

TeboaTech (Pty) Ltd PAIA Manual

Manual prepared in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA).

Effective date: 15 July 2026

Company registration number: 2025/516299/07

Private body	TeboaTech (Pty) Ltd
Trading / platform name	Teboa
Country	Republic of South Africa
Postal / street address	6 Voortrekker Road, Alexandria, South Africa
Phone number	+27 83 744 0236
Information Officer contact	privacy@teboatech.com
Website	https://teboatech.com

1. Purpose of this Manual

This manual explains how members of the public may request access to records held by TeboaTech (Pty) Ltd under PAIA. It also explains the categories of records held by TeboaTech and the process for submitting a request.

TeboaTech builds and operates Teboa, an AI-powered eCommerce platform for Shopify store owners.

2. Contact Details

Requests under PAIA should be sent to the Information Officer using the contact details below.

- Email: privacy@teboatech.com
- Postal / street address: 6 Voortrekker Road, Alexandria, South Africa
- Phone number: +27 83 744 0236
- Website: <https://teboatech.com>
- Company: TeboaTech (Pty) Ltd, Registration Number 2025/516299/07
- Principal place of business: South Africa

3. Guide on How to Use PAIA

The Information Regulator of South Africa has published a guide explaining how to use PAIA and how to exercise rights under the Act. The guide is available from the Information Regulator at <https://inforegulator.org.za>.

4. Records Automatically Available

Certain public records may be accessed without a formal PAIA request where they are already published on teboatech.com.

- Privacy Policy
- POPIA Compliance Notice

- GDPR Compliance Notice
- Terms of Service
- Marketing website pages and public help resources

5. Categories of Records Held

TeboaTech may hold the following categories of records, subject to applicable law, confidentiality, security controls, and data protection obligations.

- Company and statutory records
- Contracts, service agreements, and supplier records
- Customer account and billing records
- Platform operational records and support correspondence
- Security, access, and audit records
- Website analytics and contact form records
- Employment, contractor, and internal administrative records where applicable

5A. Categories of Data Subjects and Cross-Border Transfers

TeboaTech processes personal information relating to the following categories of data subjects: Teboa platform account holders, Shopify store customers as a third-party data subject category processed on behalf of TeboaTech's clients, and teboatech.com website visitors.

Personal information may be supplied to our infrastructure and service providers, namely Firebase (Google LLC), Anthropic, Vercel Inc., Shopify Inc., and EmailJS, each acting under a data processing arrangement.

Personal information may be transferred to and processed in countries outside South Africa, including the United States, via the service providers listed above, under Standard Contractual Clauses and data processing agreements as described in our Privacy Policy and POPIA Compliance Notice.

6. Request Procedure

A requester must submit a written request to privacy@teboatech.com and provide enough detail for TeboaTech to identify the requester, the requested record, and the right the requester seeks to exercise or protect.

TeboaTech may request proof of identity, authority to act on behalf of another person, or clarification where the request is unclear.

7. Grounds for Refusal

Access may be refused where PAIA permits or requires refusal, including where disclosure would unreasonably reveal personal information of another person, confidential commercial information, privileged information, security-sensitive records, or records protected by law.

8. Fees

PAIA permits certain request and access fees. Where a fee applies, TeboaTech will inform the requester before processing or releasing the requested records.

9. Availability of this Manual

This manual is published at <https://teboatech.com/output/pdf/teboatech-paia-manual.pdf>. It is also available at TeboaTech's principal place of business for inspection during normal business hours, and on request from the Information Officer at privacy@teboatech.com.

10. Updates

TeboaTech may update this manual from time to time to reflect changes in law, business operations, records held, or procedural requirements.