



G2V.org

ACCESS TO INFORMATION

PAIA Manual

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

LoveMedia Foundation NPC trading as G2V.org

Registration Number: 2024/122569/08

Date of compilation and publication: 3 August 2026

Date of revision: 3 August 2026

Version: 1.1

INFORMATION OFFICER	Leon Whitherall
ACCESS REQUESTS	support@g2v.org

Table of contents

- 1 Acronyms and abbreviations
- 2 Purpose of this Manual
- 3 Private body and access-to-information contacts
- 4 Guide on how to use PAIA
- 5 Records available without a formal PAIA request
- 6 Records available under other legislation
- 7 Subjects and categories of records held
- 8 How to request access to a record
- 9 Remedies if a request is refused or unanswered
- 10 Processing of personal information
- 11 Availability of this Manual
- 12 Updating and issue of this Manual

QUICK ACCESS

Web: g2v.org/paia
PDF: g2v.org/legal/g2v-paia-manual.pdf
Requests: support@g2v.org

1. Acronyms and abbreviations

DIO	Deputy Information Officer
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 of South Africa
Republic	Republic of South Africa

2. Purpose of this Manual

This Manual helps members of the public understand what records LoveMedia Foundation NPC ("LoveMedia", "G2V" or the "body") holds and how to request access. It identifies records available without a formal request, records held under other legislation, the subjects and categories of records held, the contact details for access requests, the Regulator's PAIA Guide and the remedies available when a request is refused or unanswered.

It also describes why G2V processes personal information, the categories of data subjects and information processed, potential recipients, planned cross-border processing and the general security safeguards applied to personal information.

3. Private body and access-to-information contacts

Registered private body	LoveMedia Foundation NPC
Trading name	G2V.org
Registration number	2024/122569/08
Information Officer	Leon Whitherall
Deputy Information Officer	None designated at the publication date
Access-to-information email	support@g2v.org (subject: PAIA Request)
Physical address	24,25 Marseilles CT, Briardene, Durban, South Africa, 4001
Postal address	Same as the physical address
Telephone	No public PAIA telephone line has been designated; requests are accepted by email
Fax	Not applicable
Website	https://g2v.org

4. Guide on how to use PAIA

The Information Regulator has published a Guide under section 10 of PAIA explaining the rights created by PAIA and POPIA, how to request records, available assistance, fees and legal remedies. The Guide is available in South Africa's official languages and in braille.

The Guide is available at info regulator.org.za/paia/, or from the Regulator:

- Physical address: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
- Postal address: PO Box 31533, Braamfontein, Johannesburg, 2017
- Telephone: 010 023 5200; toll-free: 0800 017 160
- Email: enquiries@info regulator.org.za
- Website: <https://info regulator.org.za/>

5. Records available without a formal PAIA request

The following records are ordinarily available through G2V.org without completing Form 2:

Corporate and contact information	Operator identity, registration number, registered address and support details
Legal and privacy documents	This Manual, Terms of Service, Privacy Policy, Cookie Policy and Privacy Rights procedure
Marketplace information	Public categories, listings, seller identity displayed on listings, prices, fees and publicly displayed trust indicators
Programme information	Seller, KYC, affiliate, referral, safety, trust and launch information published on the website
Public notices	Announcements, help material and other information deliberately published for public access

Access to a person's account, transaction, KYC or other non-public records is not automatic. G2V may require a formal request, proof of identity and authority, and may redact third-party or protected information.

6. Records available under other legislation

G2V may hold records under the following South African legislation where the legislation and the body's activities apply:

Companies Act 71 of 2008	Memorandum of Incorporation, corporate registers, resolutions, statutory returns and company records
Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011; Value-Added Tax Act 89 of 1991	Accounting, tax, assessment, invoice and VAT records, where applicable
PAIA 2 of 2000	This Manual, requests, decisions, correspondence and access statistics
POPIA 4 of 2013	Privacy governance, processing, data-subject request, operator, incident and security records
Electronic Communications and Transactions Act 25 of 2002; Consumer Protection Act 68 of 2008	Electronic transactions, disclosures, contracts, orders, consumer support, complaints and refunds
Employment and workplace laws	Personnel, payroll, leave, occupational injury, UIF, skills-development and employment-equity records where applicable

Other applicable laws	Nonprofit, intellectual-property, cybercrime, anti-money-laundering, sanctions and record-keeping material where applicable
------------------------------	---

Inclusion in this list does not mean that every record is held, that every listed law applies to every G2V activity, or that a record must be disclosed despite a lawful ground for refusal.

7. Subjects and categories of records held

Corporate governance	Formation, registration, governance, policies, resolutions, statutory submissions and compliance records
Finance and tax	Budgets, accounts, invoices, settlements, fees, payouts, banking, audits and tax records
Marketplace operations	Categories, listings, products, orders, delivery, warranties, reviews, support, disputes, refunds and moderation
Buyers and account holders	Registration, signatures, preferences, sessions, orders, communications, reviews and support records
Sellers and KYC	Store details, addresses, applications, ID evidence, selfies, screening signals, risk advice, manual decisions, status and audit records
Affiliates	Applications, links, codes, referrals, attributed orders, tiers, connected domains, commissions and payout records
Providers and contractors	Due diligence, contracts, instructions, service levels, invoices, security reviews and correspondence
Personnel	Recruitment, engagement, qualifications, access, performance, payroll and training records where applicable
Technology and security	Source and configuration records, logs, access, backups, incidents, vulnerabilities, investigations, audits and continuity plans
Communications and marketing	Support mail, notices, consent, preferences, campaigns, attribution and public materials

8. How to request access to a record

- Download and complete the Regulator's prescribed Form 2: Request for Access to Record at <https://infoeregulator.org.za/paia/>.
- Identify the record with enough detail for G2V to locate it, the right you seek to exercise or protect, why the requested record is required for that right, your preferred form of access and your contact details.
- Email the completed form to support@g2v.org using the subject PAIA Request. A representative must include proof of authority.
- G2V may request proportionate identity evidence through a secure channel before releasing personal or confidential records. Do not email a raw identity document unless the Information Officer provides secure submission instructions.
- G2V will ordinarily decide a properly completed request within 30 days. PAIA permits an extension in defined circumstances, in which case the requester will be notified.

Prescribed request, search, preparation, reproduction and deposit fees may apply under the current PAIA Regulations. G2V will issue the prescribed notice before a fee is payable. A requester seeking access to their own personal information is not charged a request fee where the law exempts that request.

Access may be refused only on a ground permitted by PAIA, including protection of another person's privacy, commercial or confidential information, safety, privileged records, research or G2V's commercial information. Where reasonably severable, protected portions will be redacted and access considered for the remainder. PAIA's public-interest override applies where its statutory test is met.

9. Remedies if a request is refused or unanswered

There is no compulsory internal appeal against a private body's decision. A requester may first ask the Information Officer to reconsider or clarify the decision. If the request is refused, only partly granted, disputed on fees or form of access, or not answered within the allowed period, the requester may:

- submit the prescribed Form 5: Complaint Form to the Information Regulator at PAIAComplaints@inforegulator.org.za or through its eServices portal;
- lodge that complaint within 180 days from the refusal, non-response or other qualifying decision, subject to the Regulator's condonation process; or
- seek appropriate relief from a court with jurisdiction, subject to PAIA's procedures and time limits.

10. Processing of personal information

10.1 Purposes of processing

G2V processes personal information to operate and secure accounts; contract with users and providers; verify sellers; prevent fraud, sanctions breaches and duplicate identities; approve stores; manage listings, orders, delivery, warranties, reviews and disputes; administer affiliates, attribution, commissions and payouts; communicate and support users; maintain records; comply with tax and legal duties; defend claims; and perform consent-based marketing and measurement.

10.2 Categories of data subjects and information

Visitors	IP address, device and browser data, security logs, cookies, consent choices and referral data
Buyers and account holders	Name, contact details, signatures, account and session data, orders, payment references, communications, evidence, disputes and reviews
Sellers	Identity, contact, full home or business address, store and business details, ID-card or passport images, selfie, screening signals, KYC decisions, listings, orders and payout data
Affiliates	Identity and contact details, referral links, attributed clients and orders, domains, tier, commission and payout records
Personnel, Admins and contractors	Identity, contact, engagement, qualifications, payroll, system access, actions, training and audit records
Providers and advisers	Contact, registration, contract, invoice, payment, tax, security, instruction and correspondence records

10.3 Recipients or categories of recipients

Personal information may be supplied, only as reasonably necessary and subject to applicable safeguards, to hosting and infrastructure providers; email services; payment and payout providers; identity, fraud, sanctions and security services; DeepSeek for structured KYC advisory without raw ID or selfie images; professional advisers; buyers or sellers involved in a transaction; corporate transaction parties under confidentiality; and regulators, courts, law enforcement or other authorities where lawfully required. During the current non-European rollout, Meta receives PageView measurement information from every page and a USD 9 CompleteRegistration event from the public /welcome page without waiting for the affiliate-attribution choice.

10.4 Planned transborder flows

Some providers may process account, transaction, support, security, AI-advisory, payment, payout, hosting or analytics information outside South Africa, including in jurisdictions where those providers or their subprocessors operate. G2V must use a lawful POPIA section 72 basis and contractual, organisational and technical safeguards appropriate to the transfer. Information about applicable providers and safeguards may be requested from the Information Officer.

10.5 General information-security measures

Measures implemented or planned include TLS in transit; password hashing; HTTP-only sessions; access control and least privilege; restricted Admin routes; private KYC storage; file-type and size validation; short-lived unpredictable verification links; audit records; file-hash duplicate detection; provider due diligence and contracts; logging, backup and recovery controls; incident assessment and notification procedures; retention limits; secure deletion; staff confidentiality and training; and periodic security and privacy reviews. No control eliminates all risk.

Further information is published in the Privacy Policy at <https://g2v.org/privacy>.

11. Availability of this Manual

A copy is available:

- online as accessible HTML at <https://g2v.org/paia>;
- as a downloadable PDF at <https://g2v.org/legal/g2v-paia-manual.pdf>;
- by email request to support@g2v.org;
- for physical inspection by prior appointment at the registered address during agreed business hours; and
- to the Information Regulator upon request.

The electronic copy is free. A prescribed fee may be charged for physical reproduction or delivery.

12. Updating and issue of this Manual

The Information Officer will review this Manual regularly and update it when G2V's records, processing, contact details, law or Information Regulator guidance materially changes.

ISSUED BY	Leon Whitherall
CAPACITY	Information Officer, LoveMedia Foundation NPC
DATE AND VERSION	3 August 2026 Version 1.1

OFFICIAL RESOURCES

Information Regulator PAIA resources and current prescribed forms: <https://inforegulator.org.za/paia/>
PAIA Act 2 of 2000: <https://justice.gov.za/legislation/acts/2000-002.pdf>