

“URI” stands for *Uniform Resource Identifier*. It is a string of characters used to identify a name of a web resource. Such identification enables interaction with representations of the web resource over a network using specific protocols.

“URL” stands for *Uniform Resource Locator*. It is a reference to a resource that specifies the location of the resource on a computer network and a mechanism for retrieving it.

“Website” means all the JVR websites that may have been developed or are being developed as part of doing their business.