



WILDOG ACCESSORIES (PTY) LTD
VAT : 4150269050
30 AKWAMARYN STREET,
KLERKSOORD, AKASIA, PRETORIA

PAIA MANUAL

1. Introduction

This manual is prepared for Wildog Accessories (Pty) Ltd ("Wildog") in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000, as amended ("PAIA"). It explains how a person may request access to records held by Wildog, subject to PAIA, the Protection of Personal Information Act 4 of 2013 ("POPIA") and other applicable law.

2. Company details

Name of private body: Wildog Accessories (Pty) Ltd

Trading name: Wildog / Wildog Accessories

Website: <https://wildog.co.za>

Physical address: 17-30 Akwamaryn Street, Rosslyn, Klerksoord, Akasia, Pretoria, South Africa

Telephone: 010 746 1690

Information Officer email: hr@wildog.co.za / marketing@wildog.co.za

Company registration number: 2014/191429/07

3. Purpose of the manual

This manual assists people who wish to exercise rights under PAIA and POPIA and describes the types of records Wildog may hold, the process for requesting access, and relevant contact details. The existence of a record in a category does not mean that access will automatically be granted. Access remains subject to applicable legal grounds for refusal, third-party rights and any required procedure.

4. Guide on how to use PAIA

The Information Regulator has published a guide explaining how to exercise rights under PAIA and POPIA. The guide and prescribed forms are available from the Information Regulator at <https://infoeregulator.org.za/> and its eServices portal at <https://eservices.infoeregulator.org.za/>. A requester may contact the Regulator for assistance with the guide or applicable procedures.

5. Records available without a formal PAIA request

Subject to availability and any applicable restrictions, Wildog may make certain information available through its website, product catalogues, marketing materials, published contact details, and other public communications. This does not include confidential, personal, commercially sensitive or otherwise restricted information.

6. Categories of records held

Depending on its activities and legal obligations, Wildog may hold the following categories of records:



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Company and governance records, including incorporation and statutory records.

Financial and tax records, including invoices, statements, accounting records and tax-related documents.

Employee and human-resources records, including employment contracts, payroll, leave and training records.

Customer and reseller records, including contact details, enquiries, quotations, orders, delivery records, complaints and correspondence.

Supplier and service-provider records, including agreements, quotations, invoices and correspondence.

Product, manufacturing, technical and quality records, including product specifications, drawings, testing, warranties and quality-control records.

Marketing and website records, including enquiries submitted through online forms, communications, website analytics and consent/preferences where applicable.

Operational, health and safety, insurance, risk-management and compliance records.

Contracts, legal correspondence, dispute records and records required by applicable legislation.

This list must be checked against the records Wildog actually creates and retains. Wildog is not required to create a record that does not exist.

7. Applicable legislation

Depending on the nature of the record and Wildog's activities, records may be maintained under legislation including, where applicable:

Promotion of Access to Information Act 2 of 2000 (PAIA).

Protection of Personal Information Act 4 of 2013 (POPIA).

Companies Act 71 of 2008.

Income Tax Act 58 of 1962 and Value-Added Tax Act 89 of 1991.

Labour Relations Act 66 of 1995.

Basic Conditions of Employment Act 75 of 1997.

Employment Equity Act 55 of 1998.

Occupational Health and Safety Act 85 of 1993.



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Electronic Communications and Transactions Act 25 of 2002.

Consumer Protection Act 68 of 2008.

The list is not exhaustive and must be verified by Wildog's legal/compliance adviser.

8. How to request access to records

A requester must submit a request to Wildog's Information Officer using the prescribed PAIA request form in force at the time of the request. The form should be completed with enough detail to identify the record requested and should state the right the requester seeks to exercise or protect and why the record is required for that purpose, as required by PAIA.

Send the completed form and supporting documents to: hr@wildog.co.za / marketing@wildog.co.za or deliver it to the physical address in section 2, marked for the attention of the Information Officer. Requesters should use the latest forms published by the Information Regulator. Wildog may request further information where reasonably necessary to process the request.

A requester must provide sufficient contact details for communication about the request. Where a representative makes the request, proof of authority may be required. Requests for another person's personal information may require that person's consent or other lawful authority.

9. Processing, fees and response

Wildog will deal with requests in accordance with PAIA, including applicable statutory time periods, notices and prescribed fees. Any applicable request or access fee will be communicated in accordance with the law and the applicable fee schedule. A request may be refused, in whole or in part, where PAIA permits or requires refusal, including to protect personal information, confidential information, privileged records, commercial interests or the rights and safety of other persons. Where required by law, Wildog will provide reasons and information about available remedies.

10. Grounds for refusal

Access may be refused where a ground in PAIA applies. Examples may include protection of third-party personal information, commercial or confidential information, privileged communications, safety-related information, or records whose disclosure is prohibited by law. Each request will be assessed on its facts and the applicable statutory provisions. Where reasonably possible and legally appropriate, access may be granted to a severable portion of a record.

11. Remedies

If a requester is dissatisfied with a decision or failure to respond, the requester may use the remedies available under PAIA, including lodging a complaint with the Information Regulator and/or applying to a court, as applicable. Current procedures and forms are available at <https://infoeregulator.org.za/> and <https://eservices.infoeregulator.org.za/>.



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12. POPIA and personal information

Where a request concerns the requester's own personal information, the request will also be considered in light of POPIA and applicable procedures. Wildog processes personal information in accordance with applicable data-protection law. More information should be provided in Wildog's separate Privacy Notice.

13. Availability and review

This manual will be made available on Wildog's website and at its principal place of business, subject to applicable requirements. It should be reviewed periodically and whenever there are material changes to the company's details, Information Officer, record categories, or applicable law.

Effective date: 23-10-2026