PAIA Manual

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

Private body	Delaquis Prompt Engineering (Pty) Ltd
Registration No.	2025/385677/07
D-U-N-S	567456006
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Information Officer	Mario Delaquis
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1. Introduction and purpose

This manual describes the records held by Delaquis Prompt Engineering (Pty) Ltd and the procedure for requesting access to those records under PAIA. It also includes information relevant to the protection of personal information under POPIA.

PAIA gives effect to the constitutional right of access to information. In the case of a private body, a requester seeking a record must comply with PAIA, including the requirement to identify the right that is to be exercised or protected where applicable.

2. Company overview

DPE is a South African technology company involved in software, artificial-intelligence-enabled solutions, digital platforms, product development, consulting and related commercial activities. DPE may work with clients, suppliers, contractors, representatives, partners and technology service providers in South Africa and internationally.

3. Information Officer

Information Officer: Mario Delaquis. Requests and PAIA-related correspondence should be sent to info@dpe.li or to the postal/contact address stated above.

The Information Officer is responsible for facilitating access to records and for DPE's responsibilities under POPIA, subject to the applicable legislation and registration requirements of the Information Regulator.

4. Guide on how to use PAIA

The Information Regulator publishes a guide explaining PAIA, the rights of requesters, prescribed forms, fees and remedies. The current guide and forms are available from the Information Regulator at inforegulator.org.za.

5. Categories of records held by DPE

The following categories describe records that DPE may hold. Listing a category does not mean that every record is automatically available under PAIA.

• corporate, company-registration, governance and compliance records;

• financial, accounting, banking, tax and statutory records;

• client, prospect, supplier, partner and representative records;

• contracts, proposals, quotations, service agreements and commercial correspondence;

• software-development, product, project, technical and operational records;

• intellectual-property, source-code, system, security and confidential business records;

• website, hosting, server, access-log, backup and analytics records;

• marketing, sales, event and business-development records;

• support, enquiry and communication records;

• employment, contractor and human-resources records where applicable; and

• personal-information records processed in connection with DPE's operations.

6. Records available without a PAIA request

Information published openly on DPE's public website may be accessed without submitting a PAIA request. Other records may be made available voluntarily at DPE's discretion or where legislation requires their disclosure.

7. Records held in accordance with legislation

DPE may hold records required by legislation applicable to its activities, including company, tax, employment, electronic communications, consumer, data-protection and access-to-information legislation. The exact legislation applicable to a record depends on DPE's activities and the nature of the record at the relevant time.

8. How to request access to a record

A requester must use the prescribed PAIA Form 2 (Request for Access to Record) and submit it to DPE's Information Officer. The current Form 2 is available from the Information Regulator.

The request should provide sufficient detail to identify the requester and the requested record, state the preferred form and manner of access, include proof of identity and any authority to act for another person, and provide the information required by Form 2. For a request to a private body, the requester must also identify the right to be exercised or protected and explain why access to the requested record is required for that purpose.

9. Fees

Any request or access fee lawfully prescribed under PAIA may be charged. If a fee is payable, DPE will notify the requester in accordance with the Act and applicable regulations before access is provided where required.

10. Decision and access

DPE will consider a valid request in accordance with PAIA and communicate its decision within the period prescribed by law, subject to any lawful extension. If access is granted, DPE will provide access in an appropriate form, subject to applicable fees and any lawful limitations.

11. Grounds for refusal

Access may be refused where PAIA requires or permits refusal. This may include protection of third-party privacy, confidential or commercial information, safety and security, legally privileged material, research information, and DPE's own commercial information. Each request will be considered on its facts and under the applicable provisions of PAIA.

12. Remedies

If a requester is dissatisfied with DPE's decision, the remedies available under PAIA may include lodging a complaint with the Information Regulator or applying to a competent court, subject to the requirements and time limits in PAIA.

13. POPIA and personal information

DPE is a Responsible Party for personal information processed for its own purposes. Categories of data subjects may include clients, prospective clients, website users, suppliers, service providers, contractors, representatives, partners and other business contacts.

Personal information may include identity and contact information, correspondence, contractual and transactional information, technical and security data, and other information reasonably required for DPE's business activities. DPE's Privacy Policy provides further information about purposes of processing, sharing, retention, security and data-subject rights.

14. Availability of this manual

The current version of this manual will be made available on DPE's website and may be requested from the Information Officer. A physical copy will be made available at DPE's stated contact address as required by applicable law.

15. Updates

This manual is effective from 25 September 2026 and may be updated when DPE's activities, records or legal obligations change.