



PAIA MANUAL

PAKSTOOR (PTY) LTD

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

Aligned with applicable provisions of the Protection of Personal Information Act 4 of 2013.

Version 1.1 • 22 May 2026 • CIPC 2026/353368/07

Organisation	Pakstoor (Pty) Ltd
Entity type	Private body / private company
CIPC registration number	2026/353368/07
Information Officer	Tertius Leon Wait
Date of compilation	22 May 2026
Version	1.1
Public website	https://pakstoor.co.za

1. List of acronyms and abbreviations

Term	Meaning
CEO	Chief Executive Officer, where applicable
DIO	Deputy Information Officer
IO	Information Officer
PAIA	Promotion of Access to Information Act 2 of 2000, as amended
POPIA	Protection of Personal Information Act 4 of 2013
Regulator	Information Regulator of South Africa
Private body	A private body as defined in PAIA
Requestor	A person requesting access to a record under PAIA

2. Purpose of this PAIA Manual

This manual is prepared for Pakstoor (Pty) Ltd in terms of section 51 of PAIA. It is intended to assist members of the public, customers, sellers, buyers, service providers, regulators and other requestors to understand the categories of records held by Pakstoor (Pty) Ltd and the process to request access to such records where access is required for the exercise or protection of a right.

This manual also gives a high-level description of how Pakstoor (Pty) Ltd processes personal information in line with POPIA. It does not replace Pakstoor's Privacy Policy, Terms, POPIA notices, dispute procedures or any contract between Pakstoor and a user or service provider.

3. Key contact details for access to information requests

The following details should be used for PAIA and POPIA related requests. Pakstoor should ensure that these details remain aligned with the Information Regulator eServices profile and the public website.

Item	Details
Name of private body	Pakstoor (Pty) Ltd
Registered legal name	Pakstoor (Pty) Ltd
CIPC registration number	2026/353368/07
Information Officer registration number	2026-013758
Information Officer	Tertius Leon Wait
Deputy Information Officer	Not appointed at the date of this manual, unless later designated
Registered address	Available from the Information Officer on lawful request.

Postal address	Available from the Information Officer on lawful request.
Official PAIA/POPIA email	privacy@pakstoor.co.za (primary PAIA/POPIA contact) - see also https://pakstoor.co.za/popia
Website	https://pakstoor.co.za
Telephone	Not separately published; use privacy@pakstoor.co.za for PAIA/POPIA requests
Trust page	https://pakstoor.co.za/trust
Privacy policy	https://pakstoor.co.za/privacy
POPIA page	https://pakstoor.co.za/popia

4. Guide on how to use PAIA and how to obtain access to the Guide

The Information Regulator has, in terms of section 10(1) of PAIA, made available a Guide on how to use PAIA. The Guide explains the objects of PAIA and POPIA, the manner and form of access requests, the assistance available from Information Officers and the Regulator, remedies available in law, and other prescribed information.

The Guide and PAIA forms are available from the Information Regulator website:

<https://info regulator.org.za/paia/>

<https://info regulator.org.za/paia-forms/>

The Guide is available in each of the official languages and in accessible formats as made available by the Information Regulator.

5. Records available without a formal PAIA request

Certain records may be publicly available without submitting a formal PAIA request, subject to website availability and normal access restrictions. These may include:

- Public website content on pakstoor.co.za
- Terms of use, privacy notices, POPIA notices and marketplace safety information
- Public help, contact and support information
- Public trust and safety guidance
- Public company or compliance notices that Pakstoor chooses to publish

Access to these records may be obtained directly from the website or by contacting Pakstoor through its official contact channels.

6. Records held in accordance with other legislation

Where applicable to Pakstoor's operations, records may be kept under South African legislation including, but not limited to:

- Companies Act 71 of 2008
- Consumer Protection Act 68 of 2008
- Electronic Communications and Transactions Act 25 of 2002
- Protection of Personal Information Act 4 of 2013
- Promotion of Access to Information Act 2 of 2000
- Basic Conditions of Employment Act 75 of 1997, where applicable
- Labour Relations Act 66 of 1995, where applicable
- Employment Equity Act 55 of 1998, where applicable
- Income Tax Act 58 of 1962
- Value-Added Tax Act 89 of 1991, where applicable
- Tax Administration Act 28 of 2011
- Financial Intelligence Centre Act 38 of 2001, where applicable to relevant counterparties or processes
- Cybercrimes Act 19 of 2020, where applicable
- Any other legislation applicable to Pakstoor's business activities from time to time

7. Categories of records held by Pakstoor

The records listed below may be held by Pakstoor depending on operational activity. Not every record is automatically available. Access may be refused where PAIA allows or requires refusal, including where records contain third-party personal information,

confidential commercial information, privileged information, security-sensitive information, or information that could prejudice the rights of another person.

Category	Examples of records
Corporate and governance records	Company registration records, resolutions, officer details, compliance records, policies, PAIA and POPIA records, regulator correspondence.
Marketplace user records	Buyer and seller account records, profile information, user verification records, listing history, account status, support notes, communication records.
Listing and transaction records	Listing details, item descriptions, item images, transaction records, order/deal records, escrow status references, delivery records, inspection-window records, refund or release records.
Courier and delivery records	Courier quotes, waybills, delivery status events, collection and delivery addresses, courier support correspondence.
Payment and escrow records	Payment references, escrow transaction references, payout records, fee records, payment provider correspondence and reconciliation records.
Dispute and evidence records	Dispute submissions, photos, videos or other evidence, admin notes, timelines, decisions, return delivery records, communication between parties and Pakstoor.
Customer support records	Support requests, complaints, bug reports, safety reports, moderation reports and responses.
Information security records	Access logs, security monitoring records, incident logs, vulnerability records, audit logs, cloud and application security records.
Supplier and service provider records	Contracts, invoices, onboarding records, due diligence records, service levels, support and compliance correspondence.
Financial and tax records	Invoices, statements, accounting records, tax records, bank records, reconciliation records, revenue and expense records.
Marketing and communications records	Approved marketing content, campaign records, public communications, consent records where applicable.
Human resources records	Employee, contractor or applicant records, where applicable, including agreements, payroll, performance, disciplinary and training records.
Legal records	Contracts, legal advice, regulatory correspondence, claims, disputes, complaints, litigation records and records subject to legal privilege.

8. Request procedure for access to records

1. A requestor must use the prescribed PAIA request form, currently Form 02: Request for Access to Record, as made available by the Information Regulator.
2. The request must be submitted to Pakstoor's Information Officer using the official PAIA/POPIA contact details in this manual.
3. The request must provide enough detail to identify the record requested, the identity of the requestor, the preferred form of access, and the right that the requestor seeks to exercise or protect.
4. If the request is made on behalf of another person, proof of authority to act on that person's behalf must be provided.
5. Pakstoor may request additional information where required to identify the record or verify the requestor's authority.
6. Pakstoor will process the request in accordance with PAIA and applicable time periods, subject to any lawful extension or refusal grounds.
7. Access may be subject to payment of prescribed fees, where applicable.

A request for access to a record does not guarantee access. Pakstoor must consider PAIA, POPIA, confidentiality, security, legal privilege, third-party rights and any other applicable legal ground before granting or refusing access.

9. Grounds on which access may be refused

Access to records may be refused in full or in part where PAIA requires or permits refusal. Examples include:

- Protection of the privacy of a third party who is a natural person
- Protection of commercial information of a third party
- Protection of confidential information of a third party
- Protection of the safety of individuals and protection of property

- Protection of records privileged from production in legal proceedings
- Protection of Pakstoor’s commercial information
- Protection of research information of Pakstoor or a third party
- Requests that are frivolous, vexatious or involve an unreasonable diversion of resources
- Records that would compromise platform security, fraud prevention, authentication, moderation or investigation controls

10. Fees

A requestor may be required to pay the prescribed PAIA request fee, access fee, reproduction fee, search fee or other fee allowed by PAIA and its regulations. If a fee is payable, Pakstoor will notify the requestor of the amount and payment method before providing access, where required.

Personal requestors seeking access to their own personal information may be treated differently where PAIA or POPIA provides for such treatment.

11. Remedies available to a requestor

If a requestor is dissatisfied with Pakstoor’s response to a PAIA request, the requestor may have remedies available under PAIA, POPIA and other applicable law. These may include lodging a complaint with the Information Regulator or approaching a court with jurisdiction for appropriate relief.

The Information Regulator’s PAIA forms page includes the complaint form and other prescribed forms.

<https://info regulator.org.za/paia-forms/>

12. Processing of personal information under POPIA

Pakstoor processes personal information for lawful business purposes connected to operating a protected online marketplace, managing user accounts, enabling transactions, supporting courier delivery, facilitating escrow or payment-related processes through service providers, managing disputes, preventing fraud, complying with legal duties and improving platform safety.

12.1 Purpose of processing personal information

- Account registration, login and user administration
- Seller and buyer verification and trust controls
- Listing creation, moderation and marketplace publication
- Transaction, escrow, payment and payout administration
- Courier quotation, booking, collection, delivery and tracking
- Customer support, complaints and dispute resolution
- Fraud prevention, abuse detection, moderation and platform security
- Compliance with legal, tax, accounting and regulatory obligations
- Communication with users about account, transaction, safety or service matters
- System monitoring, logging, analytics and service improvement

12.2 Categories of data subjects and personal information

Data subject category	Personal information that may be processed
Buyers and sellers	Names, contact details, account credentials, addresses, profile details, transaction records, listing activity, communication records, support records, verification information and payment or payout-related references.
Visitors and prospective users	Contact form submissions, device/browser information, cookies, analytics data and communication records.
Service providers and suppliers	Contact details, contractual records, invoices, payment details, due diligence records and service communications.
Employees, contractors or applicants, where applicable	Identity and contact details, employment or contractor records, payroll or payment records, qualification records and performance or disciplinary records.
Complainants or dispute participants	Complaint records, evidence files, communications, investigation notes and outcome records.
Regulators, authorities and legal counterparties	Correspondence, filings, notices, submissions and records required for compliance or legal processes.

12.3 Recipients or categories of recipients

Personal information may be shared with recipients where necessary and lawful, including:

- Escrow, payment, payout and reconciliation service providers
- Courier, logistics and fulfilment service providers
- Identity verification, fraud prevention, moderation and security service providers
- Cloud hosting, infrastructure, analytics, email, SMS, support and operational technology providers
- Professional advisers, accountants, auditors, insurers and legal representatives
- Regulators, law enforcement, courts or other authorities where required or permitted by law
- A buyer, seller or counterparty where necessary to complete a protected marketplace transaction, delivery, return, support process or dispute process

12.4 Cross-border transfers

Pakstoor may use cloud, communications, support, fraud prevention, payment, analytics or operational service providers that process information outside South Africa. Where personal information is transferred across borders, Pakstoor will take reasonable steps to ensure that such transfer is lawful under POPIA and subject to appropriate contractual, technical and organisational safeguards where required.

12.5 Information security measures

Pakstoor applies reasonable technical and organisational safeguards appropriate to the nature of the information and business operations. These may include:

- Access control and role-based permissions
- Authentication controls and administrative access restrictions
- Encryption in transit and appropriate storage protections
- Logging, audit trails and monitoring
- Network and application security controls
- Secure cloud configuration and backup practices
- Separation of public upload content and sensitive evidence records where applicable
- Incident response and vulnerability management processes
- Supplier due diligence and contractual confidentiality obligations
- Data retention and deletion controls where applicable

Security measures may change over time as Pakstoor's platform, risk profile and service providers evolve.

13. Availability of this manual

This manual is available on Pakstoor's website and from Pakstoor's Information Officer on request. Version 1.0 was submitted to the Information Regulator eServices portal for PAIA Manual filing purposes. This revised public website version reduces public exposure of the Information Officer's residential address while keeping the Information Officer contactable at privacy@pakstoor.co.za for PAIA and POPIA requests. Pakstoor may make this manual available in additional South African languages where reasonably practicable.

14. Changes to this manual

Pakstoor may amend this manual from time to time to reflect operational, legal, regulatory or contact-detail changes. The latest published version replaces previous versions unless expressly stated otherwise.

15. Version control

Version	Date	Description
1.0	22 May 2026	Initial PAIA Manual prepared for Pakstoor, including Information Officer contact details and public PAIA/POPIA links.
1.1	22 May 2026	Public website version revised to reduce exposure of residential address; PAIA/POPIA contact remains privacy@pakstoor.co.za .