



PAIA MANUAL

Mail Blaze is a division of Mindvate (Pty) Ltd

Registration Number: 2005/005418/07

REGISTERED OFFICE ADDRESS:

Blackriver Park, 2 Fir Street, Observatory, Cape Town, 7925.

TABLE OF CONTENTS:

- 1. Overview, Access and Contact Information**
 - 1.1. Company Description and Manual Revision
 - 1.2. Information Officer and Mail Blaze Details
 - 1.3. Access to Information
 - 1.4. Fees
- 2. Processing of Information and Data Records**
 - 2.1. Purpose of processing
 - 2.2. Data Records held by Mail Blaze
 - 2.3. Data Security Measures
- 3. SAHRC Act and Contact Details**
- 4. Approval**

1. OVERVIEW, ACCESS AND CONTACT INFORMATION

1.1 Company Description and Manual Revision:

Mail Blaze is a Digital Marketing and Information Technology company. We specialise in providing bespoke software in the form of an Email Platform that both national and international clients use to send marketing emailers to their respective opted-in emailing lists.

A copy of this Manual is available;

- On request from our Information Officer, Steven Langley
- On our website: www.mailblaze.com

When any updates are done on this policy, the updated policy will be published to our website.

1.2 Information Officer and Mail Blaze Details:

Our Information Officer is:

Steven Langley

Managing Executive

Tel nr: 021 486 1860

E-mail: compliance@mailblaze.com

Office Address: Blackriver Park, 2 Fir Street, Observatory, Cape Town, 7925.

1.3 Access to information:

Requests for access to records held by Mail Blaze must be made via emailing the information request form to our Information Officer directly. Any requests to information held by Mail Blaze will be reviewed and granted/denied against the act. Mail Blaze endeavours to get back to any information access request within 30 days.

The Request Form must be completed. It can be obtained from the Information Officer via compliance@mailblaze.com or on the website of the Department of Justice www.justice.gov.za under "PAIA" and "forms".

Should your request for information be denied, you are welcome to contact the Constitutional Court or the High Court for assistance.

1.4 Fees

The fees for Mail Blaze to process an Access to Information request, will be communicated to the person submitting the request by the Information Officer. The Fee will need to be paid prior to any work being done on the request or prior to any information being sent out as a result of this request. A decision on whether to grant or deny the request will be made by the Information Officer and will be final.

2. PROCESSING OF INFORMATION AND DATA RECORDS:

2.1 Purpose of Processing:

Mail Blaze uses the Personal Information to provide a service to its customers, manage and remunerate employees as well as ensure compliance with South African operating laws.

2.2 Data Records held by Mail Blaze:

The Company may possess records relating to suppliers, shareholders, contractors service providers, staff and clients and employees:

- Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners - Names of contact persons; Name of Legal Entity; Gender, Pregnancy; Marital Status; Colour, Age, Language, Education information; Employment History; ID number; Contact details; Opinions, Criminal behaviour; Well-being;

2.3 Data Security Measures:

Mail Blaze ensures Information Protection in line with PAIA and POPIA and ensures to continuously monitor for any security breaches and improvements that are needed.

Mail Blaze ensures that software security protocols, virus protection, physical access as well as remote access adheres to the strict measures as outlined in the act.

3. SAHRC ACT AND CONTACT DETAILS

More information on how the Act works and all other information can be obtained from the SAHRC – SA Human Rights Commission, at:

The South African Human Rights Commission:
PAIA Unit (the Research and Documentation Department)
Postal address:
Private Bag 2700,
Houghton,
2041
elephone: +27 11 484-8300
Fax: +27 11 484-7146
Website: www.sahrc.org.za
E-mail: PAIA@sahrc.org.za

Or, alternatively The Information Regulator (South Africa)
SALU Building,
316 Thabo Sehume Street,
Pretoria
Tel: 012 406 4818
Fax: 086 500 3351
infoereg@justice.gov.za

4. APPROVAL:

Signed on behalf of Mail Blaze on this 24th day of June 2021.



Steven Langley
Executive Director