

PAIA MANUAL

Veloran Labs (Pty) Ltd

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

Version 1.0 | Publication copy

Compiled: 25 October 2026 | Review on material change

Company registration: 2026/533272/07 | Information Officer registration: 2026-070167

Prepared with reference to the Information Regulator private-body PAIA manual template.

1. List of acronyms and abbreviations

Term	Meaning
IO	Information Officer
DIO	Deputy 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 (South Africa)
CIPC	Companies and Intellectual Property Commission

2. Purpose of this manual

This manual assists members of the public to identify records held by Veloran Labs (Pty) Ltd, records available without a formal request, the process for seeking access to other records, the relevant Information Officer's contact details, applicable categories of personal information processing, possible recipients and international transfers, and high-level security safeguards. Access requests are considered under PAIA and other applicable laws, subject to the relevant grounds for refusal and prescribed requirements.

3. Key contacts for access to information

Item	Details
Private body	Veloran Labs (Pty) Ltd
Registration	2026/533272/07
Information Officer	Brian Mack (registered; certificate reference 2026-070167)
Deputy Information Officer	None appointed at the date of this draft
Information access/privacy enquiries	support@veloranlabs.com
Telephone	0750850466
Physical address	317 Ruimte Road, Pretoria, Gauteng
Postal address	Same as physical address: 317 Ruimte Road, Pretoria, Gauteng
Website	https://cuiselle.app

4. Guide on how to use PAIA

The Information Regulator publishes a guide explaining rights and procedures under PAIA and POPIA, access request forms, fees, remedies and complaints. The guide may be obtained from the Information Regulator at <https://info regulator.org.za/> or requested through the company's Information Officer at support@veloranlabs.com. The regulator's current guidance, prescribed forms and fees should be consulted when preparing a request.

Requests to Veloran Labs should identify the requested record sufficiently, provide the necessary contact particulars and explain the right sought to be exercised or protected where PAIA requires this. The Information Officer will advise about required forms, identification/authority and statutory fees, if applicable. The company will apply the applicable legal grounds for access or refusal.

5. Categories of records available without a formal PAIA request

Category	Examples / access
Public website material	Once published: Cuiselle Maison website, public Privacy Policy, Terms of Use, support/contact guidance and this approved PAIA manual, accessible at the relevant public website address
Public company information	Public CIPC records obtainable from the appropriate official source; not a claim that all company registers are downloadable from our site

Other records, including private company, customer-support and internal operational records, are not designated as automatically available merely by appearing in the table below. This section must be updated if the company later chooses to make further categories public.

6. Records available under other legislation

Record category (where actually held)	Applicable legislation / qualification
Company registration and statutory company records	Companies Act 71 of 2008
PAIA manual and access-request records	Promotion of Access to Information Act 2 of 2000
Personal-information governance and relevant requests	Protection of Personal Information Act 4 of 2013
Tax and accounting records	Applicable South African tax and financial-records laws, to be verified against actual operations
Employment records	Relevant employment legislation only if the company has employees; do not infer employment from this draft

7. Subjects and categories of records held

Subject	Illustrative categories — confirm actual holdings
Corporate governance	CIPC registration, incorporation documents, director records, policies and decisions
Financial and tax administration	Business banking, invoices, expenses, tax records and supplier transactions, as applicable
Product development and intellectual property	Cuiselle Maison design/source, brand and asset provenance, technical release documentation and licences
Customer support/privacy	Support correspondence, minimal case notes, privacy/access enquiries and response records where received
Providers and website services	Hostinger account/email records, prospective Cloudflare hosting records, contracts, processing terms and operational settings where held
Personnel	Director records; employee/contractor records only if such relationships exist

8. Processing of personal information

8.1 Purposes

The company may process personal information to manage company affairs, respond to support and privacy enquiries, maintain supplier/provider relationships, secure websites and communications, meet applicable statutory requirements and investigate incidents. Cuiselle Maison household recipe and pantry records are generally stored on users' devices; the company must not be described as having routine remote access to those records. Actual processing must match the final public Privacy Policy and operational evidence.

8.2 Categories of data subjects and information

Category	Potential data and limitation
Support enquirers and app users who contact us	Email address, name if provided, device/app version, description of issue and voluntary attachments; avoid unnecessary household images or exports
Company officers and service-provider representatives	Business contact information, roles, relevant account and contractual information
Website visitors after hosting activation	Connection/request metadata handled by hosting/network providers; exact collection, retention, country and access require provider verification
Employees/contractors, if any	Information necessary for an actual employment or contracting relationship; no employees are implied

8.3 Recipients or categories of recipients

Personal information may be disclosed to authorised company personnel, Hostinger (support email), Cloudflare (once the website is hosted), necessary professional or technical advisers, and public authorities where required or permitted by law. Disclosures are limited to applicable purposes and agreements.

8.4 Planned transborder processing

Veloran Labs uses Hostinger for support email and plans to use Cloudflare Pages for Cuiselle Maison. Services may involve processing correspondence or website connection data outside South Africa, depending on the provider services and infrastructure used. Cross-border processing is subject to applicable law and provider terms. The Information Officer can be contacted for information about the arrangements relevant to a request.

8.5 Security safeguards

Hostinger account two-factor authentication is enabled, as confirmed by the founder. Veloran Labs seeks to limit access to authorised persons, collect only information needed for a legitimate purpose, assess privacy requests and security incidents, and review retention and provider safeguards as its services operate. These statements do not imply that every third-party system is controlled by Veloran Labs or guarantee absolute security.

9. Availability of this manual

This manual is available on request from support@veloranlabs.com and is intended to be made available on the Cuiselle Maison website at <https://cuiselle.app/> once the website is published. The Information Officer will handle any additional inspection, form, copy and fee requirements under applicable PAIA rules.

10. Updating the manual

The Information Officer will review this manual when material organisational, processing, provider, statutory or contact details change and periodically as appropriate, recording the revision date and authorisation.

Information Officer and publication details

Information Officer: Brian Mack | Information Officer registration: 2026-070167

Version: 1.0 | Prepared: 25 October 2026

The earlier signed review draft is retained privately. This version 1.0 publication copy is approved by signing below.

Public website (when active): <https://cuiselle.app/>

Signature (Information Officer):  _____

Date of approval: 25 October 2026

Approved manual version: 1.0