

Terms of Service

Effective date: 12 July 2026. Last updated: 12 October 2026.

These Terms of Service ("Terms") govern your use of The Secrets Vault (the "Service"), operated by FAHZY (Pty) Ltd ("we", "us"). By creating an account or using the Service, you agree to these Terms. If you do not agree, do not use the Service.

1. The Service

The Secrets Vault is a zero-knowledge password and secure file manager. Your data is encrypted in your browser before it reaches our servers and we cannot read it. You are responsible for keeping your master password and recovery code safe. Because of the zero-knowledge design, **if you lose both your master password and recovery code, we cannot recover your data.**

2. Eligibility and accounts

You may subscribe if you are at least 18 years old and able to form a binding contract. Children under 18 may use the Service with the consent of a parent or guardian, for example as a member of a family plan the parent or guardian manages; see our Privacy Policy (<https://www.theseecretsvault.com/privacy>). You are responsible for all activity under your account and for providing accurate registration and billing information. Notify us immediately of any unauthorised use.

3. Subscriptions and pricing

The Service is offered on a paid monthly subscription. Current plans are:

- **Base: R60 a month**, including 25 GB of encrypted file storage.
- **50 GB: R80 a month**, including 50 GB of encrypted file storage.
- **120 GB: R160 a month**, including 120 GB of encrypted file storage.
- **Family: R450 a month**, including 500 GB of pooled encrypted file storage shared across up to 5 seats.
- **Teams: R75 per user a month** (minimum 3 users), including 10 GB of pooled storage per user.
- **Business: R130 per user a month** (minimum 10 users), including 25 GB of pooled storage per user.

Teams and Business may also be billed annually at the price of ten months. Every plan includes the Service's security features: end-to-end encryption, two-factor authentication, security keys and passkeys, breach checks and the recovery code. The following features have limits that depend on your plan:

Feature	Base	50 GB and Teams	120 GB, Family and Business
Largest single file	1 GB	5 GB	10 GB
View-once share links created per calendar month	10	50	Unlimited
Longest share-link expiry	7 days	7 days	30 days
Share links locked to a recipient with an emailed passcode	Not included	Not included	Included
Emergency contacts	1	3	5
Previous versions kept per password	3	10	Unlimited
Document expiry reminders	In the app	In the app and by email	In the app and by email
Importing many authenticator codes at once	Not included	Included	Included
Priority support	Not included	Not included	Included

Monthly share-link allowances reset on the first day of each calendar month (South African time). If you move to a plan with lower limits, anything you already have above the new limit (for example emergency contacts, or files larger than the new file-size limit) stays in place and keeps working, but you cannot add more until you are back within the limit or upgrade. Password history beyond the new limit is trimmed the next time that password changes. We may change plan limits on reasonable notice; a change that reduces a limit takes effect at your next billing cycle. The current limits are always shown on our pricing page (<https://www.theseecretsvault.com/pricing/>).

Additional storage may be purchased as an add-on on top of any plan, billed with your monthly subscription. Plans replace one another (they are not additive); the plan price is your total monthly charge before any add-ons. Prices are in South African Rand. FAHZY (Pty) Ltd is not currently registered for VAT, so no VAT is charged; if that changes, invoices will show VAT as required. We may change prices on reasonable notice; changes take effect at your next billing cycle.

4. Free trial

New customers may be offered a **7-day free trial**. A valid payment method is required to start the trial. If you do not cancel before the trial ends, your subscription begins automatically and your payment method is charged the plan price. You may cancel at any time during the trial to avoid being charged.

One trial per person. Free trials are limited to one per customer. We may refuse a trial to anyone who has previously used one and may end a trial or account we reasonably believe is abusing this policy.

5. Billing and renewal

Subscriptions renew automatically each month until cancelled. Payments are processed by PayFast; we do not store your full card details. By subscribing you authorise us to charge your saved payment method the applicable amount each billing period. If a renewal payment fails, we try your card once more two days later. If that also fails, access to your vault is suspended until you pay the amount due. Your data is kept for 12 months, and paying at any point in that time restores access.

6. Cancellation, downgrades and refunds

You may cancel at any time from within the application. Cancellation stops future charges; you retain access until the end of the current paid period. Storage downgrades take effect at the next billing cycle and require your usage to be within the target plan's limit. Refunds are governed by our Cancellation & Refund Policy (<https://www.theseecretsvault.com/refund>).

After cancellation we retain your encrypted data for twelve months so you can return, then permanently delete it; we email you 30 days before we do. You can export your vault while your subscription is active, and you may request immediate deletion at any time.

7. Acceptable use

You agree not to use the Service to:

- Store or distribute unlawful content, or violate any law or third-party right;
- Attempt to breach, probe, or disrupt the Service or its security;
- Resell or provide the Service to third parties without our permission;
- Abuse trials, payments, or promotions.

8. Your data and responsibilities

You retain all rights to the content you store. You are solely responsible for your master password, recovery code and the content you store. We provide the Service on a best-effort basis and recommend you keep independent backups of critical data.

9. Disclaimers and limitation of liability

The Service is provided "as is" and "as available" without warranties of any kind, to the fullest extent permitted by law. We do not warrant that the Service will be uninterrupted or error-free. To the maximum extent permitted by law, our total liability for any claim relating to the Service is limited to the amount you paid us in the three months before the claim. We are not liable for indirect, incidental, or consequential damages, or for loss of data resulting from a lost master password and recovery code.

10. Suspension and termination

We may suspend or terminate your access if you breach these Terms, fail to pay, or use the Service unlawfully. You may stop using the Service and delete your account at any time.

11. Changes to these Terms

We may update these Terms from time to time. For material changes we will notify you by email or in-app. Continued use after changes take effect constitutes acceptance.

12. Governing law

These Terms are governed by the laws of the Republic of South Africa and you submit to the jurisdiction of its courts.

13. Contact

FAHZY (Pty) Ltd t/a The Secrets Vault

Email: enquiries@thesecretsvault.com