Manual in terms of section 51

Promotion of Access to Information Act 2 of 2000
MIBUOY (PTY) LTD

Registration number 2026/239644/07 · Version 1.0 · 26 October 2026

DRAFT — for review and approval before publication.

1. Purpose of this manual

This manual is published in terms of 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). It explains what records MIBUOY (PTY) LTD holds, how to request access to them, and what it costs.

It is available free of charge on the company website and at the registered address during business hours, and will be provided in an alternative format on request where reasonably practicable.

2. The company

Registered name	MIBUOY (PTY) LTD
Trading as	MIBUOY
Registration number	2026/239644/07
Physical and postal address	2 Fraser Street, Hunters Home, Knysna, Western Cape, South Africa
Website	https://mibuoy.com

3. Information Officer

The Information Officer is responsible for this manual, for deciding requests for access to records, and for the company's compliance with PAIA and POPIA.

Information Officer	Tansy Van Den Dolder
Email	privacy@mibuoy.com
Telephone	082 093 6484
Address	2 Fraser Street, Hunters Home, Knysna, Western Cape, South Africa

All requests under PAIA, and all enquiries about personal information held by the company, should be addressed to the Information Officer.

4. The Information Regulator

The Information Regulator (South Africa) oversees both Acts. A requester who is dissatisfied with a decision of the Information Officer may lodge a complaint with the Regulator.

Address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Postal	P.O. Box 31533, Braamfontein, Johannesburg, 2017
PAIA complaints	PAIAComplaints@inforegulator.org.za
POPIA complaints	POPIAComplaints@inforegulator.org.za
General	enquiries@inforegulator.org.za
Website	https://inforegulator.org.za

5. The PAIA Guide

The Information Regulator has compiled a guide, in terms of section 10 of PAIA, explaining how to use the Act to exercise a right. It is available from the Regulator at the contact details above, and on its website, in each of the official languages in which it has been published.

6. Records available without a request

The following are published and may be obtained without a PAIA request, free of charge, from the company website:

- Privacy notice
- Cookie policy
- Terms and conditions of sale
- Delivery and returns policy
- Product information, specifications and instructions
- This manual

No notice has been published under section 52(2) of PAIA listing categories of records automatically available on request.

7. Records held by the company

The categories below describe the records the company holds. Listing a category does not mean a record in it will be released: access is decided against the grounds for refusal in Chapter 4 of Part 3 of PAIA, and personal information is additionally protected by POPIA.

7.1 Company and statutory records

- Memorandum of Incorporation and records required by the Companies Act 71 of 2008
- Minutes, resolutions and registers of directors and shareholders
- Intellectual property records, including patent and trade mark filings
- Statutory registrations and licences

7.2 Financial and tax records

- Annual financial statements and accounting records
- Banking records, invoices, receipts and payment records
- Records required by the Income Tax Act 58 of 1962 and the Value-Added Tax Act 89 of 1991

7.3 Customer and order records

- Orders, invoices, delivery records and payment records
- Customer names, delivery addresses, email addresses and telephone numbers
- Correspondence, enquiries and support history
- Marketing permissions and the record of how and when each was given or withdrawn

7.4 Trade, distribution and supplier records

- Distributor, agent and stockist applications and agreements
- Trade account records, price lists and credit terms
- Supplier and manufacturing agreements and correspondence

7.5 Employment records

- Employment contracts, personnel records and payroll
- Records required by the Basic Conditions of Employment Act 75 of 1997, the Labour Relations Act 66 of 1995, the Unemployment Insurance Act 63 of 2001 and the Compensation for Occupational Injuries and Diseases Act 130 of 1993

7.6 Website and systems records

- Website content and the content management records behind it
- Application logs and security records, including sign-in records
- Records held in third-party systems operated on the company's behalf, as listed in the privacy notice

8. Processing of personal information

The company processes personal information about customers, trade applicants, suppliers, employees and website visitors. The categories, the purposes, the recipients and the retention periods are set out in the privacy notice published on the company website, which forms part of this manual by reference.

Personal information is not transferred outside South Africa except to operators engaged to deliver the service requested, under written agreements imposing obligations equivalent to those in POPIA. The operators in use at any time are named in the privacy notice.

9. How to request access to a record

Step 1 — Complete the prescribed form

A request must be made on Form 2 of the Regulations Relating to the Promotion of Access to Information, published by the Information Regulator and available on its website. A request that is not on the prescribed form cannot be processed.

Step 2 — Provide sufficient detail

The form must give enough detail to identify the record and the requester, state the right the requester is seeking to exercise or protect and why the record is required to exercise or protect it, and state the form of access and the manner of reply preferred. Where the request is made on behalf of somebody else, proof of authority must be attached.

Step 3 — Send it to the Information Officer

Submit the completed form to the Information Officer at the email address or physical address in section 3.

Step 4 — The decision

The Information Officer will decide the request within 30 days of receipt and notify the requester in writing. That period may be extended by a further 30 days where the request is for a large number of records or requires a search through records held elsewhere, in which case the requester will be notified of the extension and the reasons for it.

Where access is refused, the notice will state the reasons and the provision of PAIA relied on, and will explain that the requester may apply to a court against the decision.

10. Fees

Two fees may apply. A request fee is payable before a request is processed, and an access fee covers the cost of searching for, reproducing and preparing the record. Both are set by regulation and the company charges no more than the prescribed amounts.

No request fee is payable by a personal requester, meaning somebody requesting a record that contains their own personal information. A requester who earns less than the amount prescribed in the regulations may be exempt from fees.

The current prescribed amounts are published by the Information Regulator and will be confirmed in writing before a request is processed. Payment is made by electronic funds transfer to the company's bank account; details are supplied with the fee notice.

11. Grounds for refusing access

PAIA requires or permits access to be refused in certain cases. The grounds that may apply include the mandatory protection of the privacy of a third party who is a natural person, the commercial information of a third party, records held in confidence, the safety of individuals and property, privileged records, and the company's own commercial information, including trade secrets and information whose disclosure would harm its commercial or financial interests.

Access will be granted to a record despite these grounds where section 46 of PAIA applies, that is where disclosure would reveal a substantial contravention of the law or an imminent and serious public safety or environmental risk, and the public interest in disclosure clearly outweighs the harm.

12. Availability and updates

This manual is available on the company website, at the registered address during business hours, and from the Information Officer on request. It is reviewed annually and whenever the company's records or contact details change.