



W E D L Y S I T E

PAIA MANUAL

Wedlysite (Pty) Ltd, trading as WedlySite

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

DATE OF COMPILATION: 08/10/2026 DATE OF REVISION: 08/10/2026

Table of contents

1. List of acronyms and abbreviations
2. Purpose of this PAIA manual
3. Key contact details for access to information of Wedlysite (Pty) Ltd
4. Guide on how to use PAIA and how to obtain access to the Guide
5. Categories of records of Wedlysite (Pty) Ltd which are available without a person having to request access
6. Description of the records of Wedlysite (Pty) Ltd which are available in accordance with any other legislation
7. Description of the subjects on which Wedlysite (Pty) Ltd holds records and categories of records held on each subject
8. Processing of personal information
9. Availability of the manual
10. Updating of the manual
11. How to request access to a record
12. Fees
13. Grounds for refusal
14. Remedies

1. List of acronyms and abbreviations

- 1.1 "CIPC": Companies and Intellectual Property Commission;
- 1.2 "DIO": Deputy Information Officer;
- 1.3 "Guide": the Regulator's Guide on how to use PAIA (section 4);
- 1.4 "IO": Information Officer;
- 1.5 "PAIA": Promotion of Access to Information Act 2 of 2000 (as amended);
- 1.6 "POPIA": Protection of Personal Information Act 4 of 2013;
- 1.7 "Regulations": Regulations relating to the Promotion of Access to Information, 2021 (GN R757 of 27 August 2021);
- 1.8 "Regulator": Information Regulator;
- 1.9 "Republic": Republic of South Africa;
- 1.10 "SARS": South African Revenue Service; and
- 1.11 "WedlySite", "we", "us" and "our": Wedlysite (Pty) Ltd.

2. Purpose of this PAIA manual

Wedlysite (Pty) Ltd is a private company registered in South Africa on 20 March 2026, registration number 2026/242854/07. It trades as WedlySite.

We design and build custom wedding websites and digital invitations for couples. We also build RSVP forms that collect guests' responses on the couple's behalf. We serve couples in South Africa through wedlysite.co.za and couples abroad through wedlysite.com.

Juan Theron is the company's sole director. He runs the studio with Emma Théron, who is its Deputy Information Officer. The company has no employees.

This PAIA manual is useful for the public to:

- 2.1 check the categories of records we hold which are available without a person having to submit a formal PAIA request;
- 2.2 understand how to make a request for access to one of our records, through a description of the subjects on which we hold records and the categories of records held on each subject;
- 2.3 know the description of our records which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of our Information Officer and Deputy Information Officer, who will assist the public with the records they want to access;
- 2.5 know the description of the Guide on how to use PAIA, as updated by the Regulator, and how to obtain access to it;
- 2.6 know whether we process personal information, and the purpose of processing it;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating to them;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know whether we plan to transfer or process personal information outside the Republic, and the recipients or categories of recipients to whom it may be supplied; and
- 2.10 know whether we have appropriate security measures to ensure the confidentiality, integrity and availability of the personal information we process.

3. Key contact details for access to information of Wedlysite (Pty) Ltd

As sole director, Juan Theron is the head of the company under PAIA. He is also its Information Officer. Both officers below are registered with the Regulator under registration number 2026-068683, dated 8 October 2026.

3.1 Information Officer

Name	Juan Theron, director
Tel	+27 68 616 5498
Email	hello@wedlysite.com
Fax number	None
Appointed	8 October 2026

3.2 Deputy Information Officer

Name	Emma Théron
Tel	+27 68 616 5498
Email	hello@wedlysite.com
Fax number	None
Appointed	8 October 2026

3.3 Access to information general contacts

Email	hello@wedlysite.com
-------	---------------------

3.4 Head office

Postal address	365 Kings Highway, Lynnwood, Pretoria, 0081
Physical address	365 Kings Highway, Lynnwood, Pretoria, 0081
Telephone and WhatsApp	+27 68 616 5498
Email	hello@wedlysite.com
Websites	wedlysite.co.za (couples in South Africa) and wedlysite.com (couples abroad)

4. Guide on how to use PAIA and how to obtain access to the Guide

4.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily understood form and manner, as may reasonably be required by a person who wishes to exercise any right in PAIA and POPIA.

4.2 The Guide is available in each of the official languages and in braille.

4.3 The Guide contains the description of:

4.3.1 the objects of PAIA and POPIA;

4.3.2 the postal and street address, phone and fax number and, if available, email address of:

4.3.2.1 the Information Officer of every public body; and

4.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;

4.3.3 the manner and form of a request for:

4.3.3.1 access to a record of a public body (section 11 of PAIA); and

4.3.3.2 access to a record of a private body (section 50 of PAIA);

4.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;

4.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;

4.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging:

4.3.6.1 an internal appeal;

4.3.6.2 a complaint to the Regulator; and

4.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal, a decision by the Regulator or a decision of the head of a private body;

4.3.7 the provisions of sections 14 and 51 of PAIA, requiring a public body and a private body, respectively, to compile a manual, and how to obtain access to a manual;

4.3.8 the provisions of sections 15 and 52 of PAIA, providing for the voluntary disclosure of categories of records by a public body and a private body, respectively;

4.3.9 the notices issued in terms of sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and

4.3.10 the regulations made in terms of section 92 of PAIA.

4.4 Members of the public can inspect or make copies of the Guide at the office of the Regulator during normal working hours. Our head office is a home office, so our copy can be inspected by appointment, arranged by email at hello@wedlysite.com.

4.5 The Guide can also be obtained:

4.5.1 on request to our Information Officer (Form 1 of the Regulations, "Request for a copy of the Guide from an Information Officer", may be used); or

4.5.2 from the website of the Regulator: <https://info regulator.org.za/paia/>

4.6 A copy of the Guide is also available in the following two official languages, for public inspection by appointment:

4.6.1 English and Afrikaans.

5. Categories of records of Wedlysite (Pty) Ltd which are available without a person having to request access

You do not need to make a PAIA request for the records below. You can read them free of charge on our websites, or ask for a copy by email at hello@wedlysite.com. The only fee for a printed copy is the reproduction fee in section 12 (section 52(3) of PAIA).

Category of records	Types of the record	Available on website	Available upon request
Legal notices	Terms and Conditions, Privacy Policy, Cookie Policy, Refund Policy	X	X
Services and prices	Packages, add-ons and prices, and the quote calculator	X	X
Our work	Example websites and invitation samples, shown with fictional names	X	
Articles	Blog posts	X	
PAIA	This PAIA manual	X	X

6. Description of the records of Wedlysite (Pty) Ltd which are available in accordance with any other legislation

We keep the records below because these laws require it. Where one of these laws gives you its own right to see a record, you may use that law. Not every record listed here is open to the public.

Category of records	Applicable legislation
Memorandum of Incorporation, registration certificate, register of directors, securities register, directors' resolutions, annual returns	Companies Act 71 of 2008

Category of records	Applicable legislation
Accounting records and annual financial statements, kept for 7 years	Companies Act 71 of 2008 (sections 24, 28 and 30)
Tax returns and the records behind them, kept for at least 5 years from the date each return is submitted	Income Tax Act 58 of 1962, and Tax Administration Act 28 of 2011 (section 29)
Records of how we process personal information, agreements with operators, and records of requests from data subjects	Protection of Personal Information Act 4 of 2013
PAIA manual, and records of PAIA requests	Promotion of Access to Information Act 2 of 2000
The supplier information shown on our websites	Electronic Communications and Transactions Act 25 of 2002 (section 43)
Quotes, terms and records of transactions with consumers	Consumer Protection Act 68 of 2008

7. Description of the subjects on which Wedlysite (Pty) Ltd holds records and categories of records held on each subject

Subjects on which we hold records	Categories of records
Company and governance	CIPC registration documents, Memorandum of Incorporation, statutory registers (directors and securities), share certificates, directors' resolutions, annual returns, beneficial ownership filings, correspondence with CIPC
Finance and tax	Quotes and invoices, proofs of payment, bank statements, accounting records, tax returns and SARS correspondence
Enquiries and clients	Enquiries from our contact form, quote calculator, Meta lead forms, WhatsApp, email and social media; our enquiry spreadsheet; quotes; acceptance of our Terms and Conditions; onboarding questionnaires; client records and project notes; call recordings and transcripts; correspondence; feedback and approval records
Client projects	Wedding details, wording, photos, videos and other media that clients supply; invitation and stationery designs; website code; hosted websites; domain registration records
Guest information we process for couples	One RSVP spreadsheet for each wedding, with guests' responses; guest name lists for personalised invitations
Websites and marketing	Website statistics and analytics (Vercel Analytics, Google Analytics, Microsoft Clarity); Meta advertising account records and campaign results; social media content; portfolio examples shown with fictional names
Suppliers and agreements	Supplier terms and account records; data processing terms, including our signed data processing addendum with Jotform (5 October 2026) and Google's Cloud Data Processing Addendum (accepted 7 October 2026)
Legal and compliance	Terms and Conditions, Privacy Policy, Cookie Policy, Refund Policy, this PAIA manual, records of PAIA and POPIA requests, our Information Officer registration certificate (8 October 2026)

Subjects on which we hold records	Categories of records
Staff	None. The company has no employees.

8. Processing of personal information

8.1 Purpose of processing personal information

We process personal information to:

- answer enquiries and send quotes;
- design and build wedding websites, digital invitations, and RSVP and guest forms;
- collect guests' RSVP responses for the couple and pass them on;
- talk to clients, manage feedback and approvals, and support them after launch;
- register domains for clients, and connect domains they already own;
- invoice clients, receive payments and pay refunds;
- keep the accounting, tax and company records the law requires;
- run, protect and measure our websites, and, only with the visitor's consent, use analytics and session recording;
- run our advertising and receive leads from Meta lead forms;
- show completed work in our portfolio, as our Terms and Conditions allow; and
- meet our legal duties.

We do not sell, rent or trade personal information.

8.2 Description of the categories of data subjects and of the information or categories of information relating thereto

Categories of data subjects	Personal information that may be processed
Website visitors	IP address, browser and device details, the pages requested and the time (our host keeps these logs for 1 day). Only with consent: how they use the site (Google Analytics), and session recordings with form text masked (Microsoft Clarity).
People who enquire	Names, email address, WhatsApp number, message, wedding date, the package and items chosen, guest count, number of small signs, quote total, the time the form was sent and which form was used. Details sent through Meta lead forms. Messages on WhatsApp, email and social media. Call recordings, when a call is recorded.
Clients (both partners of the couple)	Names, email addresses, phone and WhatsApp numbers, wedding date, venue, guest count, package and style preferences, questionnaire answers, wedding day schedules, wording, personal stories, photos, videos and other media, banking or registry details the couple chooses to show on their website, domain account access details, and invoice and payment details (the payer's name, amount, date, reference and transaction number).
Wedding guests (processed for the couple)	Guest names, attendance responses, dietary requirements, and any other field the couple asks for. We do not collect guest email addresses or phone numbers unless the couple asks for that field. Guest name lists for personalised invitations. If a couple invites children, the guest list may include their names.
Other people in client content	Names, photos, stories and family details of people the couple includes, such as family members and the bridal party, and the work of their photographers.
Suppliers and service providers	Names, contact details, company details, account records and agreements.

Categories of data subjects	Personal information that may be processed
Directors and officers	Names, identity numbers, addresses and the other details kept in the company's statutory records and in our Information Officer registration.

Dietary requirements can show something about a guest's health or religion. This may be special personal information under section 26 of POPIA. We collect only what the guest chooses to share.

For guest information, we act on the couple's instructions. The couple decides what their forms collect. Each couple's guest responses are kept in a spreadsheet shared only with that couple. We delete them, or hand them over to the couple, within 3 months after the wedding date.

8.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or categories of recipients to whom the personal information may be supplied
Enquiries, client records, project files, enquiry and RSVP spreadsheets, email and calendar	Google (Google Workspace: Gmail, Drive, Sheets, Calendar and Apps Script)
Client records and project notes	Notion
Call recordings	Fathom
Onboarding questionnaires	Jotform
Invitation and stationery designs	Canva
Website code	GitHub
Hosting our websites and our clients' websites, running our forms, server logs and Vercel Analytics	Vercel
Emails sent from our website forms	Resend
Website use, only with consent	Google (Google Analytics, and Google Maps on our example websites) and Microsoft (Clarity)
Messages, social media and lead forms	Meta (WhatsApp, Instagram and Facebook)
Domain registrations	domains.co.za (DiaMatrix cc), and the client's own domain provider when we connect a domain they already own
Payments and refunds	Our bank in South Africa. Once our account is open, Wise, for payments from abroad and refunds.
Guests' RSVP responses	The couple who booked the website
Company, tax and financial records	CIPC and SARS, as the law requires, and our accountant, who sees invoices and accounting records only
Drafting copy, designing and building websites and invitations, mockups, and keeping project records	The AI tools we use to do the work: OpenAI (ChatGPT and Codex) and Anthropic (Claude). We have switched off the settings that let them use our data to train their models.
Any personal information, where the law requires it	Courts, regulators and law enforcement, when we are legally required to share it

8.4 Planned transborder flows of personal information

Some of the providers in 8.3 store personal information outside the Republic, in the cloud.

Provider	Categories of personal information	Country where it is stored
Google	Email, enquiries, client files, enquiry and RSVP spreadsheets, calendar; website use, only with consent	Google's data centres, including in the United States
Microsoft (Clarity)	Website use and session recordings, only with consent	United States
Vercel	Our websites and our clients' websites, form submissions, server logs	Vercel's worldwide network; our forms run in the United States
Resend	Emails sent from our website forms	United States
Meta	Messages, social media and lead forms	Meta's data centres, including in the United States, Ireland, Denmark and Sweden
Notion	Client records and project notes	United States
Fathom	Call recordings and transcripts	United States
Jotform	Onboarding questionnaires	United States
Canva	Invitation and stationery designs	Several countries, including the United States, Australia and the European Union
GitHub	Website code, with the wording and media in it	United States and other countries
OpenAI (ChatGPT and Codex)	Client wording, photos and project details used in our work	United States
Anthropic (Claude)	Client wording, photos and project details used in our work	United States
Wise (planned, once our account is open)	Payer's name, amount, date, reference and transaction number	United Kingdom (Wise Payments Limited), and the other countries where Wise works

Our bank and domains.co.za hold information in South Africa.

We send personal information outside the Republic only as section 72 of POPIA allows: to providers bound by data processing terms or laws that protect it to a standard similar to POPIA, or where the transfer is needed to carry out our agreement with the client.

8.5 General description of information security measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

- Access to personal information is limited to the people at WedlySite who need it to do the work.
- We keep information on established cloud platforms, which protect it under their own security terms.
- Google (Google Workspace and Google Analytics), Notion, Fathom, Resend, Vercel and Jotform work under data processing terms with us. Our data processing addendum with Jotform is signed, and Google's Cloud Data Processing Addendum was accepted on 7 October 2026.
- Each couple's RSVP spreadsheet is shared only with that couple, by name, and never through a public link.

- Google Analytics and Microsoft Clarity load only after a visitor agrees. Clarity masks text typed into forms. Google's advertising features are switched off.
- Our host deletes server logs after 1 day.
- We keep personal information only as long as we need it. Guest RSVP information is deleted or handed over to the couple within 3 months after the wedding date.
- Two-step verification is on for every business account.
- Our computers and phones are locked with a passcode, and their storage is encrypted.
- In the AI tools we use, the settings that let the provider train its models on our data are switched off.

9. Availability of the manual

9.1 A copy of the manual is available:

9.1.1 on our websites: wedlysite.co.za/paia-manual/ and wedlysite.com/paia-manual/;

9.1.2 at our head office, 365 Kings Highway, Lynnwood, Pretoria, 0081, for public inspection by appointment, arranged by email at hello@wedlysite.com;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.2 An electronic copy is free. A fee for a printed copy of the manual, as set out in Annexure B of the Regulations, is payable for each A4-size page: R2.00 per page (see section 12).

10. Updating of the manual

The head of Wedlysite (Pty) Ltd will update this manual regularly: at least once a year, and whenever our records, providers or contact details change.

11. How to request access to a record

11.1 Who can ask

Anyone can ask for a record we hold. Under section 50 of PAIA, you must show that you need the record to exercise or protect a right.

11.2 The form

Use Form 2 of the Regulations, "Request for access to record". You can download it from <https://info regulator.org.za/paia-forms/> or ask our Information Officer for a copy. Forms from before the 2021 Regulations no longer apply.

11.3 Where to send it

Send the completed form to our Information Officer:

- by email to hello@wedlysite.com; or
- by post or by hand to 365 Kings Highway, Lynnwood, Pretoria, 0081.

11.4 What to include

Section 53(2) of PAIA asks you to:

- give enough detail for us to identify the record, and you;
- say how you want access, for example a copy or an inspection;
- give a postal address or fax number in the Republic, and an email address if you want our replies by email;
- name the right you want to exercise or protect, and explain why you need the record for it;
- say if you also want the outcome in another way, besides a written reply; and
- if you ask for someone else, give proof that you may act for them.

We may ask you to confirm who you are before we release personal information.

11.5 Help with your request

If you cannot make a written request because of illiteracy or a disability, you may make it orally. Our Information Officer will fill in Form 2 for you and give you a copy (regulation 7(2) of the Regulations).

11.6 What happens next

- We may ask you to pay the request fee before we process your request (section 12).
- We decide within 30 days of receiving your request, or of receiving the details we need. We tell you the outcome, and any fee, on Form 3 of the Regulations, "Outcome of request and of fees payable".
- We may extend this period once, by up to 30 days, in the cases section 57 of PAIA allows, for example when the request covers a large number of records, or when you agree. We tell you why.
- If we do not decide in time, your request is treated as refused (section 58).
- If the record is about another person or company, we must tell them within 21 days. They then have 21 days to respond or consent (section 71). This can lengthen the time we take.
- If we cannot find a record, or it does not exist, we tell you by affidavit or affirmation (section 55).
- If only part of a record must be refused, we give you access to the rest (section 59).

11.7 Asking for your own personal information

- You can ask us to confirm, free of charge, whether we hold personal information about you (section 23(1)(a) of POPIA).
- To get a copy of your personal information, use Form 2 of the Regulations, or email us. Section 25 of POPIA applies the PAIA request rules to these requests. As a personal requester you pay no request fee (section 54(1) of PAIA), and we do not charge you for a copy of your own personal information.
- To ask us to correct or delete your personal information, use Form 2 of the POPIA Regulations, 2018 ("Request for correction or deletion of personal information"). This is a different form from Form 2 of the PAIA Regulations.
- To object to how we process your personal information, use Form 1 of the POPIA Regulations, 2018.
- If you are a wedding guest, the couple who booked the website is responsible for their RSVP information. If you ask us, we pass your request to the couple straight away and tell you we have done so.

12. Fees

These are the prescribed fees for private bodies in Annexure B, Part II of the Regulations.

Item	Description	Amount
1	Request fee, payable by every requester except a personal requester (someone asking for records about themselves, section 54(1) of PAIA)	R140.00
2	Photocopy or printed black and white copy of an A4-size page	R2.00 per page or part of a page
3	Printed copy of an A4-size page	R2.00 per page or part of a page
4	Copy in computer-readable form on: a flash drive provided by the requester	R40.00
	a compact disc provided by the requester	R40.00
	a compact disc provided to the requester	R60.00
5	Transcription of visual images, per A4-size page or part of a page	Outsourced. The fee depends on the service provider's quotation.
6	Copy of visual images	Outsourced. The fee depends on the service provider's quotation.
7	Transcription of an audio record, per A4-size page or part of a page	R24.00
8	Copy of an audio record on: a flash drive provided by the requester	R40.00
	a compact disc provided by the requester	R40.00
	a compact disc provided to the requester	R60.00
9	Search for and preparation of the record, for each hour or part of an hour, excluding the first hour	R145.00, to a maximum of R435.00
10	Deposit, if the search exceeds 6 hours	One third of the amount per request, calculated in terms of items 2 to 8
11	Postage, email or any other electronic transfer	The actual expense, if any

- We tell you in writing what you must pay before we go further.
- If we refuse access after you paid a deposit, we repay the deposit (section 54(4) of PAIA).
- We may hold back the record until you have paid the fees (section 54(5)).
- You may complain to the Regulator, or apply to court, about the request fee or a deposit (section 54(3)).

13. Grounds for refusal

Chapter 4 of Part 3 of PAIA sets out when we must or may refuse access. In short, we may refuse a record, or must refuse it, if giving it would:

- unreasonably disclose personal information about another person, including a person who has died (section 63);
- disclose another party's trade secrets, or financial, commercial, scientific or technical information that could harm them (section 64);
- breach a duty of confidence we owe to another party (section 65);
- endanger someone's life or physical safety, or the security of property (section 66);

- disclose a record that is privileged from production in legal proceedings (section 67);
- disclose our own trade secrets, or financial, commercial, scientific or technical information that could harm us (section 68); or
- disclose research information of another party, or our own (section 69).

We must still give access if the record would reveal a substantial breach of the law, or an imminent and serious risk to public safety or the environment, and the public interest in disclosure clearly outweighs the harm (section 70).

PAIA does not apply to a record requested for criminal or civil proceedings after those proceedings have started, if another law provides for the record to be produced (section 7).

If we refuse, we give you our reasons and name the sections we rely on (section 56(3)).

14. Remedies

14.1 WedlySite is a private body, so there is no internal appeal. The decision of our Information Officer is final within the company.

14.2 **Complaint to the Regulator.** If you are unhappy with our decision to refuse access, or with a decision about fees, an extension or the form of access, you may complain to the Regulator within 180 days of the decision (section 77A of PAIA). Use Form 5 of the Regulations.

Regulator	Information Regulator
Physical address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Postal address	P.O. Box 31533, Braamfontein, Johannesburg, 2017
Telephone	010 023 5200
Toll free	0800 017 160
General enquiries	enquiries@infoeregulator.org.za
PAIA complaints	PAIAComplaints@infoeregulator.org.za
POPIA complaints	POPIAComplaints@infoeregulator.org.za
Website	https://infoeregulator.org.za

14.3 **Court.** You must first use the complaint procedure in 14.2. After that, you may apply to court for relief within 180 days (section 78 of PAIA).

14.4 A person whose information is in a record we decide to release has the same rights to complain or go to court.

14.5 If you are unhappy with how we handle your personal information, you may also complain to the Regulator under POPIA.

Issued by

Juan Theron

Information Officer, and sole director (head of the body), Wedlysite (Pty) Ltd

Date: 08/10/2026