



LEO at SACSC Congress 2026

Free Trial and Lucky Draw Competition: Terms and Conditions

October 2026

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Promoter: Lightstone Retail (Pty) Ltd. Version 1.4, 9 October 2026. These terms are available free of charge at lightstoneexplore.co.za/sacsc-trial and on request from support@lightstone.co.za.

1. Introduction

- 1.1 These terms and conditions ("Terms") govern the LEO free trial ("Trial") and the lucky draw competition ("Competition") that Lightstone Retail (Pty) Ltd ("Lightstone", "we", "us" or "our") is running exclusively for registered delegates of the SACSC Congress 2026, held at the Durban International Convention Centre from Monday 19 October to Wednesday 21 October 2026 ("Congress"). The Trial and the Competition are not open to the general public.
- 1.2 The Competition is a promotional competition as defined in section 36 of the Consumer Protection Act 68 of 2008 ("CPA") and is conducted in accordance with the CPA and its Regulations. Personal information is processed in accordance with the Protection of Personal Information Act 4 of 2013 ("POPIA").
- 1.3 By registering for the Trial you (a) accept these Terms, (b) are automatically entered into the Competition if you register during the Competition Period, and (c) consent to the processing of your personal information as described in clause 9. If you do not agree to these Terms, please do not register.
- 1.4 LEO (Lightstone Explore Online) is Lightstone's web based location intelligence platform for property and planning teams. It is referred to in these Terms as "LEO" or the "Platform".

2. Promoter details

Promoter	Lightstone Retail (Pty) Ltd
Registration number	2018/113684/07
VAT number	4900287691
Physical address	1st Floor, Eastview, Bryanston Place Office Park, 199 Bryanston Drive, Bryanston, 2191
Telephone	+27 10 822 8687
Email	support@lightstone.co.za
Responsible executive	Mohit Narotam, Managing Director, Lightstone Retail
Trial and competition page	lightstoneexplore.co.za/sacsc-trial

3. Key dates

Competition opens	Monday 19 October 2026 at 08:00 (SAST)
Competition closes	Friday 13 November 2026 at 17:00 (SAST) ("Closing Time")
Draw	Within five (5) business days after the Closing Time, and no later than Friday 20 November 2026
Winner notified and announced	By email and telephone within three (3) business days of the draw, then on Lightstone's LinkedIn page, website and newsletter (see clause 8.4)
Trial login details sent	Registrations received by Wednesday 21 October 2026: on the morning of Thursday 22 October 2026. Later registrations: within two (2) business days of registration. Sent by email to the address you registered with.
Trial period	Three (3) weeks from the date your login details are sent, ending at 23:59 (SAST) on the last day
Prize activation	On a start date agreed with the Winner, no later than Friday 29 January 2027

The period from the opening of the Competition to the Closing Time is the "Competition Period". All times are South African Standard Time (SAST).

4. Who may enter

- 4.1 The Trial and the Competition are open only to individuals who are 18 years or older, who are registered delegates of the Congress and received a LEO bookmark in their Congress delegate bag, and who register in their professional capacity on behalf of the business or organisation they represent ("your Organisation"). Registrations from anyone who is not a registered Congress delegate will not be accepted.
- 4.2 The following people may take part in the Trial but are not eligible to win the Prize: directors, members, employees, agents, contractors or consultants of Lightstone Retail (Pty) Ltd, Lightstone (Pty) Ltd or any company in the Lightstone group; any supplier of goods or services in connection with this Competition; the organisers of the Congress; and the spouses, life partners, parents, children, siblings or business partners of any of these people.
- 4.3 You may only enter once. If more than one person from the same Organisation enters, each is a separate entry, but only one Prize will be awarded per Organisation.
- 4.4 Lightstone may require proof of eligibility, including proof of identity and Congress registration, before awarding the Prize.

5. How to enter

- 5.1 Each Congress delegate bag contains a LEO bookmark with instructions for registering for the Trial. To enter the Competition, register for the Trial at lightstoneexplore.co.za/sacsc-trial, following the instructions on the bookmark, at any time during the Competition Period. The Competition Period runs from the first day of the Congress until the Closing Time, so you may register during the Congress or in the weeks after it, including in response to reminders sent by the SACSC after the Congress.
- 5.2 Every complete and valid Trial registration received during the Competition Period is automatically one entry into the Competition. No separate entry form is required and no purchase is necessary. There is no cost to enter other than the ordinary cost of your own internet access.
- 5.3 A registration is complete and valid only if it includes your full name, Organisation, job title, a working business email address and a contact telephone number, and all information supplied is true and accurate. Incomplete, illegible, fraudulent or automated registrations will be disqualified.
- 5.4 Registrations received after the Closing Time will not be entered into the Competition. Lightstone may still, at its discretion, grant Trial access to late registrations.
- 5.5 Lightstone is not responsible for registrations that are lost, delayed or not received because of technical, network or connectivity problems, or for any other reason beyond its reasonable control. Proof of sending is not proof of receipt.

6. The Trial

- 6.1 Trial access starts on Thursday 22 October 2026. Registrants whose registration is received by Wednesday 21 October 2026 will receive their login details by email on the morning of Thursday 22 October 2026. Registrants who register after that date will receive their login details by email within two (2) business days of registration. Each registrant's Trial runs for three (3) weeks from the date on which his or her login details are sent, ending at 23:59 (SAST) on the last day ("Trial Period"), after which the trial account is automatically deactivated. Login details are sent on business days only.
- 6.2 During the Trial Period you will have access to a curated set of LEO layers and tools selected for the Congress, including: the national malls and stores landscape; store catchments; mall vehicle stop volumes with quarter on quarter growth; grocery spend layers; and the Market Report tool. Layer names and content may vary slightly from those described on the bookmark and Lightstone may add, change or withdraw layers during the Trial Period.
- 6.3 Each Trial user may generate a maximum of ten (10) Market Reports during the Trial Period. Once this limit is reached the Market Report tool will no longer be available to that user for the remainder of the Trial Period.
- 6.4 Trial accounts are personal and non-transferable. You may not share your login details with anyone else, and Lightstone may suspend or close an account that is being used by more than one person or in breach of these Terms.
- 6.5 Trial content and any outputs you generate (including Market Reports, maps, screenshots and exports) are provided for your and your Organisation's internal evaluation of LEO only.

You may not sell, licence, publish, redistribute or otherwise make them available to any third party, and you may not scrape, bulk download, copy, reverse engineer or attempt to extract the underlying data.

- 6.6 The Trial is provided free of charge and "as is". Lightstone will use reasonable efforts to keep the Platform available during the Trial Period but does not guarantee uninterrupted or error free access, and may suspend access for maintenance, security or operational reasons. Lightstone's standard support hours apply and support is limited to reasonable assistance with access and basic use.
- 6.7 Nothing in the Trial obliges you or your Organisation to subscribe to LEO, and nothing obliges Lightstone to extend the Trial or to offer a subscription on any particular terms. Trial accounts will not roll over into a paid subscription automatically.
- 6.8 Lightstone may monitor use of Trial accounts (for example logins, layers viewed and reports generated) in order to operate and secure the Platform, understand how the Trial is being used and follow up with you about LEO.

7. The Prize

- 7.1 There is one Prize. The winner of the draw ("Winner") will receive, for his or her Organisation, twelve (12) months of free access to LEO on the Footprint base subscription for up to three (3) named users. The Footprint subscription includes the malls, stores and population layers and the ability to generate Market Reports. The retail value of the Prize is R180,000 excluding VAT (R15,000 per month for twelve months).
- 7.2 The Prize excludes: additional users beyond three; add-on layers or modules outside the Footprint subscription; the loading of the Organisation's own data onto the Platform; bespoke analysis; and any training beyond Lightstone's standard onboarding.
- 7.3 The Prize subscription will start on a date agreed between Lightstone and the Winner, and in any event no later than Friday 29 January 2027, and will run for twelve consecutive months from that date. Use of LEO under the Prize is subject to Lightstone's standard LEO subscription terms, including acceptable use, confidentiality and intellectual property provisions, which will be provided to the Winner before activation. If the Winner's Organisation wishes to continue after the twelve months, it may do so on Lightstone's then current commercial terms; there is no automatic renewal and no obligation to continue.
- 7.4 Existing LEO subscribers. If the Winner's Organisation already holds an active paid LEO subscription at the date of the draw, the Prize will be delivered as an upgrade rather than a new subscription. Lightstone will add one additional LEO layer or module that the Organisation is not currently subscribed to, to the existing subscription, for twelve (12) months at no charge. The layer will be agreed between Lightstone and the Winner from the layers then available (for example Kaleidoscope Segmentation, Area Context, Commercial Activity or Traffic and Visitor Insights). The existing subscription continues unchanged on its existing terms; the upgrade does not replace, extend, discount or credit the existing subscription and has no cash value.
- 7.5 The Prize is awarded to the Winner's Organisation as it exists at the date of the draw. Where the Winner is a consultant or advisor, the Prize is for the use of the Winner's own firm and may not be passed on to that firm's clients.

- 7.6 The Prize is not transferable, may not be exchanged for cash or any other product or service, and may not be sold. Lightstone may substitute the Prize with one of equal or greater value if it becomes unavailable for reasons beyond Lightstone's control.
- 7.7 Lightstone may decline to award the Prize where doing so would be unlawful, or where the Winner or the Winner's Organisation cannot accept or make use of it, in which case a substitute Winner will be drawn in the same way.

8. The draw, notification and publicity

- 8.1 The Winner will be selected by random draw from all valid entries received by the Closing Time. The draw will be conducted by Lightstone at its offices within five (5) business days after the Closing Time, and no later than Friday 20 November 2026. The draw will be overseen and verified by a qualified chartered accountant, and a record of the draw will be kept in accordance with the CPA Regulations.
- 8.2 The Winner does not need to be present at the draw. Lightstone will notify the Winner by email and telephone within three (3) business days of the draw, using the details supplied at registration. The Winner will be announced publicly as described in clause 8.4 once the Winner has accepted the Prize.
- 8.3 The Winner must accept the Prize in writing within seven (7) days of notification and provide any information Lightstone reasonably requires to confirm eligibility and to satisfy its record keeping obligations under the CPA, which may include a copy of an identity document and a signed acknowledgement of receipt of the Prize. If the Winner cannot be reached, declines the Prize, fails to respond within seven (7) days, or is found to be ineligible, the Winner forfeits the Prize and Lightstone may draw a substitute Winner in the same way.
- 8.4 Lightstone would like to announce the Winner's name and Organisation on its LinkedIn page, website and newsletter, and in communications shared with SACSC members, and may ask the Winner to take part in reasonable publicity, such as a photograph or a short testimonial. The Winner is entitled to decline any publicity, and declining will not affect the award of the Prize.
- 8.5 Lightstone's decision on any matter relating to the Competition, including the validity of entries and the identity of the Winner, is final and no correspondence will be entered into, save as required by the CPA.

9. Personal information and marketing communications (POPIA)

- 9.1 What we collect. When you register we collect your name and surname, Organisation, job title, business email address and contact telephone number. During the Trial we collect usage information about your account as described in clause 6.8. If you win, we may also collect the information described in clause 8.3.
- 9.2 Why we use it. Lightstone processes this information to: create and manage your Trial account and provide support; run the Competition, verify eligibility, contact the Winner and comply with the CPA; contact you about LEO, your Trial experience and how LEO could support your Organisation; and, subject to clause 9.3, send you marketing communications.

- 9.3 Marketing consent. By registering for the Trial and entering the Competition you consent to Lightstone contacting you by email, telephone and other electronic means about LEO and, in future, sending you relevant communications about Lightstone Retail's products and services, and its newsletter in which Lightstone shares research articles and industry insights. You may withdraw this consent at any time, free of charge, by clicking the unsubscribe link in any marketing email or by emailing support@lightstone.co.za. Withdrawing consent will not affect your Trial access or your entry into the Competition.
- 9.4 Who we share it with. Lightstone will not sell your personal information. It may be shared with service providers who process it on Lightstone's behalf and under written contract (for example hosting, email and customer relationship platforms), with the independent person overseeing the draw, and with regulators such as the National Consumer Commission where required by law. Some service providers store information outside South Africa; where this happens Lightstone ensures the information is protected to a standard at least equivalent to POPIA, as required by section 72 of POPIA. Your information will not be shared with the SACSC, the Congress organisers or other exhibitors, other than the Winner's name and Organisation where the Winner has agreed to publicity under clause 8.4.
- 9.5 How long we keep it. Trial account data is deactivated at the end of your Trial Period and deleted or anonymised within ninety (90) days thereafter, unless you become a LEO subscriber. Competition records, including the Winner's details, are kept for three (3) years after the Competition ends, as required by the CPA Regulations. Contact details used for marketing are kept until you unsubscribe or ask us to delete them.
- 9.6 Your rights. You have the right to ask what personal information Lightstone holds about you, to request that it be corrected or deleted, to object to processing, and to withdraw any consent you have given. Requests can be sent to support@lightstone.co.za, marked for the attention of Lightstone's Information Officer. If you are not satisfied with how your request is handled you may lodge a complaint with the Information Regulator (South Africa) at complaints.IR@justice.gov.za or via infoforegulator.org.za.
- 9.7 Security. Lightstone applies appropriate technical and organisational measures to protect your personal information against loss, unauthorised access and misuse. Lightstone's full privacy notice is available at corporate.lightstone.co.za/privacy-notice and applies in addition to this clause.

10. Intellectual property

- 10.1 LEO, the Platform, all data layers, Market Reports, maps, methodologies, trade marks and other content made available in the Trial or under the Prize are and remain the property of Lightstone or its licensors. You receive only a limited, revocable, non-exclusive, non-transferable right to use them for the purposes and duration described in these Terms.
- 10.2 Movement and traffic layers are derived from anonymised vehicle telemetry and are aggregated. They do not identify any individual and may not be used to attempt to do so.

11. Liability

- 11.1 To the extent permitted by law, and without limiting any rights you have under the CPA, Lightstone, its group companies, directors, employees and agents are not liable for any loss, damage, cost or expense of any kind (including loss of profit, business or data) arising from

participation in the Trial or the Competition, from reliance on any information obtained from the Platform during the Trial, from use of the Prize, or from any technical failure, interruption or unavailability of the Platform, except to the extent caused by Lightstone's gross negligence or wilful misconduct.

- 11.2 Information in LEO is compiled from sources Lightstone believes to be reliable and is intended to support, not replace, your own professional judgement. Lightstone gives no warranty that Trial content is complete, accurate or fit for any particular decision.
- 11.3 You indemnify Lightstone against any claim arising from your breach of these Terms or misuse of the Platform, Trial content or the Prize.

12. General

- 12.1 Lightstone may amend these Terms, or suspend, extend or cancel the Trial or the Competition, if required by law or if circumstances beyond its reasonable control (including a change to the Congress dates or format, or a Platform outage) make it necessary. Any change will be published at lightstoneexplore.co.za/sacsc-trial and, where practical, communicated to registrants by email. No change will reduce a right you have already acquired.
- 12.2 Lightstone may disqualify any entrant who breaches these Terms, provides false information, tampers with the entry process or behaves in a way that is unlawful or that brings Lightstone or the Congress into disrepute.
- 12.3 A copy of these Terms is available free of charge at lightstoneexplore.co.za/sacsc-trial and on request from support@lightstone.co.za. These Terms will also be made available to the National Consumer Commission on request.
- 12.4 These Terms are governed by the laws of the Republic of South Africa. If any provision is found to be unenforceable, the remaining provisions continue to apply.
- 12.5 Any queries about the Trial or the Competition may be directed to support@lightstone.co.za or +27 10 822 8687.

INTERNAL NOTES FOR LIGHTSTONE. DELETE THIS PAGE BEFORE PUBLISHING.

No placeholders remain. Changed 9 October 2026: the SACSC no longer announces the Winner at the Congress; entries stay open until 17:00 on Friday 13 November 2026, Lightstone draws within five business days (by 20 November) and announces on LinkedIn, the website and the newsletter; trial access is rolling, three weeks from each login. Before publishing: agree with the SACSC the post Congress marketing (every reminder must link to lightstoneexplore.co.za/sacsc-trial and these Terms, and must go only to registered delegates); confirm the version date on page 2.

CPA regulation 11 record keeping: (1) obtain from the Winner a signed acknowledgement of receipt of the Prize with identity number, and a sworn declaration that the Winner is not a director, employee, agent or consultant of Lightstone or of a supplier to the competition, or a family member of one; (2) keep for three years: copies of these Terms, the dates and media in which the Competition was marketed, the list of entrants, and a dated record of how the draw was run and the Winner determined. Oversight (Tamaryn, 2 October 2026): the Lightstone Property head of finance, a chartered accountant, will oversee and verify the draw; the person is not named in the Terms. Ask them to sign and date a short certificate after the draw confirming the number of valid entries, the method of random selection and the Winner, and keep it with the records above. For the record, regulation 11(5) of the CPA Regulations refers to an independent accountant, registered auditor, attorney or advocate; a group employee strengthens the position considerably but may not meet the strict independence test.

POPIA recommendation: add a separate, unticked checkbox to the sacsc-trial registration form reading "Yes, send me Lightstone Retail news, research articles and product updates. You can unsubscribe at any time." Clause 9.3 relies on the act of registration as consent, which is workable for follow up about LEO and the Trial, but a separate opt-in makes the newsletter consent clearly voluntary and specific and is the safer position under section 69 of POPIA. Also add a link to these Terms and to the privacy notice next to the Register button, and make sure the unsubscribe link works in every marketing email.

Operational: trial accounts need a hard limit of 10 Market Reports per user and a per account expiry three weeks from the date the login email is sent (not one fixed date); the first batch of logins goes out on the morning of Thursday 22 October 2026, and later registrations need logins within two business days, so someone must watch the sacsc-trial registrations daily until 17 November 2026 (the last logins, for Friday 13 November registrations, go out by Tuesday 17 November and those trials end on Tuesday 8 December 2026). Confirm the Footprint subscription definition used in clause 7.1 matches the current commercial name for the base module (see OPEN-QUESTIONS item 7, Retail Landscape versus Market View).