

PAIA Manual

Effective date: 1 January 2026

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Prepared in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA), as amended, and incorporating relevant information required under the Protection of Personal Information Act 4 of 2013 (POPIA).

Private body detail	Information
Registered name	LR13 Holding (Pty) Ltd trading as SpaceSave
Registration number	1998/008755/07
VAT number	4330305931
Trading name	SpaceSave
Information Officer	Erla Rapsch
Postal and physical address	Unit 6, 8 Lood Street, Brackenfell Industria, 7560, South Africa
Email	info@spacesave.co.za
Telephone	064 224 4773
Website	https://spacesave.co.za

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1. Introduction and purpose

PAIA gives effect to the constitutional right of access to information held by the State and to information held by another person where that information is required for the exercise or protection of a right.

This Manual describes the records held by SpaceSave, the records that may be available without a formal request, the process for requesting access, and the manner in which SpaceSave processes personal information.

This Manual does not create an automatic right of access to every record. A request may be refused where a ground for refusal under PAIA applies.

2. Contact details and Information Officer

All requests for access to records and all questions concerning this Manual should be directed to the Information Officer.

Role or detail	Information
Information Officer	Erla Rapsch
Private body	LR13 Holding (Pty) Ltd trading as SpaceSave
Registration number	1998/008755/07
Address	Unit 6, 8 Lood Street, Brackenfell Industria, 7560, South Africa
Telephone	064 224 4773
Email	info@spacesave.co.za
Website	https://spacesave.co.za

3. The Information Regulator's PAIA Guide

The Information Regulator has prepared a guide explaining how to use PAIA. The Guide is available from the Information Regulator's website and offices.

Information Regulator detail	Information
Website	https://infoeregulator.org.za
Address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Telephone	010 023 5200
Toll-free	0800 017 160
General email	enquiries@infoeregulator.org.za
PAIA complaints	PAIAComplaints@infoeregulator.org.za

PAIA Guide: [Download or view the Information Regulator's PAIA Guide](#)

4. Records available without a formal request

The following records are generally available without a formal PAIA request, subject to copyright, privacy, confidentiality and website-use restrictions:

- public website pages and published policies;
- product descriptions, specifications and publicly advertised prices;
- public marketing material, brochures and newsletters;
- published company contact details;
- public social-media content;
- published customer reviews, subject to privacy controls;
- vacancy advertisements and other information intentionally made public; and
- records that SpaceSave is legally required to make publicly available.
- SpaceSave's Consumer Goods and Services Ombud participant certificate;
- the Consumer Goods and Services Industry Code of Conduct and SpaceSave's internal complaints-handling process, or information on where these may be obtained.

Requests for copies or a particular format may be subject to a reasonable reproduction or delivery charge.

5. Records held in accordance with legislation

SpaceSave may hold records in accordance with legislation including, where applicable:

- Basic Conditions of Employment Act 75 of 1997;
- Companies Act 71 of 2008;
- Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- Consumer Protection Act 68 of 2008;
- Electronic Communications and Transactions Act 25 of 2002;
- Employment Equity Act 55 of 1998;
- Income Tax Act 58 of 1962;
- Labour Relations Act 66 of 1995;
- Occupational Health and Safety Act 85 of 1993;
- Promotion of Access to Information Act 2 of 2000;
- Protection of Personal Information Act 4 of 2013;
- Skills Development Act 97 of 1998;
- Skills Development Levies Act 9 of 1999;
- Tax Administration Act 28 of 2011;
- Unemployment Insurance Act 63 of 2001;
- Unemployment Insurance Contributions Act 4 of 2002;
- Value-Added Tax Act 89 of 1991; and
- any applicable bargaining council agreements, municipal requirements and industry codes.

This list is not exhaustive. The existence of a category of record does not mean that access will automatically be granted.

6. Categories and subjects of records held by SpaceSave

Record category	Examples of records
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Record category	Examples of records
Corporate and governance	Company registration documents; statutory registers; resolutions; director and shareholder records; licences; policies; insurance; contracts and governance records.
Financial and tax	Accounting records; invoices; bank and payment records; budgets; tax records; VAT records; asset registers; audit or accounting records; supplier payments and debtor information.
Customers and sales	Customer details; orders; quotations; invoices; transaction history; delivery records; returns; warranties; complaints; communications; reviews and marketing preferences.
Products and manufacturing	Product specifications; drawings; designs; bills of materials; production records; quality-control records; supplier information; inventory; warranties; care and safety instructions.
Suppliers and service providers	Supplier details; contracts; quotations; invoices; performance records; payment details; courier and logistics arrangements; data-processing agreements.
Employees and contractors	Employment contracts; payroll; leave; performance; training; disciplinary; health and safety; bargaining council; tax and statutory employment records, subject to legal restrictions.
Website, information technology and security	Website records; hosting; software licences; user accounts; access logs; backups; cybersecurity; incident records; cookies; analytics and system administration records.
Marketing and communications	Campaign records; mailing lists; consent records; advertising; social media; competitions; photographs; videos; market research and customer communications.
Legal, compliance and risk	Legal advice; disputes; complaints; regulatory correspondence; POPIA and PAIA records; risk assessments; safety incidents; policies and compliance records.
Property and operations	Lease or occupancy records; workshop records; equipment; maintenance; security; utilities; access control and operational procedures.

7. How to request access to a record

A requester must submit the prescribed Form 2 to the Information Officer and provide enough information to identify the requested record and the right that the requester seeks to exercise or protect.

- Use the prescribed Form 2: Request for Access to a Record.
- Identify the requester and provide reliable contact details.
- Describe the requested record with sufficient detail.
- State the preferred form of access.
- Where the request is made for another person, provide proof of authority.
- Where access is required to exercise or protect a right, identify the right and explain why the record is required.

- Pay any prescribed request fee where applicable.

Form 2: [Request for Access to a Record](#)

The completed form may be emailed to info@spacesave.co.za or delivered to the address stated in this Manual.

SpaceSave will respond within the period prescribed by PAIA, subject to any lawful extension. The response will state whether access is granted or refused, any applicable fee and the form in which access will be provided.

8. Request fees and access fees

Fees prescribed under PAIA may include a request fee, reproduction costs, search and preparation time, postage or delivery costs and charges for the form of access requested.

Where a fee is payable, SpaceSave may require payment before processing the request or providing access. A personal requester seeking access to their own personal information may be exempt from the request fee as provided by law.

9. Grounds for refusing access

Access may be refused where a mandatory or discretionary ground under PAIA applies. These may include protection of:

- the privacy of another person;
- confidential commercial information of SpaceSave or a third party;
- safety of individuals and property;
- legally privileged information;
- research information;
- records whose disclosure is prohibited by law;
- information supplied in confidence; and
- other interests protected by PAIA.

Where reasonably possible, SpaceSave will provide access to a separable portion of a record after removing information that may lawfully be withheld.

10. Remedies where access is refused or delayed

SpaceSave is a private body and does not have an internal appeal procedure under PAIA.

A requester who is dissatisfied with a refusal, fee, form of access or failure to respond may lodge a complaint with the Information Regulator or approach a court as permitted by PAIA.

PAIA complaint information: [Information Regulator PAIA complaints](#)

11. Processing of personal information under POPIA

SpaceSave processes personal information for legitimate and lawful business purposes, including to process orders and payments, manufacture and deliver products, provide customer service, administer employees and suppliers, comply with legal obligations, protect systems, prevent fraud, improve services and conduct lawful marketing.

More detailed information appears in the SpaceSave Privacy & Cookie Policy.

12. Categories of data subjects and personal information

Data-subject category	Personal information that may be processed
Customers and prospective customers	Names; contact details; billing and delivery addresses; order and transaction details; communications; marketing preferences; reviews; refund details where required.
Employees and applicants	Identity and contact information; employment history; qualifications; payroll; tax; attendance; performance; disciplinary; training; health and safety information, subject to law.
Suppliers, contractors and service providers	Contact and company information; contracts; banking and payment details; tax information; performance and communication records.
Website users	IP address; device and browser information; cookie identifiers; account information; usage, security and analytics data.
Directors, shareholders and representatives	Identity; contact; company; governance; financial and statutory information.
Complainants and correspondents	Identity and contact information; complaint or enquiry details; supporting records and communications.
Visitors and delivery personnel	Contact, access, security and incident information where applicable.

13. Recipients of personal information

Personal information may be shared, where reasonably necessary and lawful, with:

- payment providers and financial institutions;
- couriers and logistics providers;
- website, hosting, email, analytics, security and information-technology providers;
- suppliers and manufacturing partners involved in fulfilling an order;
- accountants, auditors, insurers and professional advisers;
- government bodies, regulators, law-enforcement agencies or courts where required by law; and
- a purchaser or successor in a lawful business reorganisation, subject to appropriate safeguards.

14. Cross-border transfers

Some service providers may process or store information outside South Africa. SpaceSave will take reasonable steps to ensure that cross-border transfers comply with POPIA and that the recipient is subject to an appropriate legal, contractual or organisational safeguard.

15. Security safeguards

SpaceSave applies reasonable technical and organisational measures appropriate to the nature of the information and the risks involved. Measures may include access controls, password and account management, secure payment processing, backups, anti-malware tools, software updates, confidentiality obligations, restricted physical access, incident procedures and appropriate service-provider agreements.

No system can be guaranteed to be completely secure. Security measures are reviewed and improved as reasonably necessary.

16. Availability and updating of this Manual

This Manual is available free of charge on the SpaceSave website and for inspection at the SpaceSave address during reasonable business hours by prior arrangement.

A copy may also be made available to the Information Regulator as required.

The Information Officer will review and update this Manual when material changes occur or when required by law.

PAIA requests

Email: info@spacesave.co.za

Telephone: 064 224 4773

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

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