FAKADE INNOVATIONS (PTY) LTD

PAIA Manual

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

Trading brand: M-Works™ | Company registration: 2024/044399/07

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1. Acronyms and abbreviations

Term	Meaning
PAIA	Promotion of Access to Information Act 2 of 2000, as amended
POPIA	Protection of Personal Information Act 4 of 2013
IO / DIO	Information Officer / Deputy Information Officer
Regulator	Information Regulator (South Africa)
CIPC	Companies and Intellectual Property Commission
SARS	South African Revenue Service

2. Purpose of this manual

This manual describes how to obtain records held by Fakade Innovations (Pty) Ltd, including its M-Works brand and applicable software, managed website and technology services. It identifies categories of records, access procedures, contact details, personal information processing, recipients, cross-border flows and general safeguards. It also explains how to obtain the Regulator's PAIA Guide and exercise applicable rights under PAIA and POPIA.

Access to a listed record is not automatic unless specifically indicated. Requests are considered under applicable law, including grounds for refusal and protection of third-party information.

3. Key contact details

Contact / detail	Information
Private body	Fakade Innovations (Pty) Ltd t/a M-Works
Information Officer	Ulwazi Mapukata
IO registration	2026-069873; registered 21 October 2026
Deputy Information Officer	None appointed
Privacy and PAIA email	privacy@m-works.co.za
General email	info@m-works.co.za
Physical / postal address	50 Winchester Crescent, Morningside, East London, 5247 (physical and postal)
Telephone / fax	Telephone: not currently available; fax: not applicable. Contact by email.
Websites	https://fakade.co.za/ | https://m-works.co.za/

4. Guide to PAIA and access requests

4.1 Regulator's Guide

The Information Regulator publishes a guide under section 10 of PAIA explaining rights under PAIA and POPIA, access procedures, fees, assistance, grounds for refusal and available remedies. The guide is available in official languages and Braille. It may be requested from the Regulator or the Information Officer.

Guide and resources: https://inforegulator.org.za/paia/
Regulator contact: enquiries@inforegulator.org.za | 010 023 5200

Copies of the Guide are available for inspection in English, Afrikaans and isiXhosa during the public inspection hours stated in section 9.

4.2 How to request a record

Use the prescribed Form 2 (Request for Access to Record), available at https://inforegulator.org.za/paia-forms/. Submit it to the head of the private body through the designated Information Officer contact in section 3. Identify the record, the right to be exercised or protected, why the record is needed, the preferred form of access and contact details. Supply proof of authority where acting for another person.

Requests are assessed under sections 50 and 53 of PAIA. The company will communicate the decision and any applicable fees using the prescribed procedure, normally within 30 days of receipt, subject to lawful extensions. Statutory exemptions, refusal grounds and third-party consultation may apply.

4.3 Fees and remedies

Prescribed fees may apply under section 54 and the PAIA Regulations, subject to applicable exemptions. Current fees are available at https://inforegulator.org.za/paia-fees-structure-2/. If access is refused or no decision is received within the applicable period, a requester may lodge a complaint with the Information Regulator using Form 5, generally within 180 days as applicable, or pursue available court remedies. See https://inforegulator.org.za/complaints/.

5. Records available without a formal request

The following categories of public records are available without a formal PAIA request in the manner shown.

Category	Records and access
Public business information	Company and product descriptions, service offerings and contact information – corporate websites.
Public legal notices	Published Privacy Notice, Terms of Service, DPA summary and Cookie Policy – corporate websites.
PAIA Manual	Approved manual – websites and on request after publication.

6. Records available under other legislation

The table lists legislation relevant to these categories of records. Access remains subject to applicable statutory requirements and confidentiality restrictions.

Category of record	Applicable legislation
Company registration, memorandum of incorporation, corporate records	Companies Act 71 of 2008
Tax returns, accounting and supporting tax records, as applicable	Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011
PAIA manual and access-request records	Promotion of Access to Information Act 2 of 2000
Privacy and processing documentation; Information Officer registration	Protection of Personal Information Act 4 of 2013
Electronic agreements and transaction records, as applicable	Electronic Communications and Transactions Act 25 of 2002; Consumer Protection Act 68 of 2008, where applicable

7. Subjects and categories of records held

The table describes records the company holds or may hold where the relevant activities apply.

Subject	Categories of records
Corporate governance	Company registration, director and governance records, compliance documentation.
Finance and tax	Accounting, invoices, receipts, supplier records and tax documentation.
Sales and customer relations	Enquiries, assessments, quotations, communications, agreements and support records.
Software and managed websites	Product documentation, client website content, configurations, technical records, deployment and maintenance records; payroll records where processed for clients.
Privacy and information security	Privacy notices, processing agreements, access requests, incident and security records where held.
Suppliers and partnerships	Provider agreements, supplier contacts and commercial correspondence.
Personnel / contractors	Appointment and contractor records where held.

8. Processing of personal information

8.1 Purpose and roles

The company processes information for enquiries, pre-contractual discussions, service delivery, support, account administration, legal obligations, and system security and performance. It acts as responsible party for its own business purposes and may act as operator when processing information for clients on documented instructions, including payroll and website services. Roles depend on the actual service.

8.2 Categories of data subjects and information

Data subjects	Information categories
Prospective and existing customers; business representatives	Names, contact details, organisation, service requirements, communications and subscription or billing information where applicable.
Client employees and website visitors	Employee identifiers, employment and payroll data for relevant payroll services; visitor contact and enquiry details where handled for website clients.
Suppliers and contractors	Business and contact details, agreements, payment and administrative information where applicable.
Website users	Technical and usage data, including IP addresses and browser information; enquiry details voluntarily submitted.

8.3 Recipients

Recipient category	Purpose / information
Hosting, security and email providers	Service delivery, infrastructure, form delivery and support; relevant content and technical data.
Authorised clients and personnel	Service operation, support and documented client instructions.
Regulators and authorities	Information lawfully required for statutory or regulatory purposes.
Banks and payment providers	Payment references or instructions where applicable; planned Pages payment integrations are not represented as live.

8.4 Cross-border processing

Cloudflare and Mailtrap support website delivery and enquiry email. Some processing may take place outside South Africa, including in the United States where the applicable provider operates. Transfers subject to POPIA must meet an applicable condition under section 72. The Information Officer can provide information about safeguards for a particular transfer.

8.5 General information security measures

General safeguards include encryption in transit, access controls, authentication and monitoring where appropriate. We take measures suited to the service and risk to protect records, manage incidents and control access, retention and deletion.

For M-Works Pages, the approved commercial policy provides for retaining website implementations for 90 days following cancellation or termination. That period is not a blanket retention authority for visitor records or other personal information. Retention, return and deletion must follow lawful purposes, documented client instructions and applicable obligations.

9. Availability of the manual

The approved manual is available free of charge for inspection at the principal place of business, 50 Winchester Crescent, Morningside, East London, 5247, from 09:00 to 16:00 on business days. It is available on the company's websites and from the Information Officer at privacy@m-works.co.za. Prescribed fees may apply to copies. We provide it to the Information Regulator on request.

10. Updating the manual

The Information Officer will review the manual regularly and when material changes occur in company contacts, records, processing activities, service providers or relevant legal requirements. Revisions will be dated and the approved version made available to the public.

Information Officer: Ulwazi Mapukata
Signature: _____ Date: 25/11/2026

References: Information Regulator private-body PAIA template and the Regulator's PAIA resources listed in section 4.