

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)

Prepared for: TAUSPACE
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VERSION CONTROL

Version	Date Approved	Approved By	Next Review
1.0	13 Oct 2025	Nadia Vadachia (Information Officer)	Oct 2026

Distribution: Public – Website; Internal – ISMS Repository

1 - INTRODUCTION

This manual is published in compliance with Section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA). Its purpose is to inform the public of the types of records held by TS Digital (Pty) Ltd (trading as Tauspace) and the procedure for requesting access to those records. TS Digital (Pty) Ltd is committed to transparency, lawful processing of information, and compliance with PAIA and the Protection of Personal Information Act (POPIA) 4 of 2013, and protect personal information obtained through our websites, platforms, and services.

2 - COMPANY DETAILS

Field	Details
Company Name	TS Digital (Pty) Ltd (t/a TAUSPACE)
Registration Number	2012 / 077972 / 07
Tax Number	9552168172
Registered Office	Block C, The Pivot, Montecasino Boulevard, Fourways, 2191
Postal Address	P.O. Box 5104, Dainfern North, 2174
Telephone	+27 (0)10 140 6574
Email	infosec@tauspace.com
Website	www.tauspace.com

3 - INFORMATION OFFICER

Name	Position	Appointment Date	Regulator Certificate No.
Nadia Vadachia	Information Officer	1 March 2021	2025-064492

Registered with the Information Regulator on 13 October 2025 under Certificate No. 2025-064492

4 - HUMAN RIGHTS COMMISSION PAIA GUIDE

A guide is available from the South African Human Rights Commission (SAHRC) explaining how to exercise rights under PAIA: www.sahrc.org.za PAIA@sahrc.org.za +27 (0)11 877 3600

5 - AUTOMATICALLY AVAILABLE RECORDS

Accessible on the TAUSPACE website or on informal request:

- Company profile and services
- Terms and Conditions
- Privacy and Data Protection Policy
- Employment opportunities
- Contact information

6 - CATEGORIES OF RECORDS HELD

6.1 Company Records – MOI, CIPC certificates, shareholder records, board minutes.

6.2 Financial Records – annual financials, tax filings, bank records.

6.3 Personnel Records – contracts, leave records, training, performance.

6.4 Client Records – contracts, SLAs, invoices, CRM data.

6.5 Supplier Records – agreements, invoices, B-BBEE docs.

6.6 Technical Records – ISO 27001 docs, SOC 2 audits, IT asset registers.

6.7 Legal and Compliance – NDAs, licenses, litigation records.

7 - LEGISLATION APPLICABLE

TS Digital maintains records in accordance with (non-exhaustive): Companies Act 71 of 2008; POPIA 4 of 2013; PAIA 2 of 2000; ECTA 25 of 2002; Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995; Income Tax Act 58 of 1962; VAT Act 89 of 1991; OHS Act 85 of 1993.

8 - PROCEDURE TO REQUEST ACCESS TO A RECORD

Any person seeking access must complete Form C (Annexure A) available on www.justice.gov.za/forms/paia/FormC.pdf. Submit to: Information Officer – TS Digital (Pty) Ltd (t/a Tauspace) Email: infosec@tauspace.com Address: Block C, The Pivot, Montecasino Boulevard, Fourways, 2191 Postal: PO Box 5104, Dainfern North, 2174

Processing Steps:

Submit Form C + proof of ID + request fee (R50).

Acknowledge within 5 working days.

Decision within 30 days.

Written reasons if refused; appeal to the Information Regulator.

9 - GROUNDS FOR REFUSAL

- Access may be refused if disclosure would:
- Unreasonably reveal third-party personal or commercial information;
- Breach legal privilege or confidentiality;
- Endanger security or contravene another law.

10 - REMEDIES IF REFUSED

Appeal internally to the Information Officer or lodge a complaint with the Information Regulator: PAIAComplaints@inforegulator.org.za

11 - FEES

Prescribed under Government Gazette 23119 (15 Feb 2002):

- Request Fee – R50 upon submission.
- Access Fee – depends on reproduction/search time. See <https://inforegulator.org.za/paia-forms/>.

12 - AVAILABILITY OF MANUAL

Available on:

<https://www.tauspace.com/tauspace-privacy-policy-south-africa-ts-digital-pty-ltd/>

At the registered office (Block C, The Pivot, Montecasino Boulevard, Fourways, 2191) during business hours

From the Information Regulator or SAHRC

13 - CONTACT INFORMATION

TS Digital (Pty) Ltd Information Officer: Nadia Vadachia Email: infosec@tauspace.com
Telephone: +27 10 140 6574 Website: www.tauspace.com

14 - DECLARATION

This PAIA Manual has been prepared in accordance with the Promotion of Access to Information Act 2 of 2000 and the Protection of Personal Information Act 4 of 2013.

*Signed: Nadia Vadachia Information Officer
TS Digital (Pty) Ltd (t/a TAUSPACE)
Date: 13 October 2025
Certificate No. 2025-064492*

TAUSPACE