

SLOVASKIE

PAIA & POPIA COMPLIANCE MANUAL

Prepared in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA) and the Protection of Personal Information Act 4 of 2013 (POPIA). Version 1.0 · 16 August 2026 · Available at www.slovaskie.co.za/legal and from the Information Officer on request.

1. Company details and overview

This manual applies to the private body described below. It sets out how a member of the public may request access to records held by the company under PAIA, and how personal information is processed under POPIA.

Company name	Slovaskie (Pty) Ltd
Registration number	2026/636208/07
Physical address	77 Main Road, Onrus, Hermanus, Western Cape, 7201, South Africa
Postal address	77 Main Road, Onrus, Hermanus, Western Cape, 7201
Website	www.slovaskie.co.za
Nature of business	Online general dealer — consumer goods retailed across South Africa

2. Information Officer

Information Officer	Werner Piek (Director)
Telephone	+27 28 316 1858 · Mobile +27 82 465 0377
Email	werner@slovaskie.com

The Information Officer is responsible for PAIA requests and all data-privacy matters.

3. Guide on how to use PAIA

The Information Regulator has compiled a guide on how to exercise rights under PAIA. It is available from the Information Regulator (South Africa): www.inforegulator.org.za · enquiries@inforegulator.org.za · Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191.

4. Records held by the company

Records are kept under, among others, the Companies Act 71 of 2008, the Income Tax Act 58 of 1962, the Consumer Protection Act 68 of 2008, the Electronic Communications and Transactions Act 25 of 2002 and POPIA. Categories:

- Statutory and company records: incorporation documents, registers, resolutions.
- Financial and tax records: accounting records, annual financial statements, tax filings, bank records.
- Customer and transaction records: orders, payment confirmations, delivery records, consent records, correspondence.
- Supplier and procurement records: supplier details, purchase orders, import documentation.
- Operational records: website and system logs, policies, insurance.

The company currently has no employees; no human-resources records are held at present.

5. Processing of personal information (POPIA)

Personal information is processed to fulfil and deliver orders, take payment, provide customer service, meet legal obligations, and — only with consent — send marketing. Categories of data subjects and information:

- Customers: names, contact details, delivery addresses, order history, payment confirmations (never full card numbers), consent records.
- Suppliers and service providers: trade identities, agreements, contact and payment details.

Recipients and operators: payment processing (PayFast), couriers (arranged through Bob Go), hosting and infrastructure (Vercel, Render, Neon, Cloudflare — some located outside South Africa, with transfers made under POPIA section 72 safeguards), transactional email (Resend), accounting (Xero), and business email (Google Workspace). Information may also be disclosed to regulators or authorities where the law requires it.

Security measures include encrypted connections, access controls, and the company never receiving or storing full card numbers. Data subjects may request access to, correction or deletion of their personal information, withdraw consent, or object to processing, by contacting the Information Officer; complaints may be lodged with the Information Regulator.

6. How to submit a request for access to records

Complete Form 2 (Request for Access to Record), available from the Information Regulator's website, and send it to the Information Officer by email at werner@slovaskie.com or to the physical address above, together with proof of identity and payment of any prescribed fee under the PAIA Regulations. The company will respond within 30 days as required by PAIA.