

CARATCO (PTY) LTD

PAIA MANUAL

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

Date of compilation: 20/06/2026 | Date of revision: 20/06/2026

1. Acronyms and abbreviations

Term	Meaning
CEO	Chief Executive Officer
DIO	Deputy Information Officer
IO	Information Officer
PAIA	Promotion of Access to Information Act 2 of 2000 (as amended)
POPIA	Protection of Personal Information Act 4 of 2013
Regulator	Information Regulator (South Africa)
the Company	Caratco (Pty) Ltd

2. Purpose of this manual

Caratco (Pty) Ltd is a private body carrying on the business of retail of diamonds and jewellery. This manual is published in terms of section 51 of PAIA. It tells members of the public what records the Company holds, how to request access to them, and how the Company processes personal information in line with POPIA.

It is intended to support transparency and accountability and to help requesters exercise or protect their rights.

3. Company and contact details

Full name	Caratco (Pty) Ltd
Registration number	2003/017551/07
Physical address	Block A, 1st Floor, Sovereign Quay, 34 Somerset Road, Green Point, 8005, Cape Town
Postal address	P.O. Box 71511, Bryanston, 2021
Telephone	021 110 0504
Website	www.caratco.co.za
Head of the Company	Timothy Watson (Chief Executive Officer)
Information Officer	Wesley Makovini
IO email / telephone	wes@caratco.co.za 021 110 0504

Deputy Information Officer	None designated
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4. The Guide on how to use PAIA

The Information Regulator has, in terms of section 10 of PAIA, published a Guide on how to use PAIA. The Guide explains the objects of PAIA and POPIA, how to make a request, the assistance available, and the remedies available (internal procedures, a complaint to the Regulator, or an application to court).

The Guide is available from the Information Regulator at <https://infoeregulator.org.za/paia/>, or on request from the Information Officer.

5. Records available without a request

In terms of section 52 of PAIA, the following records are available without a formal request:

Category of record	How to access
Company registration and contact details	Published on the Company website / on request
This PAIA Manual	On the Company website / on request
Marketing and product material (catalogues, brochures, website content)	Company website / Company premises

6. Subjects and categories of records held

The Company holds records on the following subjects. Records are kept in physical and/or electronic form.

Subject	Categories of records
Company / statutory	Memorandum of Incorporation, share register, minutes and resolutions, statutory registers
Finance and tax	Financial statements, ledgers, invoices, bank records, VAT and income tax returns
Customers and sales	Customer details, sales records, agreements
Suppliers and stock	Supplier details, purchase records, inventory of diamonds and jewellery
Employees	Employment contracts, payroll, statutory employee records
Insurance and assets	Insurance policies, asset register, leases

7. Records held under other legislation

Certain records are kept in accordance with other legislation, including:

Category of record	Applicable legislation
Company and statutory records	Companies Act 71 of 2008
Tax records	Income Tax Act 58 of 1962; Value-Added Tax Act 89 of 1991; Tax Administration Act 28 of 2011
Employee records	Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995; Employment Equity Act 55 of 1998
Personal information	Protection of Personal Information Act 4 of 2013

8. Processing of personal information (POPIA)

Purpose of processing

The Company processes personal information to conduct its business — including selling diamonds and jewellery to customers, managing suppliers, employing staff, and meeting its legal, tax and regulatory obligations.

Categories of data subjects and information

Data subjects	Personal information processed
Customers	Name, contact details, identity/registration number, payment details
Suppliers	Name, contact details, registration/VAT number, banking details
Employees	Name, contact details, ID number, qualifications, payroll and banking details

Recipients of personal information

Information	Recipients
Tax and financial information	SARS, banks, auditors
Identity / verification information	Regulatory and verification bodies where required by law

Transborder flows

Where personal information is stored with cloud or IT service providers, it may be processed outside South Africa. The Company takes reasonable steps to ensure such processing complies with POPIA.

Security measures

The Company applies reasonable technical and organisational safeguards — including access controls, passwords, anti-virus protection and secure storage — to protect the confidentiality, integrity and availability of personal information.

9. How to request access to records

1. Complete the prescribed PAIA request form (Form 2 / Form C), available from the Information Officer or from the Information Regulator at <https://inforegulator.org.za/paia/>.

2. Submit the completed form to the Information Officer at wes@caratco.co.za.
3. Identify the right you seek to exercise or protect and explain why the record is required for that purpose.
4. Pay the prescribed request and access fees (in advance) as set out in the PAIA Regulations. Access is not automatic.
5. The Information Officer will notify you of the decision in the manner you indicated on the form.

10. Availability and updating of this manual

This manual is available: on the Company website; at the Company's premises for inspection during business hours; to any person on request (a reasonable prescribed fee may apply per A4 copy); and to the Information Regulator on request.

The head of the Company will update this manual as necessary.

Issued by:

Wesley Makovini

Information Officer, Caratco (Pty) Ltd

Date: 20/06/2026