PAIA MANUAL

SEESIDE EXTENDED (PTY) LTD
Registration number: 2018/065158/07

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000, as amended, and incorporating the personal-information disclosures required by the Protection of Personal Information Act 4 of 2013.

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Contents

Document control 3
1. Acronyms and definitions 3
2. Purpose and scope 3
3. Company and key contact details 3
4. Guide on how to use PAIA 4
5. Records available without a formal request 4
6. Records available under other legislation 4
7. Subjects and categories of records held 4
8. Processing of personal information 5
8.1 Purposes of processing 5
8.2 Data subjects and information 5
8.3 Recipients 5
8.4 Transborder flows 6
8.5 Security safeguards 6
9. Requesting access 6
10. Decision periods, fees and deposits 6
11. Grounds for refusal 6
12. Remedies 7
13. Availability of this manual 7
14. Updating and approval 7
15. Final checks before publication ..... **Error! Bookmark not defined.**

Document control

Item	Detail
Document owner	Information Officer
Information Officer	Nicholas Bartie
Deputy Information Officer / PAIA contact	Veronique Bartie & Clinton Saunders
Effective date	18 November 2026
Review cycle	At least annually and whenever material legal, operational or processing changes occur

1. Acronyms and definitions

DIO: Deputy Information Officer
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)
SeeSIDE: SeeSIDE Extended (Pty) Ltd

2. Purpose and scope

This manual explains the records held by SeeSIDE, how members of the public may request access to those records, and how SeeSIDE processes and safeguards personal information. A requester is entitled to access a record of a private body where the record is required for the exercise or protection of a right, the procedural requirements of PAIA have been met, and no lawful ground for refusal applies.
SeeSIDE provides Microsoft Dynamics 365 Business Central consulting, implementation, support, licensing, application development, training and related professional services.

3. Company and key contact details

Detail	Information
Registered name	SeeSIDE Extended (Pty) Ltd
Registration number	2018/065158/07
Physical address	Bayside Office Park, 41 Erica Road, Table View, Cape Town, 7441, South Africa
Telephone	+27 (0)21 110 5798
General email	info@seeside.co.za
Website	www.seeside.co.za
Head of private body / Information Officer	Nicholas Bartie, Nic.bartie@seeside.co.za
Deputy Information Officer / PAIA contact	Veronique Bartie, Ver.bartie@seeside.co.za

4. Guide on how to use PAIA

The Information Regulator has published a Guide under section 10 of PAIA to assist people in exercising rights under PAIA and POPIA. The Guide is available from the Regulator at https://inforegulator.org.za or may be requested from SeeSIDE's Information Officer.

Information Regulator: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
PAIA complaints: PAIAComplaints@inforegulator.org.za
POPIA complaints: POPIAComplaints@inforegulator.org.za

5. Records available without a formal request

- This PAIA Manual, Privacy Policy and published company information.
- Public product, service, support and training information.
- Published marketing, news and event information.
- Public Microsoft AppSource application information.
- Publicly advertised employment opportunities.

6. Records available under other legislation

SeeSIDE creates and retains records under applicable South African legislation, including the Companies Act, Basic Conditions of Employment Act, Labour Relations Act, Employment Equity Act where applicable, Skills Development Acts, Occupational Health and Safety Act, Compensation for Occupational Injuries and Diseases Act, Income Tax Act, VAT Act, UIF legislation, Electronic Communications and Transactions Act, Consumer Protection Act where applicable, Copyright Act, Trade Marks Act, PAIA and POPIA. Inclusion does not mean that every record is automatically available.

7. Subjects and categories of records held

Subject	Categories
Corporate governance	Incorporation documents, registers, resolutions, statutory, governance and policy records.
Finance, tax and billing	Financial statements, accounts, budgets, assets, banking, invoices, customer and supplier accounts, tax and statutory records.
Human resources and payroll	Employment, payroll, benefits, leave, performance, disciplinary, grievance, recruitment, qualification, training and health-and-safety records.
Customers and prospects	Contracts, proposals, licensing, implementation, project, support, training, billing and correspondence records.
Suppliers and service providers	Agreements, due diligence, contact,

	invoice, banking and payment records.
Products, software and intellectual property	Source code, repositories, licences, technical and functional documentation, product roadmaps, test records, manuals and confidential know-how.
Microsoft and partner ecosystem	Microsoft customer, partner, tenant, Business Central, AppSource and licensing administration records.
IT and security	Policies, inventories, account and access records, logs, backups, incidents, assessments and continuity records.
Marketing and communications	Website, campaigns, mailing lists, consent, events, social-media and internal communications.
Legal, insurance and compliance	Contracts, privileged records, insurance, complaints, POPIA, PAIA, risk, audit and regulatory records.

8. Processing of personal information

8.1 Purposes of processing

- Managing enquiries and business relationships.
- Providing consulting, implementation, development, licensing, support and training services.
- Managing authorised Microsoft Dynamics 365 Business Central environments, subscriptions and support.
- Recruiting, employing, paying and developing employees and contractors.
- Billing, collections, accounting, audit, tax and statutory reporting.
- Operating and securing systems, premises, website and cloud services.
- Lawful marketing and management of consent and opt-outs.
- Managing suppliers, advisers and partners.
- Meeting legal, regulatory, contractual and insurance obligations.

8.2 Data subjects and information

SeeSIDE may process personal information relating to customers, prospects, employees, former employees, contractors, applicants, suppliers, partners, advisers, website visitors, marketing contacts, visitors, event attendees, directors and shareholders. Information may include identity and contact details, employment and qualification records, payroll, tax, banking and benefit information, contracts, service and support records, billing information, correspondence, device and website information, consent and access-control records.

8.3 Recipients

Personal information may be shared where lawful and necessary with Microsoft and authorised distributors, payroll and benefit providers, banks, auditors, accountants, attorneys, insurers, cloud and IT providers, approved subcontractors, recruitment or

verification providers, SARS, UIF, the Compensation Fund, law-enforcement authorities and the Information Regulator.

8.4 Transborder flows

Personal information may be processed outside South Africa through authorised cloud providers and support operations, including in the European Union, United Kingdom and United States. Transfers will be managed under section 72 of POPIA through adequate protection, contractual safeguards, consent where appropriate, or another lawful basis.

8.5 Security safeguards

- Role-based and least-privilege access.
- Multi-factor authentication and secure identity management.
- Encryption in transit and, where supported, at rest.
- Endpoint protection, patching and secure configuration.
- Backups, recovery and continuity controls.
- Confidentiality and security obligations for personnel and service providers.
- Security awareness, monitoring, logging and incident response.

9. Requesting access

A requester must submit the current prescribed Form 2: Request for Access to Record to the Information Officer or Deputy Information Officer. The requester must identify the record and preferred form of access, state the right to be exercised or protected and why the record is required, provide proof of authority when acting for another person, provide proof of identity securely, and pay the prescribed fee where applicable.
SeeSIDE will provide reasonable assistance to a requester who cannot complete the form because of illiteracy or disability.

10. Decision periods, fees and deposits

SeeSIDE will normally communicate its decision within 30 days after receiving a valid request. PAIA permits one extension of up to a further 30 days in specified circumstances. Fees are charged under the current PAIA Regulations. As at 18 November 2026, the private-body request fee is R140. Current reproduction, media, search, preparation, postage and deposit charges apply. If search and preparation exceed six hours, a deposit of one-third of the applicable amount may be required. The latest official fee schedule prevails.

11. Grounds for refusal

Access may or must be refused where disclosure would unreasonably reveal third-party personal information; disclose confidential, privileged or commercially sensitive information; breach confidentiality; endanger safety or systems; prejudice intellectual property, research or competitive position; facilitate unauthorised access; or involve a manifestly frivolous or vexatious request or substantial and unreasonable resource diversion. Where reasonably possible, protected information will be severed and the balance supplied.

12. Remedies

SeeSIDE is a private body and has no internal PAIA appeal procedure. A requester may lodge a complaint with the Information Regulator using the prescribed process or apply to a court with appropriate jurisdiction within the period allowed by PAIA.

13. Availability of this manual

This manual is available on www.seeside.co.za, for inspection at SeeSIDE's office during normal business hours subject to reasonable security and appointment arrangements, from the Information Officer or Deputy Information Officer upon request, and to the Information Regulator where required.

14. Updating and approval

The Information Officer will review this manual at least annually and whenever material legal, operational, processing or contact-detail changes occur.

Issued by	Nicholas Bartie
Capacity	Head of private body / Information Officer
Date	18 November 2026
Signature	_____