



Digital Planet (PTY) Ltd | Reg No: 1997/009391/07

Directors: Mark Levy (B Comm) | Melissa Gangen (B.Sco.Sci) (PDM)

DIGITAL PLANET (PTY) LTD

PAIA MANUAL

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

**DATE OF COMPILATION: 30/04/2026
DATE OF REVISION: 10/06/2026**

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	“CEO”	Chief Executive Officer
1.2	“DIO”	Deputy Information Officer;
1.3	“IO “	Information Officer;
1.4	“Minister”	Minister of Justice and Correctional Services;
1.5	“PAIA”	Promotion of Access to Information Act 2000 (Act No.2 of 2000) as amended;
1.6	“POPIA”	Protection of Personal Information Act, 2013 (Act No.4 of 2013);
1.7	“Regulator”	Information Regulator; and
1.8	“Republic”	Republic of South Africa

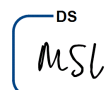
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2. PURPOSE OF PAIA MANUAL

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 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;





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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. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF DIGITAL PLANET (PTY) LTD

3.1. Information Officer

Name: Mark Stephen Levy
Tel: 011 236 7800
Email: MarkL@digitalplanet.co.za

3.2. Deputy Information Officer

Name: Jan-Adriaan De Villiers
Tel: 011 236 780s
Email: Jan-adriaan@digitalplanet.co.za

3.3. Access to information general contacts

Email: Cherisen@digitalplanet.co.za or Tshomarelom@digitalplanet.co.za

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3.4 National or Head Office

Postal Address: PO BOX 781674 SANDTON

SANDTON

JOHANNESBURG

GAUTENG

2191

Physical Address: COUNTRY CLUB ESTATE

21 WOODLANDS DRIVE WOODMEAD

BUILDING 2 1ST FLOOR

GAUTENG

2052

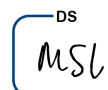
Telephone: 0112367800

Email: query@digitalplanet.co.za

Website: [Home | Digital Planet](#)

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 17(1) of PAIA¹ and section 56 of POPIA²;

4.3.3. The manner and form of a request for:

4.3.3.1. Access to a record of a public body contemplated in section 11³; and

4.3.3.2. Access to a record of a private body contemplated in section 50⁴;

4.3.4. The assistance available from the IO of a public 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-



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- ¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*
- ² 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.*
- ³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*
- ⁴ 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.*

4.3.6.1. An internal appeal;

4.3.6.2. A complaint to the Regulator; and

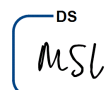
4.3.6.3. An application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

4.3.7. The provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

4.3.8. The provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

4.3.9. The notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and

4.3.10. The regulations made in terms of section 92¹¹.





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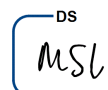
- ⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.
- ⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.
- ⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access
- ⁸ 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
- ⁹ Section 22(1) of PAIA- The information officer of a public 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.
- ¹⁰ 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.
- ¹¹ 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.”

4.4. 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
[\(https://www.justice.gov.za/inforeg/\)](https://www.justice.gov.za/inforeg/).





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Information Regulator (South Africa)

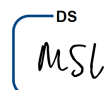
- Website: www.inforegulator.org.za
- Email: PAIAComplaints@inforegulator.org.za

General enquiries: enquiries@inforegulator.org.za.

4.6 A copy of the Guide is available in English and may be inspected during normal business hours at the offices of Digital Planet (Pty) Ltd.

5. CATEGORIES OF RECORDS OF DIGITAL PLANET (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of records	Available on website	Available upon request
Company information	Company profile, contact details, physical address, website details and general business information	X	
PAIA and privacy records	PAIA Manual, privacy notices, access to information contact details and request guidance	X	X
E-commerce information	Public product information, service descriptions, online terms and conditions, pricing or promotional information published online	X	
Customer support information	General customer support information, contact details, frequently asked questions and complaint escalation channels	X	X
Warranty and returns information	Public warranty, returns, refund and exchange policies, where published	X	X





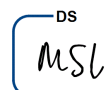
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Marketing and communications	Public brochures, newsletters, promotional material, website content and public announcements	X	
Corporate governance	Company registration information and other public company records, where available		X

6. DESCRIPTION OF THE RECORDS OF DIGITAL PLANET (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Company registration documents, Memorandum of Incorporation, securities register, director and shareholder records, resolutions and statutory company records	Companies Act 71 of 2008
PAIA Manual, PAIA request records, access-to-information correspondence and records relating to requests for access to information	Promotion of Access to Information Act 2 of 2000
Privacy notices, POPIA compliance records, data subject request records, information security records and records relating to the processing of personal information	Protection of Personal Information Act 4 of 2013
Customer records, product and service information, warranties, refunds, returns, complaints and consumer protection records	Consumer Protection Act 68 of 2008
Website, online transaction, electronic communication, customer consent, electronic records and e-commerce transaction records	Electronic Communications and Transactions Act 25 of 2002





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Accounting records, annual financial statements, invoices, credit notes, payment records, VAT records, tax records and audit records	Companies Act 71 of 2008; Tax Administration Act 28 of 2011; Income Tax Act 58 of 1962; Value-Added Tax Act 89 of 1991
PAYE, UIF, SDL and other payroll-related statutory records	Income Tax Act 58 of 1962; Unemployment Insurance Contributions Act 4 of 2002; Skills Development Levies Act 9 of 1999
Employee records, employment contracts, disciplinary records, leave records, payroll records and workplace policies	Labour Relations Act 66 of 1995; Basic Conditions of Employment Act 75 of 1997
Employment equity records, reports and related workplace demographic records	Employment Equity Act 55 of 1998
Skills development, training and workplace learning records	Skills Development Act 97 of 1998; Skills Development Levies Act 9 of 1999
Occupational health and safety records, incident reports and workplace safety records	Occupational Health and Safety Act 85 of 1993
Compensation for occupational injuries and diseases records	Compensation for Occupational Injuries and Diseases Act 130 of 1993
Supplier, procurement, service provider, logistics, fulfilment and delivery records	Companies Act 71 of 2008; Consumer Protection Act 68 of 2008; Electronic Communications and Transactions Act 25 of 2002
Credit, payment, debt collection and customer account records, where applicable	National Credit Act 34 of 2005, where applicable
Anti-money laundering, suspicious transaction and accountable institution records, where applicable	Financial Intelligence Centre Act 38 of 2001, where applicable

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7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY DIGITAL PLANET (PTY) LTD

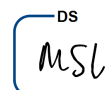
Subjects on which the body holds records	Categories of records
E-commerce operations	• Online order records and transaction records • Customer account and purchase records • Product catalogue, SKU, pricing and promotional records • Website, marketplace and platform records
Fulfilment and logistics	• Warehouse, picking, packing and dispatch records • Delivery, courier, waybill and proof of delivery records • Inventory, stock movement and stock reconciliation records • Returns logistics and reverse logistics records
Strategic channels and partnerships	• Channel partner agreements and onboarding records • Reseller, retailer, supplier and partner records • Service level agreements and performance reports • Strategic channel plans, proposals and commercial records
Warranty provision and after-sales support	• Warranty claim records and supporting documents • Repair, replacement, return authorisation and refund records • Supplier warranty and manufacturer warranty records



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	Customer complaints, queries and resolution records
Customer and client records	- Customer profiles, contact details and correspondence - Customer service, complaints and dispute records - Client agreements, purchase records and account administration records
Finance and tax	- Invoices, credit notes, payment and reconciliation records - VAT, tax, audit and accounting records - Management accounts, budgets and financial reports
Legal, compliance and governance	- Contracts, agreements, policies and compliance registers - PAIA, POPIA and Consumer Protection Act compliance records - Company registration, governance and statutory records
Information technology and systems	- System access, user administration and security records - Software licences, website and platform administration records - Data backup, cybersecurity and incident management records
Human resources	- Employee records, contracts and HR policies - Payroll, leave, benefits, training and skills development records - Recruitment, disciplinary and employment equity records
Marketing and communications	Marketing campaigns, promotional material and communication records





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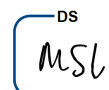
	Website content, social media content and public communications
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8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Digital Planet (Pty) Ltd processes personal information for the following purposes:

- Customer onboarding and account management
- Processing sales transactions and deliveries
- Warranty, returns and after-sales support
- Supplier and service provider management
- Human resource administration
- Payroll and employee benefits administration
- Compliance with legal and regulatory obligations
- Financial management and accounting
- Marketing and communication activities
- Management of website and digital platforms
- Security, fraud prevention and risk management





8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Customers and end-users	Names, contact details, delivery addresses, billing details, identity or registration numbers where required, customer account details, order history, purchase records, payment confirmation records, communication records, complaints, returns, refunds and warranty claim information.
Clients, business customers and strategic channel partners	Names of representatives, job titles, business contact details, company registration details, VAT numbers, commercial correspondence, contract records, onboarding records, service level records, purchase and account administration information.
Suppliers, service providers and logistics partners	Names of representatives, business contact details, company registration numbers, VAT numbers, banking details, procurement records, supplier onboarding records, delivery and fulfilment records, service level records, invoices and payment records.
Website users and online visitors	Online identifiers, IP addresses, device and browser information, usage information, cookie-related information, enquiry information, online account activity and electronic communication records.
Employees and prospective employees	Names, contact details, identity numbers, employment history, qualifications, references, CVs, interview records, employment contracts, payroll details, banking details, tax numbers, leave records, performance records, disciplinary records, training records and employment equity information where required by law.
Directors, shareholders and authorised representatives	Names, contact details, identity or passport numbers, directorship and shareholding information, statutory records, resolutions, signatures and governance-related correspondence.
Complainants, requesters and correspondents	Names, contact details, request details, complaint details, correspondence, supporting documents, identity verification information and records relating to PAIA, POPIA, customer service and dispute resolution matters.



8.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or categories of recipients to whom the personal information may be supplied
Customer identity, contact, billing, delivery, order and communication information	Employees, authorised representatives, e-commerce platform providers, payment service providers, courier and logistics partners, customer support providers and strategic channel partners, where required to process orders, deliver goods, provide support or administer customer accounts.
Payment confirmation, invoice, refund, credit note and account administration information	Banks, payment service providers, finance and accounting service providers, auditors, tax advisors, SARS, debt collection service providers and credit bureaus, where applicable and lawful.
Fulfilment, dispatch, delivery, proof of delivery, returns and reverse logistics information	Warehouse operators, courier companies, logistics service providers, delivery partners, suppliers, channel partners and customer support providers.
Warranty claims, return authorisations, repair, replacement, refund and product assessment information	Suppliers, manufacturers, authorised repair agents, warranty administrators, courier and logistics partners, customer support providers and insurers, where applicable.
Client, business customer, supplier, service provider and strategic channel partner information	Employees, authorised representatives, professional advisors, auditors, insurers, banks, payment providers, logistics partners, IT service providers and other contracted service providers involved in managing commercial relationships.
Website, online platform, device, usage, cookie and electronic communication information	Website hosting providers, cloud service providers, IT support providers, cybersecurity providers, analytics service providers, marketing service providers and platform administrators.



Employee, prospective employee, payroll, tax, benefits, training and employment equity information	Human resources personnel, payroll providers, banks, SARS, UIF, SETA bodies, benefit administrators, medical aid or retirement fund administrators, background screening providers, training providers, auditors, legal advisors and regulatory authorities, where required by law.
Director, shareholder, authorised representative and governance-related information	CIPC, auditors, banks, insurers, legal advisors, company secretarial service providers, tax advisors and other competent regulatory or statutory authorities.
PAIA, POPIA, complaint, dispute, investigation and legal correspondence information	Information Regulator, courts, legal advisors, insurers, auditors, law enforcement agencies, regulators, complainants, requesters and other authorised parties, where disclosure is permitted or required by law.

8.4 Planned transborder flows of personal information

Personal information may be transferred and stored in secure cloud environments located outside South Africa, including data centres operated by Microsoft and other service providers. Appropriate safeguards are implemented to ensure compliance with POPIA.

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

8.5.1 Digital Planet implements reasonable technical and organisational measures, including:

- Access controls



- Password management
- Multi-factor authentication
- Data encryption
- Anti-virus and anti-malware solutions
- Firewall protection
- Secure backups
- User access reviews
- Security awareness training
- Incident management processes
- Physical security controls

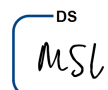
8.6 Record Retention

Digital Planet (Pty) Ltd retains personal information and related records only for as long as necessary to fulfil the purpose for which the information was collected, or as required by applicable legislation, contractual obligations and the Company's Records Retention Schedule. Records are securely archived and disposed of in accordance with approved retention and destruction procedures.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 On the Company's website at <https://www.digitalplanet.co.za>;





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9.1.2 Head office of Digital Planet (Pty) Ltd for public inspection during normal business hours;

9.1.3 To any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 To the Information Regulator upon request.

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

10. UPDATING OF THE MANUAL

The head of Digital Planet (Pty) Ltd will on a regular basis update this manual.

Issued by

DocuSigned by:

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Mark Stephen Levy

Chief Executive Officer

Date: 30 March 2026