



10Tenlife(PTY)LTD

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PAIA MANUAL

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

**DATE OF COMPILATION: 01/01/2022
DATE OF REVISION: 04/15/2025**

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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 No. 2 of 2000(as Amended;

1.6 **“POPIA”** Protection of Personal Information Act No.4 of 2013; 1.7

“Regulator” Information Regulator; and

1.8 **“Republic”** Republic of South Africa

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;

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 THE

3.1. Chief Information Officer

Name: JohnDanie Veitch
Tel: 082 770 3685
Email: jdveitch@icloud.com
Fax number: NA

3.2. Deputy Information Officer *(NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.*

Name: JohnDaniel Veitch
Tel: 082 770 3685

Email: jdveitch@icloud.com

Fax Number: NA

3.3 Access to information general contacts

Email: jdveitch@icloud.com

3.4 National or Head Office

Postal Address: 69 Stuart Street, Harrismith, 9880

Physical Address: 69 Stuart Street, Harrismith, 9880

Telephone: 082 770 3685

Email: jdveitch@icloud.com

Website: 10tenlife.com

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

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.

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/infocreg/>).

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

4.6.1 English, Afrikaans

**5. CATEGORIES OF RECORDS OF THE 10tenlife.com WHICH ARE AVAILABLE
WITHOUT A PERSON HAVING TO REQUEST ACCESS**

Category of records	Types of the Record	Available on Website	Available upon request
Personal Information	name and surname. email address. physical address. gender. mobile phone number. online identifiers. date of birth. identification number.	For registered buyers only	For registered and Non-Registered (guest accounts)

**6. DESCRIPTION OF THE RECORDS OF 10tenlife.com WHICH ARE AVAILABLE IN
ACCORDANCE WITH ANY OTHER LEGISLATION**

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE 10tenlife.com

Subjects on which the body holds records	Categories of records
Strategic Documents	Annual Reports

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

WHY DO WE PROCESS YOUR PERSONAL INFORMATION?

We process the Personal Information we collect and receive for Registered and Quest Accounts to:

- identify you;
- verify your identity;
- create a user account for you; and/or
- enter into a contract with you.

As a registered user, we also process your Personal Information in order to:

fulfil our contractual obligations to you when you have ordered goods in order for us to deliver those goods and process returns.

provide you with information, products or services you request from us.

communicate with you regarding our Platforms and provide you with information, products or services, including billing, customer support, resolving complaints and quality control.

notify you about changes to our Platforms, services and products, terms and conditions, privacy policy or notices, and any other changes that impact our Platforms, services and products.

send you information about competitions, products or services that may interest you (unless you have opted out of receiving such information). Please note that you may also receive newsletters based on your interests, recent orders and browsing behaviour. To unsubscribe from newsletters sent to you based on your recent orders and browsing behaviours, visit the Newsletter Subscriptions page under “My Account” or unsubscribe when receiving such a newsletter.

get feedback from you which we need to develop our products and services and grow our

business.

comply with any legal or regulatory obligations such as tax or financial laws.

undertake research for statistical purposes. The research and statistics we get from this process do not include your Personal Information and cannot be linked to you, nor can you be identified from these statistics.

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 / Clients	Name and surname, email address, physical address, gender, mobile phone number, online identifiers, date of birth, identification number.
Vendors'	names, registration numbers, VAT numbers, addresses and bank details

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
Name and surname, email address, physical address, gender, mobile phone number, online identifiers, date of birth.	Vendors/Suppliers

8.4 Planned transborder flows of personal information

No transborder flows apply or originate from 10tenlife.com. All transactional information is used within the borders of South Africa

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

SECURING YOUR PERSONAL INFORMATION

We secure the integrity and confidentiality of your Personal Information in our possession or under our control by taking appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of Personal Information; and unlawful access to or processing of Personal Information.

In order to implement and maintain such measures, we have in place policies, controls and related processes, which are reviewed and updated on a regular basis. Our policies, controls and procedures cover for example:

- physical, technical and network security.
- access controls and monitoring of access.
- secure storage, destruction and encryption of records of Personal Information.
- Personal Information breach reporting and remediation.
- by way of written agreements, imposition of security and confidentiality obligations on third parties (based within or outside the borders of South Africa) who process Personal Information as part of rendering services to us.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available

9.1.1 on 10tenlife.com, if any;

9.1.2 head office of the 10tenlife.com 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 a 10tenlife.com will on a regular basis update this manual. ***Issued by***

John Daniel Veitch

Director & CEO