



Aarts Jewellery Studio (Pty) Ltd

Business Reg no: 2018/420160/07

Physical Address: Not publicly disclosed for security reasons
Available upon request where required
in terms of applicable legislation

Cell: 083 260 6411

Email: aartsjewels@gmail.com

PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (ACT 2 OF 2000) PAIA MANUAL

Company Name: Aarts Jewellery Studio (Pty) Ltd

Registration Number: 2018/420160/07

Information Officer: Andréa Raats

1. Introduction

This manual is prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2000 ("PAIA"). It sets out how to request access to records held by Aarts Jewellery Studio (Pty) Ltd ("the Company").

2. Business Details

Business Name: Aarts Jewellery Studio (Pty) Ltd

Address: Not publicly available for security reasons. Available upon request where required in terms of applicable legislation.

Tel: 083 260 6411

Type of Business: Appointment-based bespoke jewellery design

Website: www.aartsjewellery.co.za

3. Information Officer

In terms of POPIA and PAIA, the owner of the business acts as the Information Officer.

Information Officer: **Andréa Raats**

Owner – Aarts Jewellery Studio (Pty) Ltd

Email – aartsjewels@gmail.com

Tel – 083 260 6411

4. Information Regulator Contact Details

Information Regulator (South Africa)

Website: <https://infoeregulator.org.za/>

Email: enquiries@infoeregulator.org.za

A guide on how to use PAIA is available from the Information Regulator.

5. Categories of Records Held

The Company holds the following categories of records:

i. Customer Records

- Personal identification and contact details
- Order history and transaction records
- Customer design specifications and related documentation
- Communication records (email, WhatsApp, social media)

ii. Financial Records

- Invoices and receipts
- Payment records

iii. Supplier and Service Provider Records

- Contracts and agreements
- Supplier communications

iv. IT and Digital Records

- Website usage data
- Email and communication logs

v. Physical Records

- Hard copy documents stored on-site

6. Records Available Without a Request

The following information is available without a formal PAIA request: content published on the Company's website.

7. Records Available on Request

Records that may be requested in terms of PAIA, including:

- Customer records
- Transaction and invoice records
- Supplier records
- Marketing records
- Communication records

The Company will not disclose any records where such disclosure is prohibited in terms of other obligations, including the Financial Intelligence Centre Act, 2001 (Act 38 of 2001).

8. Request Procedures

Requests for access must be made in writing using the prescribed PAIA request form (Appendix A), must include sufficient detail to identify the records requested and must be submitted to the Information Officer. Requests must be submitted electronically via email.

A response will be provided within 30 days, subject to PAIA provisions. A prescribed request fee may apply, as per the PAIA recommendations.

9. Grounds for Refusal

Access to records may be refused where disclosure would:

- Breach the Protection of Personal Information Act (POPIA)
- Violate the Financial Intelligence Centre Act (FICA)
- Reveal confidential commercial information
- Prejudice legal proceedings
- Infringe intellectual property rights

Jewellery designs remain the intellectual property of the Company.

10. Remedies Available

If a request for access is denied, the requester may lodge a complaint with the Information Regulator or apply to a court of law for relief.

11. Availability of the Manual

This manual is available on the Company's website or on request from the Information Officer.

Contact Details

All PAIA-related enquiries should be directed to:

Information Officer: Andréa Raats

Aarts Jewellery Studio (Pty) Ltd

Address: Not publicly available for security reasons. Available upon request where required in terms of applicable legislation

Email: aartsjewels@gmail.com

Tel: 083 260 6411

Appendix A – PAIA Request for Information Form
In terms of the Promotion of Access to Information Act, 2000
(Act 2 of 2000)

Company Name: Aarts Jewellery Studio (Pty) Ltd

Registration Number: 2018/420160/07

Information Officer: Andréa Raats

1. Particulars of Requester:

Full Name/Registered Name:	
Identity Number/Registration Number:	
Contact Number:	
Email Address:	

If request is made on behalf of another person, proof of authority must be attached.

2. Particulars of Records Requested:

Please provide sufficient details to identify the records requested:

3. Form of Access Required (tick applicable)

- ☐ Inspection of record
☐ Paper copy
☐ Electronic copy
☐ Other (please specify) _____

4. Preferred Language

- ☐ English
☐ Afrikaans
☐ Other: _____

5. Notice of Decision

Please notify me of the decision regarding this request at:

☐ Email _____

☐ Postal Address _____

6. Declaration

I declare that the information provided is accurate and that I am aware that access to certain records may be refused in terms of applicable legislation.

Signature: _____

Date: _____