



Rain is a member of the Internet Service Providers Association of South Africa (ISPA) and upholds the ISPA Code of Conduct.

Take Down notice requirement for ISPA Code of Conduct compliance

In terms of section 75 of the Electronic Communications and Transactions Act ("the Act") Rain (Pty) Ltd ("Rain") has designated the Internet Service Providers' Association (ISPA) as an agent to receive notifications of infringements as defined in Section 77 of the Act.

For further information, please contact Internet Service Providers' Association (ISPA), their details are as follows:

Address: PO Box 518, Noordwyk, 1687

Telephone: 010 500 1200

Take-down notice email: complaints@ispa.org.za

Take-down notice information and form: <https://ispa.org.za/tdn>

If Rain receive a valid takedown notice as per the Act, via ISPA as its authorised agent regarding any unlawful activity by you, Rain will:

1. Notify you of the takedown notice;
2. Request that you remove the allegedly infringing material and/or discontinue the allegedly unlawful activity, as per the takedown notice; and
3. Takedown the services if you do not comply with the steps in paragraph 2, as requested.

Please follow the process outlined at <https://ispa.org.za/tdn> if you would like to issue a takedown notice for any content on a website hosted by Rain.

Please note that Rain is legally required to establish whether the takedown notice is procedurally correct and to respond to any takedown notice that is validly issued either directly or to ISPA, its authorised agent. Accordingly, Rain will not consider whether the material and/or activity in question is in fact unlawful.