Terms of Service

Last updated: 2026-09-28 · Version 2026-09-28 (updated from 2026-09-24: finalized entity details now that Pty Ltd registration is complete, filled in the governing-law/jurisdiction clause, and removed remaining placeholder language)

1. Agreement

These terms govern use of the Vantic platform, operated by Vantic (Pty) Ltd ("we", "us") — trading as Vantic, registration number 2026/765066/07, of 68-82 Steenloper Street, Monumentpark, Pretoria, Gauteng, South Africa. By creating an account or subscribing to a paid plan, you represent that you are authorized to act on behalf of the school, academy, or club you represent ("your Organization"), and you agree to these terms both for yourself and on your Organization’s behalf.

2. The service

Vantic provides performance testing, wellness monitoring, and injury/recovery tracking software for sports organizations, along with automatic training program generation based on test results. Plans, pricing, and player caps are described on our pricing page (Accel / Velocity / Apex, scaled by player count) and may change with notice.

3. Accounts and access

- Vantic accounts are for coaching and S&C staff only — players do not have their own accounts on the current version of the platform.
- Your Organization's Head S&C/Org Admin manages who on their staff has an account and what role they hold (Coach, S&C, Head S&C, Org Admin).
- You're responsible for the accuracy of data your staff enter, and for keeping login credentials secure.
- When a staff member leaves your Organization, your Organization Admin (or Head S&C / S&C) can deactivate their account immediately, revoking access while preserving the historical record of what they entered; a Head S&C, S&C, or Vantic itself can permanently remove a user's account on request.

4. Free trial

Trial terms (length, player caps) are as stated on the pricing page at signup. If the trial ends with no plan purchased, your Organization's access is paused and its data is retained for 90 days so you can export it or subscribe to reactivate — see our Privacy Policy, section 7, for the full retention and de-identification timeline that applies after that window.

5. Payment

Billing is processed via PayFast (not yet active — Vantic is currently trial-only). Full billing terms — plan pricing, billing cycle, failed payment handling, and cancellation — are set out in our Subscription Agreement, which governs on billing matters where it and these Terms differ.

6. Data, consent, and your Organization's responsibilities

Your Organization retains ownership of all player and staff data entered into Vantic. Vantic acts only as a data processor ("Operator" under South Africa's POPI Act) on your Organization's instructions — see our Privacy Policy for the full explanation.

Because Vantic processes information about minors, including health-adjacent information (injury records, wellness scores), your Organization is responsible for:

- Obtaining appropriate consent from parents/guardians before entering a player's information into Vantic — typically as part of your Organization's own enrollment or participation consent process.
- Having a lawful basis for recording injury and wellness information as part of your duty of care to your athletes.
- Ensuring only authorized staff have accounts, and that data is used only for the purposes described in this agreement.

Obtaining and keeping proof of parental/guardian consent is entirely your Organization's responsibility — Vantic does not obtain it, verify it, or hold any record of it on your Organization's behalf, and bears no responsibility for your Organization's compliance with this requirement.

Your Organization can export its data at any time while its subscription is active or within 90 days of cancellation. See our Privacy Policy, section 7, for the full retention and de-identification timeline that applies after account cancellation.

7. Acceptable use

You agree not to misuse the platform — including attempting to access another organization's data, reverse-engineering the service, entering data about a player without appropriate consent, or using it unlawfully.

8. User-entered content

Your Organization and its staff are solely responsible for all data, notes, names, and other content entered into Vantic ("User-Entered Content") — including player and staff records, manual notes, custom test names, and injury/rehab descriptions. Vantic does not review, verify, or endorse User-Entered Content before it is stored or displayed within your Organization's account.

Your Organization warrants that it has the right to enter User-Entered Content into Vantic, and that doing so does not violate any law or any third party's privacy, intellectual property, or other rights. Vantic is not liable for the accuracy, legality, or appropriateness of any User-Entered Content, and may remove or disable access to content it reasonably believes violates this Agreement or the law, without liability for doing so.

9. Disclaimers and limitation of liability

The platform is provided "as is" and "as available," without warranties of any kind, express or implied, including any warranty of merchantability, fitness for a particular purpose, or non-infringement, except to the extent such warranties cannot be excluded under South African law.

Vantic's scores, benchmarks, injury/wellness flags, and auto-generated training programs are decision-support tools, not medical or professional advice. They are intended to inform the judgment of a qualified coach or strength & conditioning professional, not to replace it. Any decision about a player's training load, return-to-play status, or medical care remains the responsibility of your Organization and its qualified staff.

Vantic does not guarantee uninterrupted or error-free operation of the platform and does not currently offer a contractual uptime commitment — see our Service Level Agreement for the full detail.

To the maximum extent permitted by South African law, Vantic's total aggregate liability to your Organization arising out of or relating to this Agreement, however arising (contract, delict, or otherwise), is limited to the total fees actually paid by your Organization to Vantic in the 12 months immediately preceding the event giving rise to the claim, or **R10,000**, whichever is greater. Vantic is not liable for any indirect, incidental, special, consequential, or punitive damages, or for any loss of profits, revenue, data, or goodwill, even if advised of the possibility of such damages.

Nothing in this clause limits liability that cannot lawfully be limited or excluded under South African law, including liability for death or personal injury caused by gross negligence, or liability for fraud or wilful misconduct. [The R10,000/12-months-of-fees cap above is a starting figure, not a final one — a South African attorney should confirm an appropriate amount for a pre-revenue Pty Ltd, and confirm whether the Consumer Protection Act 68 of 2008 applies to organizational (non-consumer) subscribers like schools and clubs — it generally exempts larger juristic persons, but this should be verified, not assumed.]

10. Indemnification

Your Organization agrees to indemnify and hold Vantic harmless from any claim, loss, liability, or expense (including reasonable legal fees) arising from: (a) your Organization's failure to obtain appropriate parental/guardian consent before entering a player's information into Vantic (section 6); (b) User-Entered Content (section 8), or your Organization's use of the platform in breach of section 7 (Acceptable use); or (c) your Organization's violation of any law or third party's rights in connection with its use of Vantic.

Vantic agrees to indemnify and hold your Organization harmless from any third-party claim that the Vantic platform itself (excluding User-Entered Content, and excluding any third-party service or integration Vantic does not control) infringes that third party's South African intellectual property rights — provided your Organization promptly notifies Vantic of the claim and allows Vantic to control its defense and settlement.

11. Changes to these terms

We may update these terms from time to time. Material changes will be communicated to account admins before they take effect.

12. Governing law

These terms are governed by the laws of the Republic of South Africa, and the parties submit to the non-exclusive jurisdiction of the South African courts.

13. Contact

Questions about these terms: hello@vantic.co.za