

STORI GROUP (PTY) LTD

PAIA MANUAL

Manual as required by Section 51 of the Promotion of Access to Information Act 2 of 2000

Version 1.0 | May 2026

1. Interpretation

In this document, clause headings are for convenience only. The following definitions apply:

- "The Act" — Promotion of Access to Information Act No. 2 of 2000, as amended.
- "The Company" — STORI GROUP (PTY) LTD, registration number 2026/329197/07.
- "Information Officer" — the person designated by the head of the company to handle requests in terms of the Act.
- "Personal Information" — as defined in the Protection of Personal Information Act 4 of 2013 (POPIA).
- "Requester" — any person making a request for access to records in terms of the Act.

Where any conflict exists between this document and the Act, the Act shall prevail. This document does not purport to be exhaustive. Requesters are advised to familiarise themselves with the provisions of the Act before lodging any request.

2. Aim of the Manual

The aim of this manual is to facilitate requests for access to records held by STORI GROUP (PTY) LTD as required by Section 51 of the Act, and to provide information to the public about the company's structure, records, and procedures for requesting access to information.

3. Company Details

Full name: STORI GROUP (PTY) LTD

Registration number: 2026/329197/07

Physical address: 67 Voortrekker Road, Nigel, Gauteng, 1490

Postal address: [PO BOX — TO BE UPDATED]

Email: admin@thestori.co.za

Website: thestori.co.za

4. Contact Details of Information Officer

The head of the company and Information Officer is:

Full name: Paulo Ricardo Goncalves

Capacity: Director — STORI GROUP (PTY) LTD

Telephone: 072 296 7377

Email: admin@thestori.co.za

Postal address: [PO BOX — TO BE UPDATED]

5. Human Rights Commission Guide

The South African Human Rights Commission (SAHRC) has compiled a guide as contemplated in Section 10 of the Act. This guide contains information to assist any person wishing to exercise any right contemplated in the Act.

SAHRC contact details:

- Postal address: Private Bag 2700, Houghton, 2041
- Telephone: +27 11 484 8300
- Website: www.sahrc.org.za

6. Records Automatically Available

6.1 Available to the general public

- STORI's PAIA Manual (this document) — available at thestori.co.za
- STORI's POPIA Policy — available at thestori.co.za
- STORI's Terms and Conditions — available at thestori.co.za
- Company information in the public domain

6.2 Available to vendors only

- Vendor agreements and platform policies applicable to that vendor
- Commission statements and payout records relating to that vendor's account
- Order records relating to that vendor's sales

7. Records Held Under Other Legislation

The following records are held by the company in terms of other legislation and are not automatically available without a formal request:

- SARS income tax registration and returns
- B-BBEE certificate and supporting documentation
- CIPC registration documents
- PAIA annual reports submitted to the Information Regulator
- Any other statutory compliance records as required from time to time

8. Other Records Held by the Company

The following categories of records are held by STORI GROUP (PTY) LTD. These are not automatically available and require a formal request in terms of the Act. Access may be refused on grounds provided for in the Act, including protection of personal information of third parties.

8.1 Vendor records

- Vendor application and onboarding information
- Vendor personal and business details

- Product listings and associated content
- Order, payout, and commission records
- Referral programme records
- Subscription and billing records

8.2 Buyer records

- Buyer account and profile information
- Order history and delivery records
- Return and refund records

8.3 Financial records

- Platform revenue and commission records
- Bank account information
- Subscription billing records

8.4 Technology and platform records

- System logs and usage statistics
- Platform configuration and security records

8.5 Communications

- Email correspondence
- Live chat records (Crisp)
- Marketing and newsletter records (Brevo)

9. Process for Requesting Access to Records

9.1 All requests for access to records must be submitted in writing to the Information Officer at admin@thestori.co.za or by post to the postal address in Section 3.

9.2 Requests must include: the requester's full name, identity number, contact details, a description of the record sought, and the form in which access is required.

9.3 The Information Officer shall, within 30 days of receipt of a request, decide whether to grant or refuse access and notify the requester accordingly.

9.4 The 30-day period may be extended by a further 30 days in circumstances as provided for in Section 57 of the Act.

9.5 If the request is refused, the requester will be informed of the reasons for refusal and their right to appeal to a court of competent jurisdiction.

9.6 If the Information Officer fails to respond within 30 days, the request is deemed refused in terms of the Act.

10. Fees Payable

10.1 A request fee of R50.00 is payable by requesters other than personal requesters.

10.2 Reproduction fees apply as prescribed in terms of the Act:

- Photocopy A4 page: R1.10
- Printed copy A4 page: R0.75
- Electronic copy (USB/email): R70.00

10.3 If a deposit is required, the requester will be notified. The deposit will be refunded if the request is refused.

11. Records Not Found

If a record cannot be located after all reasonable steps have been taken, the Information Officer will notify the requester by affidavit or affirmation. Such notification constitutes a deemed refusal and the requester's right to appeal applies.

12. Information About Third Parties

Requests for information relating to third parties will be handled in accordance with Sections 71 to 74 of the Act and the provisions of POPIA. The company may be obliged to notify third parties of requests lodged in respect of their personal information before deciding whether to grant access.

13. Updating of Manual

This manual will be updated as necessary. The latest version is available at thestori.co.za. The version date is reflected on the cover page.