ONEST
PAIA MANUAL

Promotion of Access to Information Act 2 of 2000

Private body: K2026856229 (SOUTH AFRICA) (PTY) LTD

Trading as ONEST | South Africa

Version: 1.0

Prepared for: The Head of the Private Body / Information Officer

Document status: Approved and signed by the Director on 01 November 2026.

Purpose of this manual

This manual describes the records held by the company, the purposes for which personal information is processed, and how a person may request access to records under PAIA, subject to the Act and applicable grounds for refusal.

1. Particulars of the private body

Name: K2026856229 (SOUTH AFRICA) (PTY) LTD, trading as ONEST.
Registration number: 2026 / 856229 / 07.
Physical and registered office: 23 Morningford Road, Cape Town, Western Cape, 7441, South Africa.
Telephone: +27 83 813 1943.
Website: https://onest.co.za.
Email: support@onest.co.za.
Head of the private body and Information Officer: Andy Sunda, Director. Privacy and PAIA enquiries may be sent to support@onest.co.za with the subject “PAIA request” or “Information Officer”.

2. Guide on how to use PAIA

A requester may consult the Information Regulator’s guide on how to exercise rights under PAIA and may request access to records held by the company where the record is required for the exercise or protection of a right, subject to PAIA’s grounds for refusal and procedures. Use the current prescribed private-body request form published by the Information Regulator.

3. Categories of records held

Company governance: CIPC registration documents, memorandum of incorporation, director and statutory records, resolutions and compliance records.
Finance and tax: accounting records, invoices, payment reconciliations, bank and payout records, tax records, fees and commission ledgers.
Customers: account/profile data, order records, payment references/status, delivery details, support, returns/refunds and disputes.
Sellers: applications, identity/business verification, seller profiles/listings, bank/payout details and communications.
Platform/security: system/access logs, incident records, security assessments, backups and technical documentation.
Commercial/legal: operator agreements, courier/payment/hosting/email contracts, policies, complaints, legal correspondence and IP notices.
Marketing: marketing preferences, consent/opt-out records and campaign records.

4. Records available without a formal request

Public records intended to be available on the ONEST website include this Company Information page, current website terms and policies, seller-facing terms and onboarding information, public product and seller listings and public notices.

5. Purpose of processing personal information

The company processes personal information to register and administer customer and seller accounts; display seller storefronts and listings; accept and administer orders; coordinate payment and delivery; manage support, returns, refunds and disputes; verify sellers; prevent fraud and protect the platform; make seller payouts; maintain accounting and legal records; comply with legal obligations; and send marketing only where permitted by law.

6. Data subjects and information categories

Customers and prospective customers: identity/contact details, account credentials (stored as protected password hashes), delivery details, orders/transactions, support messages, preferences and security logs.
Sellers and applicants: identity and business details, contact details, verification documents, listings, communications, banking and payout information.
Website visitors: technical and usage data necessary for security and operation.
Employees and contractors, if any: relevant personnel, contract and access records.

7. Recipients and safeguards

Information may be shared with the relevant seller, payment provider, courier and delivery provider, hosting and email providers, professional advisers, regulators or law-enforcement bodies where necessary and lawful. Access is limited to information reasonably needed for the recipient's role. Where an operator processes personal information for the company, ONEST must maintain a written operator agreement and appropriate security requirements under POPIA. Cross-border transfers must comply with POPIA section 72.

8. Request procedure and fees

A requester should submit the current prescribed PAIA form to the Information Officer at support@onest.co.za or deliver it to the registered office address above. Identify the record requested, explain the right to be exercised or protected, provide contact details and select the preferred form of access. The company will assess the request under PAIA, notify the requester of any applicable prescribed fee and respond within the statutory period, subject to lawful extensions and grounds for refusal.

9. Grounds for refusal

Access may be refused where PAIA permits or requires refusal, including protection of third-party privacy, commercial or confidential information, privileged records, safety, law-enforcement interests or where the request does not meet statutory requirements. Any refusal will be communicated with reasons and information about available remedies as required by PAIA.

10. Availability and review

This manual is made available on the ONEST website and on request at the registered office. It should be reviewed at least annually and whenever the company, its record categories, processing purposes or contact details materially change. This manual does not guarantee access to records that PAIA lawfully protects from disclosure.

APPROVAL AND SIGNATURE

I, the undersigned, acting as an authorised director of K2026856229 (SOUTH AFRICA) (PTY) LTD, approve this PAIA Manual on behalf of the company.

Full name: Andy Sunda

Position: Director

Company: K2026856229 (SOUTH AFRICA) (PTY) LTD

Signature: 

Date: 01 November 2026

Place: Cape Town, South Africa