

PAIA Manual- COMPLI-TECH

Manual Prepared in Terms of Section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

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1. List of Acronyms and Abbreviations

- CEO: Chief Executive Officer
- DIO: Deputy Information Officer
- IO: Information Officer
- PAIA: Promotion of Access to Information Act No. 2 of 2000 (as amended)
- POPIA: Protection of Personal Information Act No. 4 of 2013
- Regulator: Information Regulator of South Africa
- Republic: Republic of South Africa

2. Purpose of PAIA Manual

This Manual assists the public and data subjects to:

- Identify records held by Compli-Tech that are accessible without submitting a formal PAIA request.
- Understand the request process for accessing records held across Compli-Tech's corporate operations and continuous application ecosystem.
- Access details regarding the Information Officer responsible for managing access requests.
- Understand the statutory processing of personal information, data categories, transborder flows, and security protocols under POPIA.

3. Key Contact Details of Compli-Tech

3.1. Chief Information Officer

- Name: C.J. Janse van Rensburg
- Position: CEO / Information Officer
- Email: info@compli-tech.app

3.2. Head Office & General Enquiries

- Primary Website: <https://compli-tech.app>
- Email: info@compli-tech.app
- Applicability: Applies centrally to Compli-Tech and all software applications, modules, and sub-platforms operated under the Compli-Tech umbrella.

4. Guide on How to Use PAIA

The Information Regulator has updated and made available a comprehensive Guide on how to exercise rights under PAIA and POPIA in terms of section 10(1) of PAIA.

The Guide is available in all official languages and contains information on:

- The statutory objects of PAIA and POPIA.
- Processes for submitting access requests to private and public bodies.
- Available legal remedies, including lodging complaints with the Information Regulator or court applications.

The Guide can be accessed directly from the Information Regulator's website at <https://inforegulator.org.za/> or requested via email from the Information Officer at info@compli-tech.app.

5. Categories of Records Available Without Request

Certain information is automatically accessible via the public website (compli-tech.app) or individual application landing pages without submitting a formal request:

Record Category	Types of Records	Availability
Public Product Data	Overview of software applications, features, subscription plans, and API documentation	Available on Website
Compliance Documentation	Privacy Policy, PAIA Manual, Terms of Service	Available on Website / App Links

6. Records Available in Accordance with Other Legislation

Compli-Tech maintains records where required in accordance with statutory obligations under South African law, including:

- Companies Act 71 of 2008

- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Value Added Tax Act 89 of 1991
- Income Tax Act 58 of 1962
- Electronic Communications and Transactions Act 25 of 2002

7. Subjects and Categories of Records Held

The table below outlines the subjects on which Compli-Tech holds records across its business operations and applications:

Subject	Categories of Records
Corporate Governance	Company registration records, Memorandum of Incorporation, internal policies, board minutes, statutory filings.
Ecosystem Applications	System architecture, software source files, database schemas, integration logs, deployment configurations.
Client & App User Records	User profiles, subscriber account details, organization compliance logs, transactional history, support tickets.
Financial & Operational	Invoices, bank records, tax filings, financial statements, supplier contracts.

8. Processing of Personal Information (POPIA)

8.1 Purpose of Processing

Compli-Tech processes personal data to:

- Provision, host, and maintain software applications and multi-tenant services.
- Authenticate platform administrative users and client accounts.
- Provide customer support, execute billing, and communicate platform updates.
- Ensure system security and comply with statutory legal requirements.

8.2 Data Subjects & Categories of Personal Information

Data Subject Category	Categories of Personal Information Processed
Customers / App Users	Names, email addresses, phone numbers, identity numbers, user credentials, billing logs, application compliance data.

Data Subject Category	Categories of Personal Information Processed
Service Providers / Vendors	Company details, representative contact information, VAT numbers, payment/banking details, service agreements.
Employees / Personnel	Identification records, CVs, employment contracts, tax information, performance records.

8.3 Recipients of Personal Information

Compli-Tech may share personal information with approved processing partners solely for operational purposes:

- Cloud hosting and data infrastructure providers.
- Payment processors and financial service providers.
- Statutory authorities, credit bureaus, or law enforcement when legally obliged.

8.4 Transborder Data Flows

Compli-Tech utilizes secure cloud-hosted architecture. Data may be stored or processed outside South Africa depending on primary and fallback data center locations. Compli-Tech ensures that all hosting facilities and cloud providers adhere to stringent global data protection standards equal to or exceeding POPIA requirements.

8.5 Security Safeguards

To guarantee data confidentiality, integrity, and availability, Compli-Tech enforces:

- Cloud infrastructure isolation and database encryption (in transit and at rest).
- Automated malware, anti-virus, and vulnerability protection.
- Strict password policies and role-based access controls.

9. Availability & Updating of this Manual

- Availability: This manual is published at <https://compli-tech.app> and is accessible on request from the Information Officer.
- Updates: The CEO / Information Officer will review and update this manual continuously as new applications, features, or statutory requirements emerge.

Issued by:

C.J. Janse van Rensburg

Chief Executive Officer / Information Officer

Compli-Tech