

PAIA MANUAL

TYDECO (PTY) LTD

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

Last Updated: February 2026

Version: PAIA Rev. 1 – February 2026

1. Introduction

This manual is prepared in accordance with Section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA"), as amended by the Protection of Personal Information Act 4 of 2013 ("POPIA").

This manual sets out:

- The records held by TydeCo (Pty) Ltd;
- The procedure to request access to those records; and
- How personal information is processed in accordance with POPIA.

TydeCo (Pty) Ltd is a private body as defined in PAIA.

2. Details of the Private Body

Registered Name:

TydeCo (Pty) Ltd

Registration Number:

2009/013231/07

Physical Address:

No 1 Bridgeway Road
Bridgeways Precinct
Century City
Cape Town
7441
South Africa

Postal Address:

Same as above

Website:

www.tydeco.com

3. Information Officer

The Information Officer of TydeCo (Pty) Ltd is:

Name: Matthew Lescault

Email: privacy@tydeco.com

The Information Officer is duly appointed and registered with the Information Regulator in accordance with POPIA.

All PAIA requests must be directed to the Information Officer at the email address above.

4. Guide on How to Use PAIA

A Guide on how to use PAIA has been compiled by the Information Regulator in terms of Section 10 of PAIA.

The Guide is available from:

Information Regulator (South Africa)

Website: www.inforegulator.org.za

Email: enquiries@inforegulator.org.za

Telephone: 010 023 5200

5. Records Automatically Available

The following records are available without a formal PAIA request:

- Information published on our website;
- This PAIA Manual;
- Our Privacy Policy;
- Published brochures and general marketing materials.

6. Categories of Records Held

The following categories of records are held by TydeCo (Pty) Ltd but are not automatically available and may be requested in terms of PAIA:

6.1 Corporate Records

- Memorandum of Incorporation;
- Statutory registers;
- Records relating to directors and shareholders;
- Board resolutions.

6.2 Financial Records

- Financial statements;
- Accounting records;
- Tax records;
- Asset registers.

6.3 Operational and Business Records

- Contracts with customers and suppliers;
- Non-disclosure agreements;
- Service agreements;
- Internal policies and procedures.

6.4 Personnel Records

- Employment contracts;
- Personnel files;
- Payroll records;
- Leave and disciplinary records.

6.5 Information Technology Records

- System documentation;
- Access control policies;
- Security policies.

6.6 Customer and Client Records

- Customer contact information;
- Service records;
- Transaction records;
- Communications.

7. Records Required by Law

TydeCo (Pty) Ltd retains records in accordance with applicable legislation, including but not limited to:

- Companies Act 71 of 2008;
- Income Tax Act;
- Value-Added Tax Act;
- Basic Conditions of Employment Act;
- Labour Relations Act;
- Protection of Personal Information Act;
- Promotion of Access to Information Act.

8. Processing of Personal Information (POPIA)

8.1 Categories of Data Subjects

TydeCo (Pty) Ltd processes personal information relating to:

- Customers and prospective customers;
- Employees and contractors;
- Suppliers and service providers;
- Website users.

TydeCo (Pty) Ltd does not intentionally process personal information of children.

8.2 Purpose of Processing

Personal information is processed for:

- Providing consulting and related services;
- Managing business operations;
- Fulfilling contractual obligations;
- Complying with legal obligations;
- Marketing (where permitted by law).

8.3 Categories of Personal Information

Categories may include:

- Identification and contact details;
- Employment-related information;
- Financial information;
- Contractual information.

8.4 Recipients of Personal Information

Personal information may be shared with:

- Cloud service providers;
- Professional advisors;
- Software vendors;
- Regulatory authorities where required by law.

8.5 Cross-Border Transfers

Personal information may be transferred outside South Africa in accordance with Section 72 of POPIA, including where:

- The recipient is subject to laws providing adequate protection;
- There is a binding agreement ensuring adequate safeguards; or
- The transfer is otherwise permitted under POPIA.

8.6 Security Measures

TydeCo (Pty) Ltd implements appropriate, reasonable technical and organisational measures to safeguard personal information against loss, unauthorised access, and unlawful processing.

9. Request Procedure

To request access to records, a requester must:

1. Complete the prescribed PAIA Form 2 (Request for Access to Record of Private Body).
2. Submit the completed form to the Information Officer at privacy@tydeco.com.
3. Pay the prescribed request fee (if applicable).

The request must:

- Provide sufficient detail to identify the record;
- Specify the form of access required;
- Identify the right the requester seeks to exercise or protect.

10. Fees

Fees are prescribed in terms of PAIA regulations.

The Information Officer will notify the requester of:

- The request fee (if applicable);
- Any access fee;
- Any required deposit.

Access may be withheld until applicable fees are paid.

11. Grounds for Refusal

Access to records may be refused on grounds permitted under PAIA, including:

- Protection of personal privacy;
- Protection of commercial information;
- Protection of confidential information;
- Protection of safety and security;
- Privileged information.

12. Remedies

If a request is refused, the requester may:

- Lodge a complaint with the Information Regulator; or
- Apply to a court of competent jurisdiction.

Complaints must be lodged within 180 days of the decision.

13. Availability of This Manual

This manual is available:

- On the TydeCo website (www.tydeco.com); and
- Upon request from the Information Officer.