

ZIP360

Terms of Service & Privacy Policy

Last Updated: 1 April 2026

PART A: TERMS OF SERVICE

1. Introduction

Welcome to Zip360. These Terms of Service (“Terms”) govern your use of our platform and services (“Services”).

By accessing or using our Services, you agree to be bound by these Terms. If you do not agree, please refrain from using our Services.

2. Nature of the Service

Zip360 is a white-label version of GoHighLevel, operating as a rebranded platform powered by GoHighLevel’s infrastructure.

It is not a separate entity that integrates with GoHighLevel but rather a fully hosted and managed solution within the GoHighLevel ecosystem.

By using Zip360, you acknowledge that its functionality, availability, and continued operation depend on GoHighLevel.

3. User Responsibilities

Account Information: You agree to provide accurate and up-to-date information during registration and to maintain the confidentiality of your account credentials.

Compliance: You are responsible for ensuring that your use of the Services complies with all applicable laws and regulations.

4. Third-Party Dependencies

As Zip360 is fully powered by GoHighLevel, we do not control or guarantee the ongoing availability of the platform’s core features, integrations, or infrastructure.

Any disruptions, modifications, or discontinuations made by GoHighLevel may impact the functionality of Zip360, and we hold no liability for such occurrences.

5. Wallet Balance and Chargeable Services

Your Zip360 wallet is used to cover additional services that are not included in the standard subscription.

These chargeable services include but are not limited to SMS campaigns, email marketing campaigns, email notification services, chat services, AI services, premium templates and custom features, increased resource usage, and advanced marketing tools.

You are responsible for maintaining sufficient funds in your wallet.

If your wallet balance drops below zero, you authorise Zip360 to autocharge the linked payment method to replenish it.

Failure to maintain a balance will result in service interruptions.

6. Refunds

STRICTLY NO REFUNDS

All payments made to Zip360 are non-refundable. By subscribing to any services, you agree that all charges are final.

7. Termination and Service Discontinuation

If a sub-account stops paying its subscription, the account will be immediately suspended.

There are no pro-rata refunds for mid-cycle terminations. Your account will remain active until the end of your billing period.

Zip360 reserves the right to suspend or terminate access at its discretion.

You may terminate your account at any time by going to Settings > Billing or contacting Zip360 support in writing via email or WhatsApp.

⚠ Live Websites Disconnected Within 30 Days of Last Payment

Live websites linked to the account will be disconnected and taken offline within 30 days of the last successful payment date. After this point, your websites will no longer be publicly accessible and any custom domain connections will be severed.

Zip360 accepts no liability for any loss of business, traffic, or revenue resulting from website disconnection.

⚠ Entire Account Permanently Deleted After 90 Days

Your entire Zip360 sub-account — including all websites, funnels, landing pages, contacts, automations, pipelines, and all associated data — will be permanently and irrecoverably deleted 90 days after the last successful payment date.

This deletion is final and cannot be undone. Zip360 does not offer data recovery or content retrieval after this period.

8. Limitation of Liability

To the fullest extent permitted by law, Zip360 shall not be liable for any indirect, incidental, or consequential damages arising from your use of the Services.

9. Amendments

We may update these Terms from time to time.

Continued use of the Services constitutes acceptance of the updated Terms.

10. Disclaimers

The platform is provided on an “as is” and “as available” basis without warranty of any kind.

Zip360 makes no guarantees that your business will be profitable or that the platform will be uninterrupted or error-free.

11. Contact Information

For any questions regarding these Terms, please contact us at zip360.signups@gmail.com.

PART B: PRIVACY POLICY (POPIA COMPLIANT)

1. Introduction

This Privacy Policy explains how Zip360 processes personal information in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA).

2. Personal Information We Collect

We may collect names, contact details, billing information, usage data, and personal information uploaded by users relating to their own clients.

3. Purpose of Processing

Personal information is processed to create and manage accounts, deliver services, process billing, provide support, and comply with legal obligations.

4. Data Controllers and Operators

Zip360 acts as a data operator. Zip360 users are the data controllers for their own client data.

5. Third-Party Processing and Cross-Border Transfers

Zip360 operates on GoHighLevel infrastructure.

Personal information may be stored or processed outside South Africa with appropriate safeguards.

6. Data Security

Reasonable technical and organisational measures are implemented to protect personal information.

However, no system can guarantee absolute security.

7. Data Retention

Personal information is retained only for as long as necessary to provide services or comply with legal obligations.

Data will be deleted after account termination.

8. Data Subject Rights

Data subjects have the right to access, correct, delete, or object to the processing of their personal information and to lodge a complaint with the Information Regulator of South Africa.

9. User Responsibilities

Users must ensure that their own websites, forms, and funnels comply with POPIA and that lawful consent is obtained when collecting personal information.

10. Privacy Contact

Privacy-related enquiries can be sent to zip360.signups@gmail.com.

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