

1. OVERVIEW

This manual is published in terms of Section 51 of the Promotion of Access to Information Act (PAIA) and the Protection of Personal Information Act (POPIA). It outlines the records held by Avlock International and the process for requesting access to them.

2. KEY CONTACT DETAILS

All enquiries regarding data privacy or access to information must be directed to our Information Officer via the dedicated compliance mailbox:

- **Information Officer:** Izak Stoltz
- **Compliance Email:** compliance@avlock.co.za
- **Physical Address:** 52 Paul Smit Street, Anderbolt, Boksburg
- **Telephone:** 011 748 7000

3. GUIDE ON HOW TO USE PAIA

A formal Guide on how to use PAIA is available in all official languages from the Information Regulator. You can access this guide at info regulator.org.za.

4. RECORDS AVAILABLE WITHOUT FORMAL REQUEST

The following information is available on our website without a formal PAIA application:

- Product Overviews and Industry Catalogues.
- Company Profile and BEE Certification.
- Contact Information and Office Locations.

5. CATEGORIES OF RECORDS HELD

Avlock International maintains records on the following subjects:

- **Finance:** Annual Financial Statements, Management Accounts, and Tax Records.
- **Human Resources:** HR Policies, Employee Records, and Recruitment data.
- **Operations:** Distribution agreements, supplier records, and client transactions.

6. PROCESSING OF PERSONAL INFORMATION (POPIA)

We process personal information to manage client accounts, process orders, and comply with South African law.

- **Data Subjects:** We hold data on Customers, Suppliers, and Employees.
- **Recipients:** Information is only shared with statutory bodies (e.g., SARS, SAPS) or for essential business verifications (e.g., Credit Bureaus) under strict confidentiality.
- **Security Measures:** Our IT infrastructure includes:
 - System-controlled access with Multi-Factor Authentication (MFA).
 - Daily onsite and offsite backups.
 - Firewall protection and up-to-date anti-malware on all endpoints.
 - Cloud-based email protected by advanced spam and malware filters.

7. HOW TO REQUEST ACCESS

To request access to a record, you must use [Form 2](#) (available from the Information Regulator). Submit the completed form to compliance@avlock.co.za. Note that a prescribed request fee may apply before the request is processed.

8. COMPLAINTS

If you are dissatisfied with our response, you have the right to lodge a complaint with the **Information Regulator South Africa** at POPIAComplaints@inforegulator.org.za
