SA TENDERS AI

PAIA Manual

How to ask SA Tenders AI for a record it holds, under section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA), and how it processes personal information.

EFFECTIVE	LAST REVISED	REGULATED BY
1 June 2025	23 November 2026	PAIA · POPIA (SA)

1 The Company and Its Contact Details

- **Name:** SA Tenders AI (Pty) Ltd, a private company, registration number 2026/739367/07.
- **Head of the body:** Mr MM (Mahlatse) Phala, director.
- **Information Officer:** Mr MM (Mahlatse) Phala.
- **Street address:** Cnr Olievenhoutbosch Road and Jean Avenue, Doringkloof, Centurion, 0062, South Africa.
- **Email:** privacy@satendersai.co.za
- **Website:** satendersai.co.za

Postal requests may be sent to the street address above.

2 The Information Regulator's Guide

The Information Regulator publishes a guide on how to use PAIA (section 10 of the Act). It explains your rights and how to ask for a record. It is available in the official languages on the Regulator's website, inforegulator.org.za, and we will email you a copy on request.

3 Records Available Without a Request

These are on our website for anyone to read, with no request or fee:

- Our Terms of Service, Privacy Policy, Cookie Policy, Refund, Cancellation & Delivery Policy, Acceptable Use Policy and this Manual.
- Our plans and prices, and the tender listings and guides published on the website.

4 Records Kept Under Other Laws

Where they apply to us, we keep records under laws including:

- Companies Act 71 of 2008
- Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011
- Basic Conditions of Employment Act 75 of 1997, Labour Relations Act 66 of 1995, Employment Equity Act 55 of 1998 and Unemployment Insurance Act 63 of 2001
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Electronic Communications and Transactions Act 25 of 2002
- Consumer Protection Act 68 of 2008
- Protection of Personal Information Act 4 of 2013

5 Subjects and Categories of Records We Hold

- **Company records:** registration documents, memorandum of incorporation, director and share records, resolutions.
- **Financial and tax records:** financial statements, tax records, bank records, payment records and invoices.
- **Customer records:** accounts and organisations, plans and payments (including each buyer's recorded agreement to our terms), documents customers upload and the results we produce from them, support correspondence and feedback.
- **Platform records:** tender listings gathered from public sources, software, usage and security logs, and our policies.
- **Supplier records:** agreements with our service providers (hosting, storage, email, payments and AI).
- **Employment records**, for any staff we employ.

6 Processing of Personal Information (POPIA)

6.1 Why we process it

To provide the Platform: accounts, compliance checks, tender matching, document reading and pricing, payments, support and security; and to meet our legal obligations. The full detail is in our **Privacy Policy**.

6.2 Whose personal information, and what

- **Users:** name, email address, password hash, phone number if given, sign-in and usage records, payment records and recorded agreements.
- **People named in documents customers upload** (directors, staff, references): names, identity numbers, qualifications, experience, and B-BBEE information, which can include race.

- **Contact people named in public tender notices:** name and work contact details, as the buyer published them.
- **Website visitors:** IP address, browser and device, and how they reached the site.
- **Service providers and their staff:** contact and payment details.

6.3 Who receives it

Our operators, under contract and only for our purposes: Stitch (payments), cloud hosting and storage providers, our email delivery provider, our AI service provider (documents sent for analysis), Google (only if a user signs in with Google or connects Google Drive) and an error-monitoring service; and regulators or law enforcement where the law requires it.

6.4 Transfers outside South Africa

Our hosting, storage, email and AI providers store or process information outside South Africa, for example in the United States, under agreements with data-protection terms (POPIA section 72).

6.5 How we keep it safe

Encrypted connections (HTTPS/TLS), passwords stored only as one-way hashes, each organisation's data kept apart in every request, sign-ins that expire, automatic sign-out after inactivity, support access limited to our staff with their changes logged, and card details that never reach us because payment happens on Stitch's own page.

7 How to Ask for a Record

- Complete **Form 2** (Request for Access to Record) of the PAIA Regulations, 2021, available from the Information Regulator's website or from us.
- Email it to **privacy@satendersai.co.za**, or deliver it to the address in section 1, with proof of your identity.
- Say which record you want, how you want to receive it, and which right you are exercising or protecting and why you need the record for it (section 53 of the Act). If you act for someone else, include proof that you may.
- We decide within 30 days and tell you in writing. The Act allows one extension of up to 30 days, with reasons.
- **Your own personal information:** you can also simply email us, and no request fee applies.

8 Fees

A requester other than one asking for their own personal information pays the request fee prescribed for private bodies (currently R140). If access is granted, access fees for copying and for search and preparation time may apply, as prescribed in Annexure B of the PAIA

Regulations, 2021 and published by the Information Regulator. We tell you the amount before we charge it.

9 Refusals and Remedies

We may refuse a request only on the grounds in Chapter 4 of Part 3 of the Act, for example to protect another person's privacy, commercial information of a third party, or confidential information. If you disagree with our decision, you may complain to the Information Regulator (section 77A) or apply to court (section 78) within 180 days.

10 Availability of This Manual

This Manual is on our website and available at our office. We update it when our details or practices change; the "Last revised" date above shows the current version.

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