

PAIA Manual

OF ENOZO COSMETICS (PTY) LTD t/a OSONÖ SKINCARE

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

Date of Compilation: 01 October 2026

Date of Revision: 01 October 2026

1. LIST OF ACRONYMS & ABBREVIATIONS

Acronym	Meaning
PAIA	Promotion of Access to Information Act 2 of 2000
POPIA	Protection of Personal Information Act 4 of 2013
IO	Information Officer
Regulator	Information Regulator (South Africa)

2. PURPOSE OF THIS MANUAL

This Manual has been prepared in accordance with section 51 of PAIA and serves to:

- Explain how requests for access to records may be made.
- Describe the records held by Enozo Cosmetics (Pty) Ltd.
- Explain how personal information is processed.
- Provide the contact details of the Information Officer.
- Inform members of the public about their rights under PAIA and POPIA.
- Provide categories of records available without a formal access request.

3. KEY CONTACT DETAILS

3.1 Information Officer

Name: Markus Bezuidenhout
Position: Managing Director / Shareholder
Telephone: +27 (82) 630 6315
Email: info@enozo.co.za

3.2 Deputy Information Officer

No Deputy Information Officer has been appointed.

3.3 Access to Information Officer

Email: info@enozo.co.za

3.4 Head Office

Contact Detail	Information
Company Name	Enozo Cosmetics (Pty) Ltd
Trading Name	Osonö Skincare
Registration Number	2018/446289/07
Physical and Postal Address	29 Portofino Place, The Willows, Pretoria, Gauteng, South Africa, 0184
Telephone	+27 (82) 630 6315
Email	info@enozo.co.za
Website	https://enozo.co.za

4. GUIDE ON HOW TO USE PAIA

The Information Regulator has compiled a Guide on PAIA and POPIA which is intended to assist individuals in exercising their rights under these Acts.

The Guide is available:

- From the Information Regulator;
- Through the Information Regulator website;
- Upon request from the Information Officer.
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The Guide is available in English and Afrikaans.

Information Regulator (South Africa) - Website: <https://www.justice.gov.za/infoereg/>

4.1 PAIA Access Request Procedure

Requests for access to records must be submitted to the Information Officer using the prescribed PAIA request form.

Requests should contain sufficient particulars to enable Enozo Cosmetics (Pty) Ltd to identify:

- The record being requested;
- The identity of the requester;
- The right sought to be exercised or protected;
- The form of access required; and
- The contact details of the requester.

Requests will be processed in accordance with PAIA and the applicable Regulations.

Applicable request fees may be payable in accordance with the Regulations issued under PAIA.

Requests may be refused in circumstances permitted by PAIA, including where disclosure would:

- Unlawfully infringe the privacy rights of another person;
- Reveal confidential commercial information;
- Prejudice legal proceedings;
- Compromise legally protected records; or
- Otherwise fall within a ground for refusal prescribed by PAIA.

5. CATEGORIES OF RECORDS AVAILABLE WITHOUT FORMAL REQUEST

Category of Record	Available on Website	Available Upon Request
PAIA Manual	Yes	Yes
Privacy Policy & Cookie Policy	Yes	Yes
Terms & Conditions	Yes	Yes
Shipping Policy	Yes	Yes
Returns & Refunds Policy	Yes	Yes
Disclaimer	Yes	Yes
Product Information & Pricing	Yes	Yes
Contact Information	Yes	Yes
Promotional Information	Yes	Yes

6. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Category of Record	Applicable Legislation
Company Records	Companies Act 71 of 2008
Memorandum of Incorporation	Companies Act 71 of 2008
Tax Records	Income Tax Act 58 of 1962
Employment Records	Basic Conditions of Employment Act 75 of 1997
Employment Records	Labour Relations Act 66 of 1995
Employment Records	Employment Equity Act 55 of 1998
Health and Safety Records	Occupational Health and Safety Act 85 of 1993
Consumer Records	Consumer Protection Act 68 of 2008
Electronic Records	Electronic Communications and Transactions Act 25 of 2002
Personal Information Records	Protection of Personal Information Act 4 of 2013
PAIA Manual	Promotion of Access to Information Act 2 of 2000

7. DESCRIPTION OF RECORDS HELD

Subject	Categories of Records
Corporate Records	Incorporation documents, company records, resolutions, statutory records and governance documents
Financial Records	Accounting records, invoices, statements, banking records, tax records and financial reports
Human Resources	Employment contracts, personnel records, remuneration records, leave records and disciplinary records
Customer Records	Orders, customer contact information, delivery information, customer correspondence and support records
Supplier Records	Supplier agreements, quotations, invoices, correspondence and payment records
Marketing Records	Advertising records, promotional materials, newsletter subscriptions and campaign records
Information Technology Records	Website records, analytics data, website logs, security records and system records
Legal and Compliance Records	Policies, procedures, regulatory records, contracts and legal correspondence

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Enozo Cosmetics (Pty) Ltd processes personal information for purposes including:

- Processing and fulfilling customer orders;
- Delivering products and services;
- Customer service and support;
- Employee administration;
- Supplier and contractor management;
- Marketing and promotional communications;
- Website administration;
- Fraud prevention and risk management;
- Legal compliance and regulatory obligations.

8.2 Categories of Data Subjects and Personal Information Processed

Data Subject	Personal Information Processed
Customers	Names, contact details, delivery addresses, order history, communications
Website Users	IP addresses, browser information, cookie data and website usage data
Employees	Identification information, employment records, payroll information and contact details
Suppliers	Company information, contact details, banking information and contractual information
Contractors and Service Providers	Contact information, contractual records and billing information

8.3 Recipients of Personal Information

Category of Information	Recipient Category
Customer Delivery Information	Courier and Logistics Providers
Payment Information	Payment Service Providers
Marketing Information	Marketing and Email Service Providers
Website Information	Website Hosting and Analytics Providers
Legal and Compliance Information	Regulatory Bodies, Auditors and Professional Advisors where required
Employee Information	Payroll Service Providers and Statutory Authorities where applicable

8.4 Planned Transborder Flows of Personal Information

Certain personal information may be processed, hosted, stored or transferred outside the Republic of South Africa through the use of:

- Microsoft 365;
- Google Services;
- Zoho Services;
- Meta Platforms;
- Cloud Hosting Providers;
- Analytics Providers;
- Payment Processing Platforms;
- Marketing and Communication Platforms.

Where such processing occurs, Enozo Cosmetics (Pty) Ltd will take reasonable steps to ensure that adequate safeguards exist and that processing remains compliant with POPIA.

8.5 Information Security Measures

Enozo Cosmetics (Pty) Ltd maintains reasonable technical and organisational measures to ensure the confidentiality, integrity and availability of personal information, including:

- Password-protected systems;
- Role-based access controls;
- Secure hosting environments;
- Secure backup procedures;
- Data encryption where appropriate;
- Antivirus and anti-malware protection;
- User authentication measures;
- Software and security updates;
- Confidentiality obligations imposed on employees and service providers.

8.6 Complaints Relating to Personal Information

Any person who believes that Enozo Cosmetics (Pty) Ltd has processed personal information unlawfully may submit a complaint directly to the Information Officer.

A complaint may also be lodged with the Information Regulator of South Africa.

Information Regulator (South Africa)

Website: <https://www.justice.gov.za/infoereg/>

9. AVAILABILITY OF THIS MANUAL

A copy of this Manual is available:

- On the company website;
- At the company's head office during normal business hours;
- Upon request from the Information Officer;
- To the Information Regulator upon request.

Applicable fees relating to access requests shall be determined in accordance with the Regulations issued under PAIA and any amendments thereto.

10. UPDATING OF THIS MANUAL

Markus Bezuidenhout

Information Officer
Managing Director

Enozo Cosmetics (Pty) Ltd t/a Osonö Skincare

Effective Date: 01 October 2026