

PAIA Manual – THERM Development (Pty) Ltd

Manual in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA), including the information required by the Protection of Personal Information Act 4 of 2013 (POPIA). Version 1.0, 6 October 2026.

1. About this manual

PAIA gives effect to the constitutional right of access to information that is held by a private body and is required for the exercise or protection of any rights. This manual describes the records THERM Development (Pty) Ltd holds and explains how to request access to them.

2. Contact details

Item	Details
Company	THERM Development (Pty) Ltd
Registration number	2017/263838/07
Head of the company and Information Officer	Riaan Terblanche, Director
Street and postal address	93 Firmount Road, Greenway Rise, Somerset West, Western Cape, 7130, South Africa
Phone	+27 82 584 0984
Email	info@therm.ai
Website	therm.ai

3. The Information Regulator's guide to PAIA

The Information Regulator has published a guide on how to use PAIA (section 10 of PAIA). It is available in the official languages on the Regulator's website, infoeregulator.org.za, and at the Regulator's offices. Enquiries about the guide can be sent to enquiries@infoeregulator.org.za.

4. Records available without a request

The company has not published a notice under section 52 (2) of PAIA. The information on therm.ai is available to everyone without a request. This includes the company details in the Imprint, the descriptions of our software and services, our publications, the Privacy Policy and this manual.

5. Records held under other legislation

The company keeps records as required by the following laws, where they apply to it:

- Companies Act 71 of 2008
- Income Tax Act 58 of 1962
- Value-Added Tax Act 89 of 1991
- Tax Administration Act 28 of 2011
- Basic Conditions of Employment Act 75 of 1997
- Labour Relations Act 66 of 1995
- Employment Equity Act 55 of 1998
- Skills Development Levies Act 9 of 1999
- Unemployment Insurance Act 63 of 2001
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Occupational Health and Safety Act 85 of 1993
- Electronic Communications and Transactions Act 25 of 2002
- Protection of Personal Information Act 4 of 2013
- Promotion of Access to Information Act 2 of 2000

6. Subjects and categories of records

These records are available on request only, subject to the grounds for refusal in section 10 of this manual.

Subject	Categories of records
Company	Memorandum of incorporation, registration documents, registers of directors and shareholders, minutes and resolutions
Finance and tax	Accounting records, annual financial statements, tax and VAT returns, bank records, invoices
Employees	Employment contracts, payroll and leave records, training records, statutory returns
Customers	Enquiries, offers, contracts, project files, engineering reports, correspondence
Suppliers and service providers	Contracts, orders, invoices, correspondence
Software and engineering	Source code, calculation models, technical documentation, licence records
Information technology	System and access records, security and backup records, agreements with operators
Marketing	Website content, presentations, publications

7. Processing of personal information

Purposes. The company processes personal information to answer enquiries, to prepare and perform contracts for software and engineering services, to manage its relationships with customers and suppliers, to employ staff, and to meet its legal duties.

Data subjects and information.

Data subjects	Personal information
Persons who send enquiries, and contact persons at customers and prospects	Name, company, position, email address, phone number, content of the correspondence
Customers (companies)	Company details, contracts, project and plant data, payment records
Suppliers and service providers	Company and contact details, contracts, bank details, payment records
Employees and applicants	Identity and contact details, qualifications, employment and payroll records
Visitors of therm.ai	IP address and technical data of the visit, as described in the Privacy Policy

Recipients. Personal information may be shared with THERM Development GmbH in Germany, with service providers for hosting, email and office software, with auditors, accountants and banks, and with authorities where the law requires it.

Transborder flows. Personal information is transferred to THERM Development GmbH in Germany and stored in data centres of Microsoft in the European Union. Recipients in the European Union are subject to the General Data Protection Regulation, which provides a level of protection similar to POPIA (section 72 of POPIA).

Security measures. The company protects personal information with access restrictions, individual user accounts and passwords, encrypted transmission, regular software updates and backups, and written agreements with its operators.

8. How to request access

1. Complete Form 2 of the Regulations relating to the Promotion of Access to Information, 2021. The form is available on infoeregulator.org.za.
2. Describe the record clearly, state which right you want to exercise or protect, and explain why the record is required for that right.
3. Add proof of your identity. If you act for another person, add proof of your authority.
4. Send the request to the Information Officer at info@therm.ai or at the address in section 2.

The Information Officer decides on the request within 30 days of receiving it and informs you of the decision. The period can be extended once by up to 30 days where PAIA allows it, and you will be told the reason.

9. Fees

The fees are prescribed in the Regulations relating to PAIA, 2021. A request fee, currently R140, is payable before the request is processed. It does not apply when you request your own personal information. If the request is granted, access fees for searching, preparing and copying the record may be charged. The Information Officer will inform you of the amount before the record is released.

10. Grounds for refusal

A request can be refused on the grounds set out in sections 63 to 70 of PAIA. These include:

- protection of the privacy of another natural person
- protection of commercial or confidential information of a third party
- protection of the safety of individuals and of property
- records that are privileged from production in legal proceedings
- commercial information of the company itself, such as trade secrets, source code and calculation models
- research information of the company or of a third party

11. Remedies

The company has no internal appeal procedure. If your request is refused, or you are dissatisfied with the decision, you can lodge a complaint with the Information Regulator within 180 days of the decision (PAIAComplaints@inforegulator.org.za), or apply to a court with jurisdiction.

12. Availability and updates of this manual

This manual is available on therm.ai, at the company's address in section 2 during business hours, and on request by email. The company reviews it regularly and updates it when its details or its processing of personal information change.