

G-YEZA DATA SOLUTIONS

PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000, as amended

Private body	G-Yeza Data Solutions
Registration number	K2017102279
Trading name	G-Yeza Data Solutions - Online Store
Version	1.0
Date of compilation	15 July 2026
Next review	At least annually and when material legal or operational changes occur

379 Anthon Lembede Street, Office 201B, Doone House, Durban, 4001, South Africa

store.g-yeza.co.za

Contents

1. Abbreviations and definitions
2. Purpose of this Manual
3. Business details and Information Officer
4. Guide on how to use PAIA
5. Records available without a PAIA request
6. Records held in accordance with legislation
7. Subjects and categories of records held
8. Processing of personal information
9. How to request access to a record
10. Fees
11. Decision, extension and access
12. Grounds for refusal
13. Remedies and complaints
14. Availability and updating of the Manual
15. Approval

1. Abbreviations and definitions

- CPA - Consumer Protection Act 68 of 2008.
- ECTA - Electronic Communications and Transactions Act 25 of 2002.
- Information Officer - the person responsible for PAIA and POPIA functions for the private body.
- PAIA - Promotion of Access to Information Act 2 of 2000, as amended.
- POPIA - Protection of Personal Information Act 4 of 2013.
- Private body - G-Yeza Data Solutions.
- Record - recorded information in any form or medium in the possession or under the control of the private body.
- Regulator - Information Regulator of South Africa.
- Requester - a person making a request for access to a record under PAIA.

2. Purpose of this Manual

This Manual is prepared under section 51 of PAIA. It is intended to identify G-Yeza Data Solutions, describe the records held by the private body, explain how a requester may seek access to a record and describe relevant personal-information processing.

Listing a category of record does not mean that access will automatically be granted. A requester must comply with PAIA, including the requirement that a record of a private body is required for the exercise or protection of a right, and the request may be refused on a ground permitted or required by PAIA.

3. Business details and Information Officer

Name of private body	G-Yeza Data Solutions
Legal status	Private company incorporated in South Africa
Registration number	K2017102279
Trading name	G-Yeza Data Solutions - Online Store
VAT number	4190300485
Head / Information Officer	Kerisha Moodley, Chief Executive Officer
Director	Nkanyiso Qumbisa
Email	kerisha@g-yeza.co.za
Telephone	+27 31 001 0984
Physical and postal address	379 Anthon Lembede Street, Office 201B, Doone House, Durban, 4001, South Africa

Website: store.g-yeza.co.za. General enquiries: info@g-yeza.co.za. Customer support: helpdesk@g-yeza.co.za.

The Information Officer must be registered with the Information Regulator before assuming the statutory duties contemplated in POPIA.

4. Guide on how to use PAIA

The Information Regulator has made available a Guide explaining how to use PAIA and POPIA. The Guide is available in South Africa's official languages from the Information Regulator's website and offices.

Information Regulator contact details:

- Physical address: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191.
- Postal address: P.O. Box 31533, Braamfontein, Johannesburg, 2017.
- Telephone: 010 023 5200.
- Toll-free: 0800 017 160.
- Email: enquiries@info regulator.org.za.
- Website: info regulator.org.za.

5. Records available without a PAIA request

The following records are ordinarily available without a formal PAIA request, subject to website availability, copyright, confidentiality and reasonable administrative arrangements:

- This PAIA Manual and public website policies.
- Public product descriptions, prices and marketing material.
- Public contact details and business information published on the website.
- Customer records made available to the relevant customer through the customer's account, invoice or ordinary support process.
- Records that G-Yeza is legally required to make publicly available.

A record is not automatically available merely because it falls within a category listed elsewhere in this Manual.

6. Records held in accordance with legislation

G-Yeza may hold records required under the following legislation, where applicable:

- Basic Conditions of Employment Act 75 of 1997.
- Companies Act 71 of 2008.
- Compensation for Occupational Injuries and Diseases Act 130 of 1993.
- Consumer Protection Act 68 of 2008.
- Copyright Act 98 of 1978 and Trade Marks Act 194 of 1993.
- Electronic Communications and Transactions Act 25 of 2002.
- Employment Equity Act 55 of 1998.
- Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011.
- Labour Relations Act 66 of 1995.
- Occupational Health and Safety Act 85 of 1993.
- Promotion of Access to Information Act 2 of 2000.
- Protection of Personal Information Act 4 of 2013.
- Unemployment Insurance Act 63 of 2001 and Unemployment Insurance Contributions Act 4 of 2002.
- Value-Added Tax Act 89 of 1991.
- Cybercrimes Act 19 of 2020 and other applicable laws.

This list is not exhaustive and does not imply that every listed Act applies to every activity or record.

7. Subjects and categories of records held

Subject	Categories of records
Corporate and governance	CIPC records; constitutional documents; director and officer records; resolutions; registers; licences; policies; business plans.
Finance and tax	Invoices; quotations; purchase orders; VAT and tax records; bank and payment reconciliation; financial statements; audit records; asset records.
Customers and sales	Accounts; orders; billing and delivery information; contracts; correspondence; delivery records; payment status; refunds and chargebacks.
Products and suppliers	Distributor and manufacturer records; pricing; product specifications; warranties; stock and procurement records; supplier agreements.
Returns and complaints	Return authorisations; inspection reports; photographs; repair and warranty records; complaints; investigations; remedies and closure records.
Digital products	Licence-order records; licence identifiers; delivery logs; supplier verification; download or access records where available; support records.
Website and marketing	Website content; product feeds; analytics and advertising records; cookie records; marketing consent and opt-out records; intellectual property.
Information technology and security	User access; system logs; backups; configuration; incident records; security assessments; service-provider records.
Employees and contractors	Employment and contractor agreements; payroll; leave; performance; disciplinary; training; health and safety; statutory employment records.
Legal and compliance	Contracts; legal advice; litigation; insurance; PAIA

	requests; POPIA requests; security compromise records; regulatory correspondence.
Services and installations	Quotations; statements of work; site information; measurements; installation records; acceptance records; technical support records.

8. Processing of personal information

8.1 Purposes

- Quotations, order acceptance, fulfilment, delivery and collection.
- Payments, refunds, invoicing, reconciliation and fraud prevention.
- Customer accounts, support, returns, repairs, warranties and complaints.
- Software licence delivery, activation assistance and publisher or distributor verification.
- Website security, maintenance, analytics and advertising where enabled.
- Direct marketing where permitted and management of opt-outs.
- Compliance with legal, tax, regulatory, audit and recordkeeping obligations.
- Establishing, exercising or defending legal claims.

8.2 Categories of data subjects

- Customers, prospective customers and website visitors.
- Customer representatives, authorised recipients and collecting persons.
- Directors, employees, contractors and job applicants.
- Suppliers, distributors, manufacturers, publishers and service providers.
- Regulators, advisers, complainants and other persons who communicate with G-Yeza.

8.3 Categories of personal information

- Identity, contact, company, billing and delivery information.
- Account, order, invoice, payment reference, refund and transaction information.
- Communications, support, complaint, return, warranty and delivery information.
- IP address, device, browser, login, cookie and security information.
- Licence identifiers, delivery records and download or access logs where available.
- Employee, contractor, supplier and compliance information.

8.4 Recipients or categories of recipients

- Netcash and enabled payment providers.
- Banks and financial institutions.
- Distributors, manufacturers, software publishers and authorised repair agents.
- Website hosting, email, backup, security, analytics and technology providers.
- Google, Automattic/Jetpack, Meta/WhatsApp and other connected services where enabled or selected by the user.
- Professional advisers, auditors, insurers, regulators, law-enforcement bodies and courts where required or permitted.

8.5 Cross-border processing

Some cloud, analytics, security, email, software or payment providers may process information outside South Africa. G-Yeza will take reasonable steps to ensure that cross-border processing is permitted under POPIA and subject to appropriate safeguards.

8.6 Security and retention

G-Yeza applies reasonable technical and organisational safeguards appropriate to the information and risk. Records are retained only for as long as reasonably required for the purpose, or as required by law, warranty, audit, dispute, contract or legitimate operational needs. Tax and VAT records are generally retained for at least five years.

9. How to request access to a record

A requester must use the current prescribed PAIA Form 2 for a request to a private body. The form is available from the Information Regulator.

- Provide sufficient particulars to identify the requester and the requested record.
- Identify the form of access required.
- Identify the right to be exercised or protected and explain why the record is required for that purpose.
- Provide proof of authority where acting for another person.
- Submit the form and reasonable proof of identity to kerisha@g-yeza.co.za or the physical address in this Manual.

G-Yeza may assist a requester to correct a request that does not contain sufficient information, without giving legal advice.

10. Fees

A requester may be required to pay the prescribed request fee before a request is processed, unless the requester is exempt. If access is granted, prescribed access, reproduction, search, preparation, postage or deposit fees may apply.

G-Yeza will use the fee schedule prescribed by the current PAIA regulations and will notify the requester of any amount lawfully payable.

11. Decision, extension and access

G-Yeza will decide a request as soon as reasonably possible and, subject to PAIA, within 30 days after receiving a valid request. The period may be extended once by not more than 30 days where PAIA permits, and the requester will be notified of the extension and reasons.

If the request is granted, the notice will state the access fee, form of access and applicable remedy. If refused, adequate reasons and the available complaint or court process will be stated, without disclosing protected content.

12. Grounds for refusal

Access may or must be refused on a ground provided by PAIA, including protection of:

- the privacy of a third party who is a natural person;
- commercial information of a third party;
- confidential information supplied by a third party;
- the safety of an individual or security of property;
- records privileged from production in legal proceedings;
- G-Yeza's commercial information, trade secrets, financial or technical information;

- research information of G-Yeza or a third party.

PAIA may require disclosure in the public interest despite certain refusal grounds. Where a record can reasonably be severed, access may be given to the non-protected portion.

13. Remedies and complaints

A private body does not have an internal PAIA appeal process. A requester or third party dissatisfied with a decision may lodge a complaint with the Information Regulator in the prescribed manner or apply to a court within the applicable period.

PAIA complaints may be submitted using the prescribed form published by the Information Regulator. Current contact details and forms are available at info regulator.org.za.

14. Availability and updating of the Manual

This Manual is available electronically on store.g-yeza.co.za and may be inspected at the Durban address during normal business hours by prior arrangement. A copy may be requested from the Information Officer.

The Manual will be reviewed at least annually and updated when there is a material change to the business, records, Information Officer, law or processing activities.

15. Approval

Approved for G-Yeza Data Solutions:

Name	Kerisha Moodley
Capacity	Chief Executive Officer / Information Officer
Signature	
Date	