

Terms & Conditions

SOS Emergency Card & SOS Smart Button

Effective Date: 7 June 2025

Provider: Delaquis Prompt Engineering (Pty) Ltd T/A QR4U

Registration Number: 2025/385677/07

1. Product Description

SOS Emergency Card

The SOS Emergency Card is a personalized PVC card containing a QR code that allows first responders to access essential medical and emergency contact information in critical situations.

SOS Smart Button

The SOS Smart Button is a personal alert device that allows the user to send emergency notifications when activated.

2. Customer Responsibility

- The customer confirms that all personal, medical, and contact information submitted is correct and provided voluntarily.
- The customer remains solely responsible for keeping all personal data up to date.
- The customer explicitly acknowledges:

"I confirm that I am aware all medical and contact data I provide will be visible to any person scanning my QR code."

3. Data Access & Privacy

- The QR code allows direct access to stored emergency information without requiring login credentials.
- Profiles are not indexed by search engines and can only be accessed via the unique QR code.
- No cookies, analytics, or tracking tools are used when someone scans the QR code.
- Full details on data privacy are outlined in the Privacy Policy and PAIA Manual.

4. Data Protection

- Personal data is processed in full compliance with the Protection of Personal Information Act (POPIA) and Promotion of Access to Information Act (PAIA).
- Data can be updated or deleted at any time by the customer, in accordance with the procedures described in our Privacy Policy.

5. Warranty

SOS Emergency Card

- The physical card is covered by a 6-month limited warranty against manufacturing defects.
- Damage caused by misuse, loss, or theft is not covered.

SOS Smart Button

- The Smart Button warranty terms are subject to the conditions of the original manufacturer.
- During active rental subscriptions, battery and button replacements are included.
- Loss, theft, or physical damage is not covered.

6. Limitation of Liability

- QR4U shall not be held liable for any medical consequences, loss, injury, or damages resulting from the use or non-use of the SOS Emergency Card or SOS Smart Button.
- The customer acknowledges that the functionality of the products depends on correct setup, accurate data entry, proper maintenance, and timely updates of personal and medical information.
- QR4U is not responsible for any failure of third parties (including but not limited to emergency responders, healthcare providers, or mobile network operators) to correctly access, interpret, or act upon the data provided via the QR code or Smart Button.
- The functionality of the SOS Smart Button may be impacted by:
 - Temporary or permanent loss of internet or cellular connectivity.
 - Limited or interrupted GPS signal availability.
 - Low battery levels or failure to maintain device charging.
 - Operating system conflicts or malfunction of the paired mobile phone.
 - Incorrect pairing, deactivation, or improper configuration of the device or related app.

- QR4U provides no guarantee that the device or QR-based services will function in every emergency situation or under all technical conditions.
- Liability is further excluded for:
 - Delayed delivery or shipment of the physical products.
 - Accidental loss, theft, or destruction of the physical Emergency Card or Smart Button.
 - Misuse, abuse, or intentional manipulation of the devices or services.
- Under no circumstances shall QR4U be liable for any indirect, incidental, consequential, or punitive damages, including but not limited to loss of life, personal injury, financial loss, or emotional distress arising from the use of these products.

- Responsibility for responding to emergency situations rests with emergency services and third parties.

7. Governing Law

These Terms & Conditions are governed under the laws of the Republic of South Africa.

8. Contact Information

Delaquis Prompt Engineering (Pty) Ltd T/A QR4U

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