

PAIA Manual

Lotter Electrical trading as PlayGate

Prepared under section 51 of the Promotion of Access to Information Act 2 of 2000, as amended.

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1. Business and Information Officer details

Business name: Lötter Electrical

Trading name: PlayGate

Legal form: Lotter Electrical cc t/a PlayGate

Registration number, if applicable: 2006|011454|23

Head of the business: Christiaan Duitlief Lötter

Access-to-information and privacy email: info@playg8.co.za

Telephone: +27 66 234 1144

Physical address: Erf 3902, 1st St, Industrial, Riversdale, Western Cape, South Africa

Postal address: PO Box 144, Heidelberg, 6665

Website: <https://playg8.co.za>

2. Purpose and scope

This manual explains how to request records held by Lotter Electrical trading as PlayGate, referred to in this manual as PlayGate. It describes the available record categories, the request process and the handling of personal information.

The manual covers the business's records, not only information collected through its website. Listing a record category does not make every record in that category publicly accessible. Access is assessed under the applicable law, including protections for personal information, confidential information and legally privileged material.

PAIA means the Promotion of Access to Information Act 2 of 2000. POPIA means the Protection of Personal Information Act 4 of 2013. The Regulator means the Information Regulator of South Africa.

3. The Information Regulator's PAIA Guide

The Regulator's guide explains access rights, assistance, prescribed forms, fees and remedies. The guide and current forms are available through the Regulator's PAIA webpage. Assistance in obtaining the guide may also be requested from PlayGate's Information Officer.

PAIA guide and forms: <https://inforegulator.org.za/paia/>

Regulator website: <https://inforegulator.org.za>

General enquiries: enquiries@inforegulator.org.za

Telephone: 010 023 5200

4. Records available without a formal PAIA request

The following published information is freely accessible on the PlayGate website:

- Business contact information.
- Published product and service information.
- Published venue, franchise and advertising opportunity information.
- Website Privacy Policy and Terms of Use.
- Cookie and storage notice.
- Distributed third-party software notices.

The approved version of this manual is available through the channels described in section 12. A formal records-access request is not required to obtain it.

5. Records available under other legislation

Access to records governed by other legislation is subject to that legislation's access conditions.

PAIA: the approved access-to-information manual.

POPIA: access to a data subject's own personal information, subject to the Act and applicable safeguards.

6. Subjects and categories of records held

Website publications: published pages, product descriptions, legal notices and website assets.

Website enquiries: contact-form messages and related enquiry correspondence.

Website administration: website source and configuration, form-processing configuration and software licence notices.

Business records, where held, include registration and member records; accounting, banking and tax records; customer and supplier quotations, invoices, agreements and correspondence; employee contracts and payroll records; and operational, service and compliance records.

Records not freely published are considered through the request procedure below. Their inclusion here does not establish an unconditional right of access.

7. Processing of personal information

7.1 Purposes

Website-related personal information is processed to receive and answer enquiries, operate the website and protect the contact form against spam and abuse. Records may also be used to meet applicable legal obligations and respond to information requests. PlayGate does not send direct marketing communications.

7.2 Data subjects and information categories

Website visitors: technical and security information associated with browsing and spam prevention, including IP address and browser information.

Website enquirers: name, email address, enquiry subject, message and related correspondence.

7.3 Recipients

Website enquiries are handled by authorised personnel and the providers used for website hosting, email and contact-form processing. Google Apps Script processes submitted enquiries. Cloudflare Turnstile processes technical security information for spam prevention. Information may be disclosed to authorities where legally required.

Hosting and email providers: Afrihost

7.4 International processing

Google Apps Script processes enquiry names, email addresses, subjects and messages. Cloudflare Turnstile processes technical security information. These providers may process this information outside South Africa through their international infrastructure and service providers, to deliver the enquiry-processing and security services. Processing locations depend on the provider and service configuration. Cross-border transfers are subject to the requirements of section 72 of POPIA.

7.5 General security measures

Website safeguards include HTTPS, Cloudflare Turnstile verification, contact-form validation and submission-rate controls. The public website export does not contain the private Turnstile secret key. These safeguards reduce risk but do not guarantee absolute security.

8. Requesting access to records

Use the current PAIA Form 2, available from the Regulator's PAIA webpage, and address the request using the email or physical address in section 1. Assistance with the request process can be sought through the same contact details.

The request should identify:

- The requester and contact details.
- The record sought, with enough detail to locate it.
- The preferred form of access.
- The right to be exercised or protected and why the record is needed for that purpose, where required for a private-body PAIA request.
- The authority to act for another person, if applicable.

Identity or authority may need to be verified before personal or restricted information is released.

Requests for access to one's own personal information are also governed by section 23 of POPIA.

A PAIA request does not guarantee disclosure. Statutory refusal grounds, third-party consultation, access to separable portions of records and any applicable public-interest override will be considered.

9. Fees

Request, search, preparation, reproduction and delivery fees are governed by PAIA and the applicable regulations and exemptions. The Information Officer will communicate any applicable fee or deposit and the available remedies. A personal requester is exempt from the request fee; other applicable access charges and exemptions must be considered separately.

Inspection of this manual at the business premises and access to its electronic website copy are free. Reasonable prescribed reproduction charges may apply to printed copies.

10. Decisions and response periods

The ordinary period for deciding a PAIA request is 30 days after receipt. An extension of no more than a further 30 days is permitted only on the grounds and subject to the notice requirements in section 57 of PAIA.

The requester will receive written notice of the decision, any applicable fees and the available remedies. Where access is refused, the notice will give adequate reasons with reference to the applicable provisions, without disclosing protected content. Failure to decide within the applicable period is treated as a refusal under PAIA.

11. Complaints and remedies

PAIA's internal appeal procedure for certain public bodies does not apply to this private business. A requester may use the applicable complaint process before the Information Regulator or seek relief from a competent court under PAIA.

The Regulator's PAIA Form 5 and current complaint information are available at <https://infoeregulator.org.za/paia/>. The applicable statutory time limits must be observed.

For website privacy questions, access requests or requests to remove personal information, contact info@playg8.co.za. Deletion remains subject to applicable legal retention obligations.

12. Availability and maintenance

The approved manual is made available:

- Free of charge on <https://playg8.co.za>.
- For public inspection during normal business hours at Erf 3902, 1st St, Industrial, Riversdale, Western Cape, South Africa.
- To any person upon request, subject to applicable reproduction charges.
- To the Information Regulator upon request.

The manual is reviewed when business particulars, record categories, processing arrangements or applicable requirements change. The latest approved version replaces earlier versions.

13. Approval

Approved by: Christiaan Duitlief Lötter

Capacity: Head of business

Signature: 

Date: 11 September 2026