RETAIL ASSIST (PTY) LTD

REG. NO. 2015 / 285874 / 07

("**Retail Assist**")

PAIA MANUAL

(of a private body)

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

("**PAIA**")

Retail Assist PAIA Manual

Policy type: Public

Policy owner: Risk and Compliance Team

Approved by: Policy and Standards Forum

Date of Compilation: May-2026

Date of Revision: May-2026

Next review date: Jun-2027

1 Definitions

1.1 In this document, unless the context indicates otherwise:

1.1.1 **"CEO"** means Chief Executive Officer.

1.1.2 **"Data Subject"** means the person to whom personal information relates.

1.1.3 **"DIO"** means Deputy Information Officer.

1.1.4 **"Employee"** means all permanent, part-time or fixed term colleagues engaged by Retail Assist.

1.1.5 **"IO"** means Information Officer.

1.1.6 **"Minister"** means the Minister of Justice and Correctional Services.

1.1.7 **"PAIA"** means the Promotion of Access to Information Act, 2 of 2000 (as amended).

1.1.8 **"Personal Information"** means *personal information* as defined in POPIA.

1.1.9 **"POPIA"** means the Protection of Personal Information Act, 4 of 2013.

1.1.10 **"Processing"** or **"processing"** means *processing* as defined in POPIA.

1.1.11 **"Regulator"** means the Information Regulator**.**

1.1.12 **"Retail Assist"** means Retail Assist (Pty) Ltd (Reg. No. 2015 / 285874 / 07).

2 Purpose of PAIA Manual

This PAIA Manual is useful for the public to:

2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;

2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;

2.3 know the description of the records of the body which are available in accordance with any other legislation;

2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer (if any) who will assist the public with the records they intend to access;

2.5 know the description of the guide on how to use PAIA, as updated by the Regulator, and how to obtain access to it;

2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;

2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;

2.8 know the recipients or categories of recipients to whom the personal information may be supplied;

2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and

2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3 Retail Assist's key contact details for access to information

3.1 Information Officer

Name:	Tremaine Hechter
Tel:	+27 21 023 1629
Email:	info@retailassist.global

3.2 Access to information general contacts

Email:	info@retailassist.global

3.3 Head Office

Physical address:	4th Floor, Elkay House, 186 Loop Street, City Centre, Cape Town
Postal address:	4th Floor, Elkay House, 186 Loop Street, City Centre, Cape Town
Telephone:	+27 21 023 1629
Email:	info@retailassist.global
Website:	https://retailassist.global/

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

4.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("**Guide**"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2 The Guide is available in each of the official languages and in braille.

4.3 The aforesaid Guide contains the description of:

4.3.1 the objects of PAIA and POPIA;

4.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of:

4.3.2.1 the Information Officer of every public body; and

4.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 56 of POPIA[1];

4.3.3 the manner and form of a request for:

[1] *Section 56(a) of POPIA: Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

4.3.3.1 access to a record of a private body contemplated in section 50[2],

4.3.4 the assistance available from the Information Officer of a private body in terms of PAIA and POPIA;

4.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;

4.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging:

4.3.6.1 an internal appeal;

4.3.6.2 a complaint to the Regulator; and

4.3.6.3 an application with a court against a decision by the Information Officer of a private body, a decision on internal appeal or a decision by the Regulator;

4.3.7 the provisions of section 51[3] requiring a private body to compile a manual, and how to obtain access to a manual;

4.3.8 the provisions of section 52[4] providing for the voluntary disclosure of categories of records by a private body;

4.3.9 the notices issued in terms of section 54[5] regarding fees to be paid in relation to requests for access; and

4.3.10 the regulations made in terms of section 92[6].

4.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5 The Guide can also be obtained:

4.5.1 Upon request to the Information Officer;

4.5.2 From the website of the Regulator (https://www.justice.gov.za/inforeg/).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours:

---

[2] *Section 50(1) of PAIA: A requester must be given access to any record of a private body if:*
a) that record is required for the exercise or protection of any rights;
b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

[3] *Section 51(1) of PAIA: The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.*

[4] *Section 52(1) of PAIA: The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access.*

[5] *Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.*

[6] *Section 92(1) of PAIA provides that –"The Minister may, by notice in the Gazette, make regulations regarding-*
(a) any matter which is required or permitted by this Act to be prescribed;
(b) any matter relating to the fees contemplated in sections 22 and 54;
(c) any notice required by this Act;
(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
(e) any administrative or procedural matter necessary to give effect to the provisions of this Act."

4.6.1	English:	https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf
4.6.2	Afrikaans:	https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-Afrikaans_20210905.pdf
4.6.3	isiXhosa:	https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-Xhosa_20210914.pdf

5 Request Procedure: PAIA Regulation 7

Your request must be submitted using Form 2: Request for Access to Record, as prescribed by Regulation 7 (Request for access to information) under the Regulations relating to the Promotion of Access to Information, 2021. A copy of Form 2 can be accessed here.

6 Categories of Records of Retail Assist which are available without a person having to request access

All information available to the public on the Retail Assist's website at www.retailassist.global which may be downloaded or requested via telephone, email or post.

7 Description of the records of Retail Assist which are available in accordance with any other legislation

Retail Assist holds records in terms of the following legislation (this is not an exhaustive list):

- Basic Conditions of Employment Act, 75 of 1997;
- Companies Act, 71 of 2008;
- Compensation for Occupational Injuries and Health Diseases Act, 130 of 1993;
- Consumer Protection Act, 68 of 2008;
- Electronic Communications and Transactions Act, 25 of 2002;
- Income Tax Act, 58 of 1962;
- 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;
- Short-term Insurance Act, 53 of 1998;
- Skills Development Act, 97 of 1998;
- Skills Development Levies Act, 9 of 1999;
- Unemployment Insurance Act, 63 of 2001;
- Unemployment Insurance Contributions Act, 4 of 2002;
- Value Added Tax Act, 89 of 1991.

Only those authorities, individuals or organisations authorised in terms of the abovementioned legislation to have access to these records may request them.

8 Description of the subjects on which Retail Assist holds records and categories of records held on each subject by Retail Assist

Retail Assist holds records in terms of the following legislation (this is not an exhaustive list):

Subject	Category of Record
Business and Legal Records	• Business plans and strategy documents • Company statutory records • Board and management records • Operational manuals • Company policies and procedures • Intellectual property records (including trade marks and copyright) • Insurance portfolio records • Internal correspondence • Regulatory records • Property and leasing records • Contracts with suppliers and service providers
Financial Records	• Budget and financial performance records • Accounting records (including annual financial statements and management accounts) • Banking records • Financial contracts • Payment information from third party service providers
Tax Records	• Corporate income and value-added tax records (including returns and payments to SARS) • Employee PAYE, SDL, UIF and Workmen's Compensation Records
Information Technology ("**IT**") Records	• Technology hosts, hardware and software suppliers and service providers • IT Infrastructure and architecture information and manuals • Project implementation plans • Website information (including Internet protocol address/es, login data, browser type and version, time zone setting and location, geo-location data, GPS pings and calculations, cookies, browser plug-in types and versions, operating system and platform and other technology on the devices used to access the Retail Assist website) • Social media content
Marketing Records	• Marketing and advertising material • Marketing strategy and plans • Subscriber identification, contact details and marketing communication preferences • Website usage, analytics and third-party cookie

	information • Lead generation and referral information • Online surveys, webinars and events • Newsletter subscription records • Promotional campaigns • Promotional competition records
Retail Assist Records	• Website Terms and Conditions • Customer application forms • Contracts with merchants and other customers; • General correspondence records (email and WhatsApp communications)
Staff Records	• Staff records (identification, emergency, next-of-kin, marital status, salary and payment details, CV and training information, assessments, disciplinary, medical health, grievance procedure, employment contracts and benefit information, leave records, accident information records and general correspondence) • Policy and procedure records • Recruitment records (job advertisements, applicant CV information, interview and feedback records)

Access to the abovementioned records may only be requested in terms of this PAIA Manual.

9 Processing of Personal Information

9.1 **Purpose of Processing Personal Information:** Retail Assist processes the personal information of various categories of individuals and organisations (described in clause 9.2 below) in accordance with POPIA. For further information on the processing purposes of such personal information, a request for information can be sent to info@retailassist.global.

9.2 **Description of the categories of Data Subjects and for the information or categories of information relating thereto:** Retail Assist processes the personal information of the following data subjects:

Categories of Data Subjects	Personal Information that may be processed
Client Records	• Company registration number, contact details (physical and email addresses, telephone and mobile numbers) • Billing and payment data • Agency Terms & Conditions • Employees or representatives contact information • General correspondence • Internet protocol address/es, login data, browser type and version, time zone setting and location, geo-location data related to accessing Retail Assist's website at www.retailassist.global

Staff	• Identity, gender, language and contact details (residential and email addresses, telephone and mobile numbers) as well as emergency and next-of-kin contact details • Health information • First aid information • CV information (including employment history, education and qualifications and contacts for references) • Police clearance and credit check records • Bank details
Service Providers & Suppliers	• Supply and/or services agreements (names and registration or identification numbers) • Billing and payment data (bank account details, VAT numbers, address details) • Names and contact details of representatives • CV information (including marital status, employment history, education and qualifications and contacts for references) • General correspondence

9.3 **The recipients or categories of recipients to whom the personal information may be supplied**: Retail Assist may supply personal information to the following recipients or categories of recipients:

Category of personal information	**Recipients or categories of recipients to whom the personal information may be supplied**
Identity numbers and names for criminal and credit checks	• Recruitment service providers
Credit and payment history for credit information	• Recruitment service providers
Verifications of Qualifications	• LexisNexis
Customer, Staff, Supplier and Service Provider Records	• IT service providers who provide data capturing, processing, storage, email, payroll, communication, billing, marketing and security services

9.4 **Planned transborder flows of personal information**: Retail Assist shares personal information with third parties which may involve the transborder flow of personal information. When personal information is transferred outside of South Africa, Retail Assist ensures that it complies with its obligations under POPIA when doing so. More specifically, it seeks to ensure that:

9.4.1 the third parties are subject to laws, binding corporate rules or binding agreements which provide an adequate level of protection;

9.4.2 the transfer is necessary for the performance of Retail Assist contractual obligations to the data subjects;

9.4.3 the transfer is necessary for the performance of a contract concluded in the interest of the data subject between Retail Assist and/or third parties; or

9.4.4 upon any other basis permitted in terms of POPIA.

9.5 **General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information:**

9.5.1 Retail Assist has put in place appropriate security measures to prevent personal information processed by it from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed by using coding best practices for its systems and keeping its software up to date. Retail Assist also only captures data on an encrypted connection to secured private hosting, and backup data securely in the cloud with dual-authorisation access limited to system administrators only. In addition, it limits access to that personal information to those will only process personal information on the instructions of Retail Assist and they are subject to a duty of confidentiality.

9.5.2 Retail Assist has furthermore put in place procedures to deal with any suspected personal data breach and will notify the data subjects and the Information Regulator of any breach where legally required to do so.

10 Availability of the Manual

10.1 A copy of this PAIA Manul is available:

10.1.1 On Retail Assist's website at www.retailassist.global;

10.1.2 at the office of Retail Assist for public inspection during normal business hours;

10.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

10.1.4 to the Information Regulator upon request.

10.2 A fee for a copy of the PAIA Manual, as contemplated in Annexure B of the Regulations, shall be payable per each A4-size photocopy made.

11 Updating of the Manual

11.1 The Information Officer of Retail Assist will on a regular basis update this manual.