

Solarteq Solutions PAIA Manual

Access to company records under section 51 of the Promotion of Access to Information Act 2 of 2000

Version 1.0 | Updated 9 October 2026 | Next scheduled review 9 October 2027

This manual explains the records covered by Solarteq's business operations and how to request access. It also describes the purposes, recipients and safeguards for personal information processed in Gauteng and the Western Cape.

1 Company and Information Officer details

SOLARTEQ SOLUTIONS (PTY) LTD

CIPC enterprise number: 2026/386952/07

Information Officer: Alfredo Raffaele George De Luca

Information Officer registration certificate issued: 9 October 2026

Physical address: 331B 28th Avenue, Villieria, Pretoria, 0186

Postal address: 331B 28th Avenue, Villieria, Pretoria, 0186

PAIA and privacy email: info@solarteqsolutions.co.za

Telephone: 079 046 7800

Website: <https://solarteqsolutions.co.za>

Written requests should be sent by email or post. No fax contact is published.

2 Availability and assistance

The manual is to be made available on the company website, at the principal business address for public inspection during normal business hours, to any person on request, and to the Information Regulator on request. Inspection is free. A reasonable copying charge may apply to a requested paper copy. The Information Officer can assist with requests and obtaining the prescribed forms.

3 Information Regulator guide

The Regulator's PAIA Guide explains access rights, request procedures, fees, assistance and remedies under PAIA and POPIA. It is available in several official languages through the Regulator's website. A copy can also be requested from the Information Officer or the Regulator.

Guide and current forms: <https://inforegulator.org.za/paia/>

Regulator enquiries: enquiries@inforegulator.org.za | 010 023 5200

4 Subjects and categories of records

The categories below cover records maintained as the relevant business activities occur. A category does not mean every listed record exists, is retained indefinitely or is automatically available to the public.

Subject	Record categories
Company administration	Registration and governance documents, beneficial ownership records, resolutions and official correspondence.
Customer enquiries and work	Enquiries, quotations, site assessments, correspondence, contracts and invoices.
Solar services and compliance	Designs, equipment details, installation photographs, maintenance records and compliance-related documents.
Suppliers and contractors	Contact details, orders, service agreements, contractor records and confidentiality arrangements.
Finance and taxation	Accounting, transaction, banking and tax records and supporting documents.
Personnel where applicable	Employment or contractor arrangements, contact details, payment and training records.
Website and marketing	Site.pro enquiry logs, website content, business messages, consent and opt-out records, and advertising or measurement records where used.
Privacy and legal matters	PAIA and POPIA requests, complaints, incident records, policies and legally relevant correspondence.

5 Records available without a formal request

Published website pages, service descriptions, business contact information, the Privacy Policy, this manual and other publicly published company material can be viewed directly without Form 2. Customer records, internal financial records and incident evidence are not automatically public.

6 Records under other legislation

Company and governance records are maintained in relation to the Companies Act 71 of 2008; tax and supporting records in relation to the Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011; and privacy and access records in relation to POPIA and PAIA. Employment and workplace safety records fall under the Basic Conditions of Employment Act 75 of 1997 and Occupational Health and Safety Act 85 of 1993 where applicable. A statutory recordkeeping duty does not by itself make every record publicly accessible; the relevant law and access process apply.

7 Processing personal information

7.1 Purposes and data subjects

Information is used to respond to enquiries, assess sites, prepare quotations, arrange and deliver services, manage contracts and invoices, meet legal duties, secure business systems and conduct marketing where lawful.

Data subjects	Information categories
Prospects and customers	Names and contact details, location/property and energy requirements, quotation and project details, correspondence, invoices and service records.
Suppliers and contractors	Business/contact details, agreements, orders, payment information and records needed to manage services.
Employees where applicable	Contact, employment, payroll and training information needed for the employment relationship and legal duties.
Website visitors and platform users	Website enquiries and messages; device, browser, usage and conversion information where measurement or advertising tools are enabled.

7.2 Recipients

Necessary information may be supplied to authorised personnel, Pieter Coetzee as Western Cape manager and contractor, installers/electricians, relevant suppliers, payment or accounting service providers, and authorities or professional advisers when justified. Site.pro handles website enquiries, which are sent to the business email and recorded in its enquiry log. Google Workspace handles business email. WhatsApp and Meta process information when those channels are used. Google analytics or advertising providers may receive measurement information when enabled in accordance with the website privacy choices.

7.3 International processing

Website, email, messaging and advertising providers may process information outside South Africa. Planned flows are limited to the information needed for those services. The Information Officer must check provider terms, processing locations and safeguards, and permit transfers only on a valid basis under POPIA section 72, including adequate protection through law or binding arrangements, valid consent, or another applicable statutory basis.

7.4 Security and retention

Operating safeguards include authorised access limited by role, confidentiality and customer-information handling commitments, strong authentication, device and backup protection, secure disposal and an incident reporting procedure. Safeguards must be maintained and reviewed as risks change. Unsuccessful quotation records follow the 90-day deletion practice unless a documented legal, dispute or other justified retention need applies. Financial, company, installation and incident records follow their applicable legal and business retention needs; they are not subject to blanket 90-day deletion.

8 Requesting access

Use prescribed Form 2, available at <https://inforegulator.org.za/paia/>. Identify the requested record and yourself, state the form of access required, identify the right to be exercised or protected and explain why the record is needed for that right. Include proof of authority if acting for someone else. For access to your own personal information, provide adequate proof of identity.

Send the request to info@solarteqsolutions.co.za, addressed to the Information Officer, or post/deliver it to 331B 28th Avenue, Villieria, Pretoria, 0186. Give a reliable address for the written response. Only identity evidence reasonably needed for verification should be supplied.

8.1 Fees and decisions

Prescribed request, search, reproduction and access fees may apply, subject to applicable exemptions. Any fee notice must explain the amount, any lawful deposit and available remedies. The current Regulator forms and fee materials should be used rather than an outdated fixed fee list.

A decision is normally due within 30 calendar days after receipt. PAIA allows an extension of up to a further 30 days on permitted grounds, with a written notice stating the reason, period and remedies. Applicable third-party procedures and other statutory provisions must also be observed. Failure to give a decision in time is treated as a refusal.

9 Refusal and remedies

A request may be refused on applicable statutory grounds, including protections for another person's privacy, confidential commercial information, safety or legally privileged records. Reasons must be provided. Disclosable portions should be separated where legally required, and PAIA's public-interest disclosure rule must be considered when applicable.

A requester may lodge a PAIA complaint with the Information Regulator using Form 5, generally within 180 days of the relevant refusal or failure to respond. The statutory internal appeal used for certain government bodies does not apply to Solarteq as a private body. Court remedies are also available under PAIA. Current forms, complaint instructions and contact channels are available on the Regulator's PAIA page.

10 Document ownership and review

Document owner: Alfredo Raffaele George De Luca, Information Officer

Version: 1.0

Updated: 9 October 2026

Next scheduled review: 9 October 2027, or earlier after a material change.

Official reference sources

PAIA and POPIA legislation, guides and prescribed forms: <https://inforegulator.org.za/paia/> and <https://inforegulator.org.za/popia/>. This manual must be applied together with the current legislation and regulations.