R3GOLA WORKS

PROMOTION OF ACCESS TO INFORMATION PAIA MANUAL

Prepared under section 51 of the Promotion of Access to Information Act 2 of 2000, as amended.

André Maritz, sole proprietor trading as R3GOLA WORKS

Private body • South Africa • Website: https://r3golaworks.com/

Document control

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Contents

1. Key terms and purpose
2. Business identity and Information Officer
3. Guide to PAIA and requests for access
4. Records freely available
5. Records held under legislation
6. Subjects and categories of records
7. Processing of personal information
8. Fees, decisions and remedies
9. Availability and revision
10. Issuance and references

1. Key terms and purpose

PAIA is the Promotion of Access to Information Act 2 of 2000, as amended. POPIA is the Protection of Personal Information Act 4 of 2013. The Information Regulator is the South African statutory regulator responsible for functions under these laws. “Information Officer” means the head of the private body for the purposes described in PAIA and POPIA.

The purpose of this manual is to help members of the public identify relevant records held by R3GOLA WORKS, understand how to request access, find the Information Officer’s official contact details, understand categories of personal information processed by the business, and locate the Regulator’s PAIA Guide and prescribed forms.

This manual describes categories of records; it does not mean that every record in a category exists or is automatically available. Access is subject to PAIA, POPIA, confidentiality, third-party rights, applicable exemptions and lawful grounds for refusal.

2. Business identity and Information Officer

Particular	Detail
Legal identity	André Maritz - natural person conducting business as a sole proprietor
Trading name	R3GOLA WORKS
Private-body category	Sole proprietorship / private body
Information Officer	André Maritz
Designation	Owner / Sole Proprietor
Deputy Information Officer	None designated for the present business structure
General and PAIA enquiries	r3golaworks@outlook.com
Official business telephone	+27 79 698 9122
Physical address	Flat 1, 10 Church Street, Wellington, Western Cape, 7655, South Africa
Postal address	Flat 1, 10 Church Street, Wellington, Western Cape, 7655, South Africa
Website	https://r3golaworks.com/
Fax	Not applicable

Access requests should be directed to the Information Officer using the business contact channels above. Please include “PAIA request” in the subject line. Visits for in-person inspection must be arranged in advance because the principal place of business is a residential address.

3. Guide to PAIA and requests for access

3.1 Regulator’s Guide

The Information Regulator publishes a Guide under section 10 of PAIA explaining rights of access to information, procedures, prescribed forms, possible fees and available complaints and court remedies. The Guide is available from the Regulator and may be requested from the Information Officer.

Information Regulator - PAIA guides and forms

3.2 Submitting a request

A person seeking a non-public record of this private body should use prescribed PAIA Form 2, give sufficient detail to identify the requested record, specify the form of access sought, identify the right to be exercised or protected, and explain why access to that record is required for that right. If acting for another person, include proof of authority or capacity.

- Send the completed Form 2 and any supporting material to r3golaworks@outlook.com or the business postal address stated in section 2.
- The Information Officer may reasonably request information to verify identity, authority or the scope of a request and will assist requesters to correct a deficient application where required by law.
- Access is not automatic. The request is assessed under PAIA; access to personal information under POPIA may follow a related but separate statutory route.
- The normal decision period is 30 days after a valid request, subject to a lawful extension, including a further period of up to 30 days where PAIA permits.

Download prescribed Form 2 and Form 5 from the Regulator

4. Records available without a formal PAIA request

The following information is ordinarily accessible to the public without submitting a PAIA Form 2, insofar as it is actually published or provided on request. This is not a claim that a formal section 52 voluntary-disclosure notice has been filed.

Category	Examples / access
Public business and contact information	Business identity, service contact information and website contact page; on the public website.

Category	Examples / access
Product information	Public digital-product descriptions, catalogue pages, prices and general product specifications; on the website or relevant marketplaces.
Published legal terms	Public product-licence terms, marketplace licence references and other published customer policies; on the website or relevant storefronts.
This PAIA Manual	Available without charge at https://r3golaworks.com/paia-manual.pdf; copy provided on request.
Public marketing communications	Business posts and public announcements on official business social-media channels.

5. Records held in accordance with legislation

The following categories may be held insofar as the relevant legal obligation applies and a record has been created. Listing a statute does not imply that R3GOLA WORKS is incorporated, VAT-registered, employs staff, or holds every type of record mentioned.

Record subject	Relevant legislation / basis
PAIA manual, requests, decisions and related correspondence	Promotion of Access to Information Act 2 of 2000, as amended, and PAIA Regulations.
Records of personal-information processing and information requests	Protection of Personal Information Act 4 of 2013 and applicable regulations.
Business income, receipts, expenses, tax correspondence and supporting records	Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011, where applicable.
E-commerce transaction disclosures, electronic communications and digital order records	Electronic Communications and Transactions Act 25 of 2002, where applicable.
Consumer communications, product information, complaints and dispute records	Consumer Protection Act 68 of 2008, where applicable.
Value-added tax records	Value-Added Tax Act 89 of 1991 only if registration or other applicable obligations arise.

6. Subjects and categories of records held

Subject	Illustrative record categories
Business administration	Sole-proprietor business particulars, correspondence, service-provider arrangements and operating records.
Products and intellectual property	Digital product source documents, release packages, revisions, quality-assurance evidence, licences and customer-use terms.
Sales and transactions	Listings, sales receipts, order correspondence, sales or payout reports, refunds or dispute records where accessible to the seller.
Finance and taxation	Invoices, receipts, expenses, reconciliation, bank/payment-provider records and tax documentation.
Customer services and enquiries	Contact submissions, support correspondence, request handling and resolution records.
Website, technology and marketing	Website content, publicly published notices, change records, platform configurations, marketing material and social-post records.
Privacy and compliance	Information Officer registration, PAIA/POPIA records, processing assessments, retention decisions, incident records and compliance correspondence.
Suppliers and service providers	Contracts, terms of service, billing, account administration and business communications.

The body is a sole proprietorship; no corporate share register, memorandum of incorporation, company directors' records or employment records are represented as being held simply by virtue of the business name.

7. Processing of personal information

7.1 Purposes

R3GOLA WORKS may process personal information to answer website enquiries, provide customer support, facilitate or reconcile digital-product orders through external marketplaces, administer business relationships, investigate and resolve disputes, maintain essential accounting and compliance records, manage the security of accounts and systems, and respond to lawful data-subject or regulatory requests.

7.2 Categories of data subjects

Data subjects	Information that may be processed
Website enquirers	Name, email address, content of enquiry and associated correspondence; relevant platform submission metadata.
Customers and prospective customers	Contact details, order or product information, support communications, transaction references and limited marketplace information made available to the seller.
Service providers and commercial contacts	Contact person, business email/phone, organisation, payment or invoice details, correspondence and contractual information.
Website visitors and social-media users	Public social-media interactions and technical website data where processed by the relevant platform on behalf of or in connection with the business.
Requesters under PAIA or POPIA	Identity and contact details reasonably necessary to establish a request, authority, the record sought and an auditable decision.

7.3 Recipients or categories of recipients

Information may be disclosed or made available, only where appropriate and lawful, to e-commerce marketplace and payment providers (including Payhip, Gumroad, Etsy and Paystack where applicable), website or contact-form hosting providers (including Netlify), business email services (Microsoft Outlook), other contracted technology or marketing providers where used, and authorised advisers, accountants, regulators, public authorities or dispute-resolution bodies where legally required or justified. These providers may independently determine some processing purposes under their own terms.

R3GOLA WORKS does not claim that it directly receives or stores all payment-card details handled by marketplace or payment platforms.

7.4 Transborder processing

Some third-party digital platforms and cloud services used by the business may process or store personal information outside South Africa. Hosting regions, sub-processors and onward-transfer locations can change by provider and service. Transfers are subject to POPIA section 72 and the applicable contractual, statutory or other lawful transfer safeguards. R3GOLA WORKS does not represent that every provider’s specific server location has been independently verified.

7.5 Information-security measures

The business maintains or is implementing proportionate administrative and technical safeguards, including account-based access restrictions, controlled handling of customer enquiries, separation of business records from publicly released product files, periodic review of retained information, protective software and system updates where available, and an internal incident-response procedure. Security safeguards and platform-specific controls are reviewed as operations evolve; no system is claimed to be risk-free or universally encrypted.

For ordinary resolved website enquiries, the business has adopted a maximum 90-calendar-day retention principle after resolution, subject to earlier deletion where appropriate and lawful exceptions such as statutory records, unresolved disputes or other justified purposes. A monthly review is planned; this principle does not mean all information in all systems is automatically deleted after 90 days.

8. Fees, decisions and remedies

8.1 Prescribed fees

The Information Regulator's published private-body fee schedule (March 2026) provides the amounts below. Any fee is subject to applicable law, exemptions, current regulations and written notice to the requester before collection where required. The electronic PAIA Manual itself is available free of charge.

Item	Published amount
PAIA request fee	R140.00, where lawfully payable; subject to applicable exemptions.
A4 photocopy / black-and-white printed copy	R2.00 per page or part.
Computer-readable copy on flash drive provided by requester	R40.00.
Compact disc provided by requester / supplied by body	R40.00 / R60.00.
Search and preparation (excluding first hour)	R145.00 per hour or part; published cap R435.00.
Search exceeding six hours	A deposit may be requested as permitted by PAIA and the published schedule.
Delivery costs	Actual postage or electronic-transfer expense, if any.

The fee schedule also covers visual and audio records and transcription where relevant; consult the Regulator's current published schedule. A request by a person for their own personal information may be subject to specific provisions or exemptions under PAIA and POPIA.
Regulator: PAIA Fee Structure and Exemptions (March 2026)

8.2 Decisions, refusal and complaints

Decisions are communicated in writing and may grant access in full or part, request a lawful fee or deposit, or refuse access on grounds permitted by PAIA, including protections for privacy, commercial confidentiality and other legally protected records. The statutory rules governing third-party notification and any extension of time will be followed where applicable.

There is no ordinary internal appeal procedure against the head of this private body. A person dissatisfied with a refusal, failure to respond, or other reviewable decision may complain to the Information Regulator using Form 5, or pursue relief before a court in accordance with PAIA. The Regulator generally requires complaints concerning private bodies within 180 days of the relevant decision or failure, subject to applicable rules on late complaints.

9. Availability and revision

Available free electronically at https://r3golaworks.com/paia-manual.pdf; copy by email on request. Inspection at the principal place of business is by prior arrangement during reasonable business hours; the address is residential. Printed copies may be supplied on request subject to reasonable prescribed charges. Future revisions will follow the applicable Information Regulator procedure and owner approval.
The manual will be reviewed at least annually and revised sooner when material information changes, including business identity, the Information Officer's particulars, categories of processing, platform arrangements, or the prescribed legal requirements. Particulars included here must be consistent with those registered with the Information Regulator.

10. Issuance and references

Issued by: André Maritz, Owner / Sole Proprietor and registered Information Officer, R3GOLA WORKS.
Approval: Owner approved and signed v1.1 on 14 November 2026. Effective date: 14 November 2026. The v1.0 approval did not automatically apply to this revision.



Principal sources

Information Regulator - official private-body PAIA Manual template
Information Regulator - PAIA Guide, forms and statutory process