



PAIA MANUAL

Prepared in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA)

1. INTRODUCTION

This Manual is prepared in accordance with **Section 51 of the Promotion of Access to Information Act, 2000 (“PAIA”)** and applies to:

Social Wiiv (Pty) Ltd

Registration Number: **2013/208360/07**

This Manual serves to:

- Facilitate requests for access to records held by Social Wiiv
 - Provide guidance on how such requests should be made
 - Ensure compliance with PAIA and the Protection of Personal Information Act, 2013 (“POPIA”)
-

2. COMPANY DETAILS

Registered Name: Social Wiiv (Pty) Ltd

Registration Number: 2013/208360/07

Physical Address:

292 Surrey Avenue, 1st Floor

Ferndale, Randburg

Gauteng, South Africa, 2194

Postal Address: Same as physical

Telephone Number: 011 568 7658

Email Address: info@socialwiiv.com

Website: <https://socialwiiv.com>

3. INFORMATION OFFICER

Information Officer: Baron Marshall

Deputy Information Officer: André du Preez

The Information Officer is responsible for:

- Ensuring compliance with PAIA and POPIA
- Processing access to information requests
- Managing internal compliance processes

The Information Officer is duly registered with the Information Regulator.

4. GUIDE ON HOW TO USE PAIA

A guide on how to use PAIA is available from the Information Regulator:

Website: <https://infoeregulator.org.za>

Email: enquiries@infoeregulator.org.za

5. RECORDS AUTOMATICALLY AVAILABLE

The following records may be available without a formal PAIA request:

- Information available on the Social Wiiv website
 - Marketing materials and brochures
 - Published policies (Privacy Policy, Cookie Policy, Terms of Service)
-

6. RECORDS HELD BY SOCIAL WIIV

6.1 Company Records

- Incorporation documents
- Memorandum of Incorporation (MOI)
- Shareholder and director records

6.2 Financial Records

- Financial statements
- Accounting records
- Tax records (SARS, VAT)

6.3 Human Resources Records

- Employment contracts
- Employee records
- Payroll information

6.4 Client and Customer Records

- Client agreements and contracts
- Campaign data
- Platform user data

6.5 Operational Records

- Internal policies and procedures
- Compliance documentation
- Security policies

6.6 Technical and IT Records

- System logs
- API records
- Security logs and monitoring data
- Platform usage data

7. PROCESSING OF PERSONAL INFORMATION (POPIA)

Social Wiiv processes personal information in accordance with POPIA.

7.1 Role of Social Wiiv

Social Wiiv operates as:

- **Responsible Party** in respect of its own business operations
- **Operator** where processing personal information on behalf of clients

Where Social Wiiv acts as an Operator:

- The client remains the Responsible Party
- Social Wiiv processes data strictly on client instructions

7.2 Categories of Personal Information

Social Wiiv may process:

- Names and surnames
 - Email addresses
 - Phone numbers
 - Employee data
 - Platform activity data
 - Technical identifiers (IP addresses, device data)
-

7.3 Purpose of Processing

Personal information is processed for:

- Platform functionality
 - Client service delivery
 - Communication and support
 - Security and fraud prevention
 - Legal and regulatory compliance
-

7.4 Data Sharing

Social Wiiv does not share personal information with third parties except:

- Where required by law
 - Where necessary for service delivery (authorised processors)
-

7.5 Data Retention

- Active data: retained while accounts are active
 - Inactive data: deleted after 12 months
 - Logs and compliance records: retained up to 7 years
-

8. REQUEST PROCEDURE

8.1 Submission of Requests

Requests must be submitted to:

Email- paia@socialwiiv.com

Or physical address (email preferred)

8.2 Required Information

Requests must include:

- Full name and contact details
 - Description of the requested record
 - Purpose of the request
 - Proof of identity
-

8.3 Processing of Requests

- Requests will be processed within **30 days**
 - Extensions may apply where permitted by law
-

9. GROUNDS FOR REFUSAL

Access may be refused where:

- Disclosure would violate privacy
 - Information is commercially sensitive
 - Information is legally privileged
 - Disclosure is prohibited by law
-

10. FEES

Fees will be charged in accordance with the prescribed PAIA regulations.

11. REMEDIES

If a request is refused:

- The requester may lodge a complaint with the Information Regulator

- Legal remedies may be pursued where applicable
-

12. AVAILABILITY OF THE MANUAL

This Manual is:

- Available on the Social Wiiv website
 - Available upon request
-

13. VERSION CONTROL

Version: 1.0

Effective Date: 01 April 2026

Review Cycle: Annual

14. CONTACT DETAILS

Information Officer:

Baron Drummond Marshall

Email: baron@socialwiiv.com

Tel: +27 11 568 7658

END OF MANUAL