

BIZELA

Bizela Technologies (Pty) Ltd

PAIA MANUAL

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

Legal operator	Bizela Technologies (Pty) Ltd
Company registration	2026/714893/07
Information Officer	Dain Naidoo
Information Officer contact	073 870 9598 support@bizela.co.za
Registered office	4 Dinkelman Road, New Germany, Pinetown, KwaZulu-Natal, 3610, South Africa
Website	bizela.co.za
Date of compilation	07 September 2026

This manual will be reviewed and updated when Bizela Technologies' records, processing activities, contact details or applicable legal obligations materially change.

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1. LIST OF ACRONYMS AND ABBREVIATIONS

Acronym	Meaning
IO	Information Officer
PAIA	Promotion of Access to Information Act 2 of 2000, as amended
POPIA	Protection of Personal Information Act 4 of 2013
Regulator	Information Regulator (South Africa)
Republic	Republic of South Africa

2. PURPOSE OF THIS PAIA MANUAL

This Manual is intended to help members of the public understand what records Bizela Technologies (Pty) Ltd holds, what records may be available without a formal request, how to request access to records under PAIA, and how the company processes and safeguards personal information.

It also provides the contact details of the Information Officer, identifies categories of records held by the company, describes relevant categories of data subjects and personal information, identifies categories of recipients, addresses planned transborder processing, and summarises information-security safeguards.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

Role / item	Details
Information Officer	Dain Naidoo
Telephone	073 870 9598
Email	support@bizela.co.za
General access-to-information contact	support@bizela.co.za
Physical / registered office	4 Dinkelman Road, New Germany, Pinetown, KwaZulu-Natal, 3610, South Africa
Website	bizela.co.za
Deputy Information Officer	None appointed at date of compilation.

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

The Information Regulator has made available a Guide on how to use PAIA. The Guide explains the objects of PAIA and POPIA, the manner and form of requests, available assistance, remedies, fees and other procedural matters.

The Guide may be obtained from the Information Regulator and, where applicable, upon request to Bizela Technologies' Information Officer. Requests to Bizela Technologies may be directed to support@bizela.co.za.

5. CATEGORIES OF RECORDS AVAILABLE WITHOUT A FORMAL PAIA REQUEST

Category	Types of record	Access
Public company information	Website information, product descriptions and published contact details	Website
Legal and privacy information	Terms of Service, Privacy Policy, Billing Terms and this PAIA Manual	Website / upon request
Customer help information	Publicly published support or product guidance, where available	Website / upon request

6. DESCRIPTION OF RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION

Category of records	Applicable legislation (where applicable)
Company incorporation and governance records	Companies Act 71 of 2008
PAIA Manual and access-request records	Promotion of Access to Information Act 2 of 2000
Personal-information and privacy records	Protection of Personal Information Act 4 of 2013
Tax and accounting records	Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011; Value-Added Tax Act 89 of 1991 where applicable
Electronic transactions and communications	Electronic Communications and Transactions Act 25 of 2002, where applicable
Consumer and service records	Consumer Protection Act 68 of 2008, where applicable
Employment records	Applicable South African employment legislation, if and when personnel are employed

7. SUBJECTS ON WHICH BIZELA TECHNOLOGIES HOLDS RECORDS

Subject	Categories of records
Corporate and governance	Incorporation, statutory, governance, policies, contracts and compliance records
Customers and accounts	Company-account details, user accounts, contact details, settings, support correspondence and account history
Bizela application records	Customer-created business records such as customer records, quotes, invoices, payments, statements and inventory records stored through the service
Subscriptions and billing	Subscription status, billing events, payment-provider references, billing acceptance and related records. Bizela does not store customers' full card details or CVV.
Finance and tax	Accounting, banking, tax, supplier, expense and statutory financial records
Suppliers / service providers	Contracts, contact details, invoices, service records and due-diligence information
Technology and security	Application logs, access/security events, audit records, backups, configuration and incident records
Marketing and communications	Marketing preferences, campaign records and business communications, where applicable
Personnel	Employment and contractor records, if and when applicable

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of processing personal information

Bizela Technologies processes personal information to provide and administer the Bizela software service; create and manage accounts and companies; authenticate users; provide customer support; operate quote, invoice, payment, statement and inventory functionality; administer subscriptions and billing; prevent fraud and abuse; maintain security and audit trails; comply with legal, tax and regulatory obligations; communicate service information; and, where lawful, conduct marketing and improve the service.

8.2 Categories of data subjects and personal information

Data subjects	Personal information that may be processed
Account users / customers	Names, contact details, login/account identifiers, company association, support communications, subscription and usage information, and security/audit information
Customers or contacts entered by Bizela users	Names, business/contact details, addresses, tax/VAT details where entered, and transaction/document information supplied by the Bizela user
Suppliers / service providers	Names, business registration details, contact information, contracts, invoices and payment/banking information where required
Personnel / contractors	Identity and contact information, employment/contract records, remuneration/banking information and other employment-related information where applicable
Website visitors / support contacts	Technical/device information, communications, support requests and information voluntarily supplied

8.3 Recipients or categories of recipients

Information category	Recipients / categories of recipients
Account and application information	Authorised Bizela personnel and contracted technology/service providers where necessary to operate and support the service
Billing and payment information	Payment processors, financial institutions and accounting/tax service providers where necessary. Payment-card credentials are handled by the payment provider rather than stored by Bizela.
Hosting / technical information	Cloud hosting, database, storage, communications, monitoring and security service providers used to operate the platform
Legally required information	Regulators, courts, law-enforcement bodies or other competent authorities where disclosure is required or permitted by law

8.4 Planned transborder flows of personal information

Bizela is a cloud-based service. Certain personal information may be stored or processed outside South Africa through contracted technology infrastructure and service providers. At the date of compilation, core managed database/authentication/storage infrastructure used by the service is hosted in the European Union (Ireland), with application delivery through global network infrastructure. Where personal information is transferred outside South Africa, Bizela Technologies will apply the safeguards required by POPIA and its contractual arrangements with service providers.

8.5 General description of information-security measures

Bizela Technologies applies reasonable technical and organisational safeguards appropriate to the service. These include authenticated access, company-level access controls, role-based permissions, database row-level security, encrypted network communications, controlled storage access, server-side validation for sensitive operations, audit and transaction records, restricted administrative access, secure payment-provider integration, backup/recovery measures provided through the managed platform, and ongoing software/security maintenance. Safeguards are reviewed as the service and risk profile evolve.

9. AVAILABILITY OF THE MANUAL

A copy of this Manual is available through the public PAIA section of Bizela's website at bizela.co.za/paia. It is also available at the registered office of Bizela Technologies for public inspection during normal business hours, to a person upon request subject to any prescribed fee, and to the Information Regulator upon request.

Requests for an electronic copy may be sent to support@bizela.co.za. Any fee lawfully chargeable for access or copies will be dealt with in accordance with PAIA and the applicable regulations.

10. UPDATING OF THE MANUAL

The Information Officer of Bizela Technologies (Pty) Ltd will review this Manual regularly and update it when reasonably necessary, including when material changes occur to the company's contact details, record categories, processing activities, service-provider arrangements or applicable legal obligations.

Issued by: Dain Naidoo

Capacity: Information Officer

For: Bizela Technologies (Pty) Ltd

Date: 07 September 2026



Signature: _____