



PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000, as amended

DATE OF COMPILATION: September 2026

DATE OF REVISION: September 2026

1. INTRODUCTION

This Manual has been prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000, as amended (PAIA), and should be read together with the Protection of Personal Information Act 4 of 2013 (POPIA). It describes the records held by Astra Furnishers, how access may be requested, and how personal information is processed and protected.

Astra Furnishers operates a furniture retail business in South Africa, including cash, lay-by and rent-to-own transactions, customer account administration, collections, product protection arrangements, warehousing, delivery and related retail operations.

2. PARTICULARS OF THE PRIVATE BODY

Full registered name of private body: Astra Deals Eight CC

Registration number: 1998/054022/23

Trading name: Astra Furnishers

Registered / principal address: 60 Church Street, Bronkhorstspuit, 1020

Operational Head Office / Warehouse: Bronkhorstspuit, Gauteng

Postal address: 60 Church Street, Bronkhorstspuit, 1020

Telephone: 013 932 0811

General email: astra@astrafurn.co.za

Website: www.astrafurn.co.za

3. INFORMATION OFFICER / HEAD OF PRIVATE BODY

Requests for access to records and enquiries concerning this Manual should be directed to the Information Officer / Head of the private body.

Information Officer full name: Derik van Greunen

Position: Information Officer / Head of Private Body

Telephone: 013 932 0811

Email: astra@astrafurn.co.za

Deputy Information Officer: None appointed

Deputy Information Officer: None appointed

4. GUIDE ON HOW TO USE PAIA

The Information Regulator has published a Guide explaining how PAIA may be used and how a person may exercise rights of access to information. The Guide and prescribed PAIA forms are available from the Information Regulator and through its official website and eServices portal.

Information Regulator (South Africa): Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg; telephone 010 023 5200; email enquiries@infoeregulator.org.za.

5. RECORDS AVAILABLE WITHOUT A FORMAL PAIA REQUEST

Certain information may be available without a formal PAIA request, subject to Astra Furnishers' policies and applicable law. Examples may include:

- Public website content, advertisements, catalogues and promotional material.
- General product and service information.
- Store contact information and trading information.
- Published terms, customer notices and policies made publicly available.
- This PAIA Manual.
- Other records that Astra Furnishers elects or is legally required to make automatically available.

6. RECORDS HELD BY ASTRA FURNISHERS

The following categories are indicative and do not mean that access will automatically be granted. Access remains subject to PAIA, POPIA and any lawful ground of refusal.

6.1 Corporate and statutory records

- Founding, incorporation, registration and ownership records
- Member/shareholder records and resolutions
- Management records, policies and internal procedures
- Licences, permits, statutory registrations and compliance records
- PAIA and POPIA compliance records

6.2 Financial and accounting records

- Annual financial statements and management accounts
- Banking, payment and reconciliation records
- Tax, VAT and other statutory financial records
- Debtor and creditor records
- Invoices, purchase orders and supplier accounts

- Asset registers and insurance records

6.3 Customer and transaction records

- Customer applications and account records
- Cash, lay-by and rent-to-own agreements and related records
- Customer identification and contact information
- Affordability and supporting financial information where applicable
- Payment history, arrears, collection and settlement records
- Delivery, returns, repairs, exchanges and credit records
- Customer complaints, correspondence and call/communication records
- Product protection / cover administration records

6.4 Credit and payment-behaviour records

- Records relating to lawful credit-risk, payment-behaviour or bureau reporting activities
- Consent and disclosure records
- Correspondence with credit bureaus, industry bodies and service providers, where applicable

6.5 Employees and human resources

- Employment contracts and personnel records
- Payroll, remuneration, leave and attendance records
- Performance, disciplinary and grievance records
- Training and occupational health and safety records
- Recruitment and applicant records

6.6 Suppliers, contractors and service providers

- Supplier agreements and account records
- Contractor and independent service-provider agreements
- Due-diligence and compliance information
- Delivery, logistics, repair and warehouse service records

6.7 Property, warehouse and operational records

- Lease and property records
- Warehouse, stock, dispatch and receiving records
- Stock-control and inventory records
- Vehicle and delivery records
- Security, access-control and CCTV records where applicable

6.8 Marketing and electronic communications

- Marketing databases and campaign records
- Website enquiries and digital communications
- Competition and promotional records
- Consent, opt-out and direct-marketing preference records

6.9 Legal and compliance records

- Contracts and legal correspondence
- Claims, disputes and litigation records
- Regulatory correspondence
- Internal investigations and compliance assessments
- Security-compromise and POPIA incident records

7. RECORDS HELD IN TERMS OF OTHER LEGISLATION

Where applicable to Astra Furnishers, records may be retained under legislation including, without limitation:

- Companies Act 71 of 2008 and/or Close Corporations Act 69 of 1984, as applicable to the relevant legal entity
- Consumer Protection Act 68 of 2008
- Protection of Personal Information Act 4 of 2013
- Promotion of Access to Information Act 2 of 2000
- Basic Conditions of Employment Act 75 of 1997
- Labour Relations Act 66 of 1995
- Employment Equity Act 55 of 1998, where applicable
- Occupational Health and Safety Act 85 of 1993
- Income Tax Act 58 of 1962
- Value-Added Tax Act 89 of 1991
- Tax Administration Act 28 of 2011
- Unemployment Insurance Act 63 of 2001 and related legislation
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Electronic Communications and Transactions Act 25 of 2002
- Other legislation applicable to Astra Furnishers' retail, employment, tax, consumer and business operations

8. HOW TO REQUEST ACCESS TO A RECORD

A requester seeking access to a record must use the prescribed PAIA Form 2 (Request for Access to Record) and submit it to the Information Officer / Head of the private body using the contact details in this Manual.

The request must provide sufficient detail to identify the requester, the requested record, the preferred form of access and the right the requester seeks to exercise or protect, together with an explanation of why the requested record is required for that purpose.

Prescribed fees may be payable where applicable. Astra Furnishers will process the request within the periods prescribed by PAIA, subject to lawful extensions. A decision may grant or refuse access in whole or in part. Grounds of refusal may include protection of privacy, confidential commercial information, safety, legally privileged material and other grounds permitted by PAIA.

Where access is refused or a requester is dissatisfied with the handling of a request, the requester may have remedies under PAIA, including lodging a complaint with the Information Regulator or approaching a competent court, as applicable.

9. PROCESSING OF PERSONAL INFORMATION UNDER POPIA

9.1 Purpose of processing

- Entering into and administering customer transactions and agreements
- Customer identification, account administration and communication
- Processing payments, deliveries, returns, repairs and customer service
- Managing rent-to-own, cash and lay-by transactions
- Assessing affordability or risk where legitimately required
- Managing arrears and lawful collection activities
- Lawful payment-behaviour / credit-bureau reporting where applicable
- Administering product protection or related benefits

- Fraud prevention, security and loss prevention
- Marketing, where lawful and subject to applicable consent or opt-out requirements
- Employee, contractor and supplier administration
- Compliance with legal, tax, regulatory and record-keeping obligations
- Establishing, exercising or defending legal rights

9.2 Categories of data subjects

- Customers and prospective customers
- Employees and job applicants
- Suppliers, contractors and service providers
- Directors, members, shareholders and representatives
- Website users and persons making enquiries
- Visitors to premises and persons captured by CCTV where applicable

9.3 Categories of personal information

- Identification and contact information
- Identity numbers and identity-document information
- Address and employment information
- Financial, income, banking and payment information
- Account, transaction and payment-history information
- Credit-risk or payment-behaviour information where applicable
- Communications, complaints and correspondence
- CCTV and security information where applicable
- Employee and applicant information
- Supplier and contractor information

9.4 Recipients / categories of recipients

- Authorised Astra Furnishers employees and management
- Banks and payment-service providers
- Delivery, logistics, repair and other contracted service providers
- Insurers or product-protection administrators where applicable
- Professional advisers, auditors and legal representatives
- Credit bureaus / industry reporting bodies where lawfully applicable
- IT, hosting, software and communications service providers
- Regulators, law-enforcement bodies, courts, SARS and other authorities where required or permitted by law

9.5 Cross-border transfers

Where Astra Furnishers transfers personal information outside South Africa, it will do so only where permitted by POPIA and with appropriate safeguards. The specific countries and service providers used should be reviewed periodically.

Astra Furnishers will periodically review its technology and service providers to identify any cross-border processing and ensure that any such transfers comply with POPIA.

9.6 Security safeguards

Astra Furnishers applies reasonable technical and organisational safeguards appropriate to the nature of the information processed. Measures may include access controls, password controls, staff confidentiality requirements, secure handling of physical correspondence, staff training, incident reporting, controlled access to records, appropriate system security, and contractual safeguards with operators/service providers.

Actual or suspected security compromises must be escalated to the Information Officer / authorised management and dealt with in accordance with POPIA and Astra Furnishers' security-incident procedures.

10. AVAILABILITY OF THIS MANUAL

This Manual will be made available as required by PAIA, including at Astra Furnishers' principal place of business and, where applicable, on its website. It may also be uploaded through the Information Regulator's eServices portal.

A copy may be requested from the Information Officer. Any reproduction fee lawfully permitted may apply.

11. UPDATING OF THE MANUAL

The Information Officer / Head of the private body will review this Manual periodically and update it when material changes occur to Astra Furnishers' records, processing activities, contact details, legal structure or applicable legal requirements.

12. APPROVAL

Approved for and on behalf of Astra Furnishers:

Information Officer / Head of Private Body: Derik van Greunen

Signature: _____

Date: _____