



PAIA Manual of Warp Development (Pty) Ltd

Prepared in accordance with Section 51 of the Promotion of Access to Information Act No. 2 of 2000 ("PAIA") and to include relevant provisions of the Protection of Personal Information Act No. 4 of 2013 ("POPIA")

Prepared on: 12 June 2025



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1. Introduction

This manual has been prepared in accordance with PAIA requirements and includes the information required under POPIA. The aim is to foster transparency, accountability, and access to information while protecting personal data.

2. Company Details

Name of Private Body: Warp Development (Pty) Ltd

Registration Number: 2016/204995/07

Physical Address: Fintech Campus Building No.2, Cnr Botterklapper & Illanga Road
The Willows, Pretoria, 0081

Telephone Number: +27 12 348 1165

Email: sales@warpdevelopment.com

Website: <https://www.warpdevelopment.com>

3. Information Officer Details

Information Officer: Genevieve Blomerus

Position: General Manager

Email: gen@warpdevelopment.com

Telephone: +27 12 348 1165

4. Nature of Business

Warp Development is a custom software development consultancy and managed services provider. We build scalable software products, including mobile and web apps, e-commerce platforms, order and warehouse management systems, and provide IT support and cloud infrastructure services.

5. Guide on How to Use PAIA

A guide on how to use PAIA is available from the South African Human Rights Commission (SAHRC). Contact details:

Website: <https://www.sahrc.org.za>

Email: paia@sahrc.org.za

6. Categories of Records Held

6.1 Records Available Without Request

- Company profile and general information
- Marketing materials
- Public policies

6.2 Records Available on Request

- Company incorporation documents
- Financial records and tax submissions
- Employment contracts and HR files
- Client and supplier contracts
- Project files and code repositories (access restrictions apply)
- Internal policies and procedures
- Information related to IT infrastructure and security

7. Process to Request Access to Records

Requests must be made using Form C (available from the Department of Justice website) and submitted to the Information Officer. A fee may be charged.

7.1 Submission:

- By email or post to the Information Officer

7.2 Decision Period:

- Within 30 calendar days

7.3 Grounds for Refusal:

- Commercial confidentiality
- Privacy of third parties
- Legal privilege

8. Processing of Personal Information (POPIA)

8.1 Purpose of Processing



- Recruitment and HR management
- Client and project management
- Marketing and sales activities
- Financial administration
- IT support and infrastructure monitoring
- Legal compliance and governance
- Analytics and improvement of website experience

Consent to process personal information is obtained in accordance with POPIA and applicable laws. This may occur during registration, service requests, or other voluntary interactions.

The lawful basis for processing includes consent (where applicable), contractual necessity, legal obligation, and legitimate interests, as detailed in Warp's Privacy Policy.

The company ensures that data subjects are informed of their rights and Warp's data handling practices through its Privacy Notice, included in all relevant agreements.

8.2 Categories of Data Subjects

- Employees
- Clients and their representatives
- Suppliers and service providers
- Website users

Additional data categories include system and browser metadata, online identifiers (such as IP address), cookie information, and communication preferences where applicable.

8.3 Recipients of Personal Information

- Internal departments
- Approved third-party service providers
- Regulatory authorities (where required)
- Group companies or affiliates for operational purposes
- Third parties for legal compliance or contractual obligations

8.4 Security Measures



- Firewalls and access controls
- Password protection and encryption
- Employee access restrictions
- Secure hosting infrastructure
- Disaster recovery procedures

8.5 Rights of Data Subjects

- Right to access, correct, delete, or object to the processing of personal information
- Right to withdraw consent where applicable
- Right to lodge a complaint with the Information Regulator

Personal information is retained only for as long as is necessary to fulfill the purposes outlined in this manual, or as required by applicable laws.

Personal information may be processed or stored in countries outside South Africa where equivalent data protection safeguards are in place, and subject to appropriate legal frameworks.

Warp Development may use cookies and similar tracking technologies to collect non-personal information for website analytics and user experience improvements. Users can manage cookie settings through their browsers. This practice is governed by Warp's Cookie Policy and complies with POPIA.

For more detailed explanations of Warp Development's data handling practices, including consent, cookies, marketing, and user preferences, refer to our Privacy Policy at:

<https://warpdevelopment.com/privacy-policy>

9. Availability of the Manual

This manual is available:

- On the company's website at <https://www.warpdevelopment.com>
- At the company's principal place of business
- Upon request from the Information Officer



10. Updates to the Manual

This manual will be reviewed annually or when significant changes occur.

Approved by:

AE Erasmus: Director/Founder and Rudi Mostert: Director/Founder

12 June 2025