

## **Fischer's Jewellers POPIA & PAIA Manual**

### **1. Purpose**

This document outlines how we manage records (PAIA Section 51) and protect your personal information (POPIA) for all entities trading as Fischer's Jewellers including our physical branches and our online store.

### **2. Our Details – Entities trading collectively as Fischer's Jewellers.**

- A. Fischer and Co. (Pty) Ltd; Shop 30 Greenacres; 1915/001425/07
- Fischermoser (Pty) Ltd; Shop 30 Greenacres; 2017/065907/07
- Fischer's Jewellers and Watches CC; Shop 61 Walmer Park; 2009/137674/23
- Information Officers: Bernhard Moser, Matthew Moser, Peter Moser
- Contact: [info@fischers.co.za](mailto:info@fischers.co.za) 041 363 1933

### **3. Data Collection & Processing - We process information only to run our business efficiently.**

- Whose data: Customers, employees, and suppliers.
- What we collect: Names, contact details, ID/tax numbers, billing details, and other information necessary for business operations.
- Why we collect it: To support our retail jewellery operations (including repairs, valuations, and tax compliance).
- Who we share it with: We only share data with service providers essential to operations (e.g., SARS, cloud accounting, auditors, and debt collection providers).

### **4. Data Security**

- Digital: Password-protected devices and secure cloud storage.
- Physical: Secure filing systems; records are destroyed when captured digitally or no longer required.
- Breaches: We will notify you and the Information Regulator immediately if a breach occurs.

### **5. Records Held (PAIA) - You may request access to the following categories:**

- Operational: Customer databases, service orders, images, or valuations.
- Financial: Invoices, tax returns, or bank records.
- Human Resources: Employment contracts or payroll.
- Other: Any other records required by law for us to perform our business duties.

### **6. Your Rights & Requests**

- To view, update, or delete your information you can email our Information Officers (Section 2) or make a request in person at any of our branches.
- For other requests use the official [Form 2](#) (available on the Information Regulator's website) and we will respond within 30 days.

*Last Updated: June 2026 | Compliant with POPIA & PAIA*