

PAIA Manual: Doorstep Wines And Events (Pty) Ltd

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended by the Protection of Personal Information Act 4 of 2013)

Date of compilation	10 October 2026
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1. Acronyms

"Company" or "Doorstep": Doorstep Wines And Events (Pty) Ltd (formerly Ultimate Sportathon (Pty) Ltd), registration number 2025/351713/07. "DWS": Durbanville Wine Safari (Pty) Ltd. "IO": Information Officer. "PAIA": Promotion of Access to Information Act 2 of 2000 (as amended). "POPIA": Protection of Personal Information Act 4 of 2013. "Regulator": Information Regulator. "Regulations": PAIA Regulations, GN R757 in GG 45057 of 27 August 2021.

2. Purpose of this manual

This manual tells the public which records Doorstep holds and which are available without a request; how to request access to a record; how to obtain the Regulator's Guide on how to use PAIA; how Doorstep processes personal information, for what purposes, about whom and with whom it is shared; whether information leaves South Africa; and how it is protected.

3. About Doorstep

Doorstep is a private company incorporated in South Africa (registration number 2025/351713/07; name changed from Ultimate Sportathon (Pty) Ltd by resolution dated 17 June 2026). It runs wine blending and tasting events, including the Doorstep Blending Experience (DSB) and the Doorstep Wine Tasting Experience (DST). At DSB events, guests can claim a 2-for-1 tour voucher issued by DWS; Doorstep and DWS process voucher-claim and marketing data together as joint responsible parties.

4. Key contact details

4.1 Information Officer (head of the private body)

Name	Joss Terry
Capacity	Sole director (Information Officer by virtue of PAIA s1 and POPIA s55)
Telephone	082 759 2274
Email	info@doorstepwines.co.za
Fax	Not applicable

4.2 Deputy Information Officer

None designated.

4.3 Head office

Physical (operating) address	Protea Hotel Durbanville, 99 Jip De Jager Drive, Durbanville
Postal address	As above
Telephone	082 759 2274
Email	info@doorstepwines.co.za
Website	https://doorstepwines.co.za

5. Guide on how to use PAIA

The Regulator has updated and published the Guide on how to use PAIA under section 10 of PAIA. It is available in all official languages and in braille, and explains the objects of PAIA and POPIA, how to request records from public and private bodies, the help available from the Regulator, and the remedies available (including complaints to the Regulator and court applications). The Guide can be obtained on request from the Information Officer, inspected at Doorstep's head office during business hours, or downloaded from <https://inforegulator.org.za/paia-guidelines/>.

6. Records available without a request

Category	Types of records	Website	On request
Event information	Event descriptions, dates, venues and prices for DSB and DST	X	X
Terms	Event booking terms and conditions	X	X
Privacy	Privacy policy, including the DSB blending calculator and voucher privacy policy (https://dsb-blend.pages.dev/voucher/privacy)	X	X
PAIA	This manual; the Regulator's Guide	X	X

7. Records held under other legislation

Category of records	Legislation
MOI, CIPC registration and name-change documents, directors' and securities registers, resolutions, accounting records and financial statements	Companies Act 71 of 2008
Tax records	Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011; Value-Added Tax Act 89 of 1991 (if registered)
Employment, payroll, UIF and COIDA records (if Doorstep employs staff)	Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995; Unemployment Insurance Act 63 of 2001; Unemployment Insurance Contributions Act 4 of 2002; COIDA 130 of 1993
Health and safety records	Occupational Health and Safety Act 85 of 1993
Consumer and promotional-offer records	Consumer Protection Act 68 of 2008
Electronic transaction records	Electronic Communications and Transactions Act 25 of 2002

Category of records	Legislation
Personal-information records, consents and data-subject requests	POPIA
PAIA manual and requests	PAIA
Liquor licence or event permit records	Liquor Act 59 of 2003; Western Cape Liquor Act 4 of 2008

8. Subjects and categories of records

Subject	Categories of records
Company secretarial	MOI; CIPC documents; resolutions (including name change of 17 June 2026); director records
Finance and tax	Accounting records; bank statements; invoices; payment-processor records; SARS records
Events and customers	Event bookings; guest names, emails and phone numbers; dietary requirements; payment records; correspondence and complaints
Vouchers and marketing	DSB voucher claim records (joint with DWS); marketing opt-in records; suppression list
Suppliers and partners	Contracts and contact details of venues, wine producers and suppliers; DWS data-sharing arrangements
Legal and compliance	Contracts; licences and permits; PAIA/POPIA records

9. Processing of personal information

9.1 Purposes

To take bookings for and run DSB and DST events; cater for dietary requirements; process payments; operate the DSB blending calculator and voucher claim form together with DWS; send direct marketing to people who have opted in and honour unsubscribes; manage suppliers and staff; keep statutory records; and comply with the law.

9.2 Data subjects and information

Data subjects	Personal information
Event guests	Name; email; phone number; dietary requirements (may reveal health or religious information; processed with consent); booking and payment records
Voucher claimants	Email address; voucher code; event; date and time of claim; marketing opt-in flag; redemption status
Marketing subscribers	Email address; name (if given); opt-in record; unsubscribe status
Staff	Name; ID number; contact details; bank details; tax number; PINs; timesheets; payroll and HR records
Suppliers and partners	Business details; contact persons' names, emails and phone numbers; bank details

9.3 Recipients

Durbanville Wine Safari (Pty) Ltd (joint responsible party for vouchers and marketing); booking and payment providers; Google (Gmail, Sheets, Apps Script); Cloudflare (website hosting); venues and wine producers (guest numbers and dietary needs only); accountant/tax practitioner; SARS and other authorities as required by law. Doorstep does not sell personal information.

9.4 Transborder flows

Google and Cloudflare store or process data outside South Africa (e.g. in the USA and EU). Transfers take place only as permitted by section 72 of POPIA.

9.5 Security measures

HTTPS/TLS encryption; access limited to authorised people; strong passwords and two-factor authentication; payment card data handled by the payment processor; written operator agreements; deletion when no longer needed; and a security-compromise notification procedure (POPIA s22).

9.6 Retention (summary)

Voucher claim records: kept for the voucher's validity (3 years from issue) plus 12 months after the voucher expires or is redeemed, whichever comes first, and then deleted.

Marketing opt-in records: kept for as long as the person stays subscribed, plus 12

months; after an unsubscribe, only the email address is kept on a suppression list so that the opt-out can be honoured. Statutory records: as required by law.

10. Request procedure and fees

Requests must be made on Form 2 (Regulations, regulation 7; <https://infoeregulator.org.za/paia-forms/>) and sent to the Information Officer (section 4). The requester must identify the record and themselves, state the form of access, give an address or email in South Africa, and state the right to be exercised or protected and why the record is needed; anyone acting for another person must prove their authority. Help is available for requesters who cannot read or write or have a disability.

Fees (Annexure B of the Regulations, private bodies): request fee R140.00 (not payable by a personal requester seeking their own information); copies R2.00 per A4 page; flash drive R40.00; CD R40.00 (provided by requester) or R60.00 (provided to requester); audio transcription R24.00 per A4 page; search and preparation R145.00 per hour or part (excluding the first hour), maximum R435.00; deposit of one third if search exceeds 6 hours; postage or transfer at actual cost.

Doorstep will decide a request within 30 days (extendable once by up to 30 days under section 57). Access may be refused only on the grounds in sections 62–70 of PAIA. There is no internal appeal: a requester may complain to the Regulator (Form 5) or apply to court within 180 days.

11. Availability of the manual

This manual is available at <https://dsb-blend.pages.dev/paia/doorstep>; at Doorstep's head office for inspection during business hours; to any person on request (R2.00 per A4 page for a printed copy); and to the Information Regulator on request.

12. Updating

The head of Doorstep will review and update this manual regularly, at least once a year and whenever its details or processing change.

Issued by

Joss Terry

Sole Director and Information Officer, Doorstep Wines And Events (Pty) Ltd