

Promotion of Access to Information Act (PAIA) Manual

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (as amended) and the Protection of Personal Information Act, No. 4 of 2013 (POPIA).

This manual is published to comply with the Promotion of Access to Information Act (Act 2 of 2000) and the Protection of Personal Information Act (Act 4 of 2013), and reflects Nile Commerce's commitment to transparency and responsible information management.

Information Office

Email: joy@onnile.shop

Address:

UNIT 601 THE STUDIOS
LOOP STREET
CAPE TOWN
WESTERN CAPE
8001

Effective Date: October 2025 | Version 1.0

Introduction

This manual has been prepared in terms of Section 51 of the Promotion of Access to Information Act, 2000 (“PAIA”). It is intended to assist individuals in gaining access to records held by Nile Commerce (Pty) Ltd, and outlines the procedures for requesting information in accordance with PAIA and the Protection of Personal Information Act (“POPIA”).

Company Overview

Nile Commerce (Pty) Ltd is a technology company headquartered in Cape Town, South Africa. At Nile, we’ve designed a journey that fits right into everyday life. Whether you’re a shopper discovering something new, a creator sharing authentic content, or a brand selling products, Nile makes the process instant, convenient, and exciting - powered by your AI-driven Conversational Sales Agent on WhatsApp.

Contact Details Of The Private Body

Registered Name: Nile Commerce (Pty) Ltd

Information Officer: Joy Des Fountain

Email: joy@onnile.shop

Physical Address:

UNIT 601 THE STUDIOS

LOOP STREET

CAPE TOWN

WESTERN CAPE

8001

Website: <https://www.onnile.shop/>

Guide On How To Use PAIA

The Information Regulator (South Africa) has published a comprehensive guide on how to exercise access rights under PAIA. This guide is available in all official languages from the Regulator's website: <https://inforegulator.org.za/paia/>.

Records Automatically Available

The following records are available without a formal request:

- Nile Privacy Policy
- Terms and Conditions
- Publicly available marketing and product information
- General company announcements

Records Available On Request

The following records may be requested in accordance with PAIA and POPIA:

- Company governance and administrative records
- Financial and accounting records
- Employment and HR records
- Supplier, partnership, and contractual records
- Marketing and communication records
- Customer and transaction information

Request Procedure

Requests for access must be made in writing using the prescribed PAIA Form C and sent to the Information Officer at joy@onnile.shop. The request should clearly describe the record required and provide proof of the requester's identity. Fees may apply in accordance with the PAIA regulations.

Grounds For Refusal

Nile Commerce (Pty) Ltd may refuse a request if it involves:

- Protection of personal information of third parties
- Confidential commercial or financial information
- Privileged legal advice
- Security or law enforcement concerns

Processing Of Personal Information (POPIA)

Nile Commerce (Pty) Ltd processes personal information in the course of its business operations. This includes information about customers, employees, suppliers, and partners. Data is collected for legitimate business purposes, stored securely, and protected against unauthorised access. Data subjects have the right to

access, correct, or request deletion of their personal data, subject to legal and contractual constraints.

Security Safeguards

Appropriate technical and organisational measures are implemented to ensure the confidentiality, integrity, and availability of information. These include secure data storage, encryption, restricted access, and employee confidentiality undertakings.

Availability Of This Manual

This manual is available for inspection at Nile Commerce (Pty) Ltd offices and will be made accessible on the company's website once published. Copies can be requested via email to the Information Officer.

Version Control

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