

DIGITAL GRAPHIX

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

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

Trading name	Digital Graphix
Business type	Sole proprietor / unincorporated private business
Website	digitalgraphix.co.za
Email	info@digitalgraphix.co.za
Telephone	067 060 6425
Operating area	Roodepoort, Gauteng, South Africa
CIPC registration	Not registered
VAT registration	Not VAT registered
Manual version	September 2026

Public address note: Digital Graphix is operated from a private residence. For privacy and security reasons, the residential street address is not published in this public-facing copy. Requests should be submitted electronically using the contact details above. Address information required for regulatory registration should be supplied directly to the Information Regulator as required.

1. PURPOSE OF THIS MANUAL

This manual is prepared to facilitate requests for access to records held by Digital Graphix and to provide information relevant to the Promotion of Access to Information Act 2 of 2000 (PAIA) and the Protection of Personal Information Act 4 of 2013 (POPIA). It describes the records that may be held by the business, how requests for access may be made, and the categories of personal information processed by Digital Graphix.

2. PARTICULARS OF DIGITAL GRAPHIX

Name / trading name	Digital Graphix
Nature of business	Digital invitations and event stationery
Legal structure	Sole proprietor / unincorporated private business
Head of private body	Proprietor of Digital Graphix
Email	info@digitalgraphix.co.za
Telephone	067 060 6425
Website	digitalgraphix.co.za
General location	Roodepoort, Gauteng, South Africa

3. GUIDE ON HOW TO USE PAIA

The Information Regulator has published a PAIA Guide to assist members of the public in exercising their rights under PAIA and POPIA. The Guide explains the objects of the legislation, how to make a request for access to a record, assistance available from the Regulator, remedies and prescribed fees. The Guide and current PAIA forms are available from the Information Regulator at inforegulator.org.za.

4. RECORDS OF DIGITAL GRAPHIX

Digital Graphix may hold records falling within the following categories. Inclusion of a category does not mean that every record will automatically be disclosed. Access remains subject to PAIA and applicable grounds for refusal.

- Business administration, correspondence and operational records.
- Customer enquiries, quotations, invoices, payment records and transaction-related records.
- Client project records, design briefs, supplied content, approvals and project communications.
- Digital invitation, event stationery and related project files created or maintained for clients.
- Supplier, contractor and service-provider records where applicable.
- Website, hosting, domain, analytics and technical administration records.
- Marketing, advertising and social-media administration records.
- Privacy, POPIA, PAIA and information-security compliance records.
- Tax, accounting and financial records required to be retained by law.

5. RECORDS AVAILABLE WITHOUT A FORMAL PAIA REQUEST

Information intentionally published by Digital Graphix may ordinarily be accessed without a formal PAIA request. This includes public website content, service information, portfolio material, contact information and published legal policies. This section does not constitute a formal section 52 notice unless one is separately published in the prescribed manner.

6. RECORDS HELD IN ACCORDANCE WITH OTHER LEGISLATION

Where applicable, Digital Graphix may retain records in accordance with South African legislation including PAIA, POPIA, tax legislation, consumer-protection legislation, electronic communications and transactions legislation, and other laws applicable to the operation of the business.

7. HOW TO REQUEST ACCESS TO A RECORD

A requester should use the prescribed PAIA Form 2 - Request for Access to Record - and provide sufficient detail to identify the requester, the requested record, the preferred form of access, and, where required, the right that the requester seeks to exercise or protect.

- Submit requests by email to info@digitalgraphix.co.za.
- Use the subject line: PAIA Request - Digital Graphix.
- Provide sufficient information to identify the requested record and the requester.
- Where PAIA requires it, explain the right to be exercised or protected and why the requested record is required.
- Prescribed fees may be payable before a request is processed or access is provided.

A request may be granted, partially granted or refused in accordance with PAIA. Where access is refused, the requester will be informed of the applicable basis for the decision to the extent required by law.

8. PROCESSING OF PERSONAL INFORMATION UNDER POPIA

Digital Graphix processes personal information where reasonably necessary for legitimate business activities, service delivery, communication, administration, legal compliance and related purposes.

8.1 Categories of data subjects

- Prospective and existing customers.
- Guests or invitees whose information is submitted through invitation or RSVP functionality.
- Website visitors and users of online forms.
- Suppliers, contractors and service providers.
- Business contacts and other persons who communicate with Digital Graphix.

8.2 Categories of personal information

- Names and contact details such as telephone numbers and email addresses.
- Event-related information supplied for digital invitations or stationery.
- RSVP responses and information voluntarily submitted by guests or invitees.
- Billing, quotation and transaction information. Payment-card information is not represented as being directly stored by Digital Graphix where payment is handled by an external payment provider.
- Website and technical information such as IP addresses, device/browser information, cookies and analytics information where applicable.
- Communications, enquiries, instructions, approvals and project-related content.

8.3 Purposes of processing

- Responding to enquiries and providing quotations.
- Creating, administering and delivering digital invitations and event stationery.
- Providing RSVP and related event functionality where selected by a client.
- Managing customer accounts, orders, payments and support.
- Maintaining and improving the website and services.

- Meeting legal, tax, accounting, security and regulatory obligations.
- Marketing Digital Graphix services where permitted by law.

8.4 Recipients and service providers

Personal information may be shared with service providers where reasonably necessary for the relevant service, such as website hosting, email, payment processing, analytics, cloud or technical services. Digital Graphix does not sell personal information. Further information is set out in the Digital Graphix Privacy & POPIA Policy.

8.5 Cross-border processing

Some technology or cloud service providers may process or store information outside South Africa. Where applicable, Digital Graphix will take reasonable steps to ensure that processing is handled in accordance with applicable POPIA requirements and appropriate safeguards.

8.6 Security measures

Digital Graphix takes reasonable technical and organisational measures appropriate to the information processed, including access controls, password protection, reputable hosting and service providers, software updates, backups where applicable, and limiting access to information to what is reasonably necessary.

9. FEES

Any request fee, access fee, reproduction fee, search and preparation fee, deposit or other amount payable in connection with a PAIA request will be determined in accordance with PAIA and the regulations in force at the time of the request. Where a fee is payable, the requester will be notified.

10. REMEDIES AND COMPLAINTS

A requester dissatisfied with a decision relating to a request to a private body may use the remedies available under PAIA, including lodging a complaint with the Information Regulator or approaching a competent court where permitted by law.

Information Regulator (South Africa)

Website: infoeregulator.org.za

Telephone: 010 023 5200

Email: enquiries@infoeregulator.org.za

11. AVAILABILITY OF THIS MANUAL

This manual is made available electronically through the Digital Graphix website. A copy may also be requested by email from info@digitalgraphix.co.za. Digital Graphix may update this manual to reflect changes in legislation, regulatory guidance, business operations or information-processing practices.

12. VERSION AND APPROVAL

Version: September 2026

Private body: Digital Graphix

Approved by: Proprietor / Head of the Private Body

Address note: This public-facing manual does not publish the proprietor's residential street address. Digital Graphix should confirm the address treatment with the Information Regulator when completing regulatory registration or uploading the manual.