JITERCAT

PAIA Manual for JitterCat

Prepared in accordance with Section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA), incorporating the Protection of Personal Information Act 4 of 2013 (POPIA)

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1. Introduction

This manual is prepared in accordance with the requirements of PAIA and POPIA and applies to the business activities of:

Full Name (Owner): JitterCat
Nature of Business: Mobile application development and distribution via Google Play Store
Business Structure: Sole Proprietor
Business Address: Eagle Canyon Office Park
Corner Christiaan De Wet Road & Dolfyn Street
Randparkridge
Johannesburg, South Africa
(For meetings by appointment only. We are fully remote.)
Email Address: paia@jittercat.com

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2. Information Officer

Name: Charles Tester
Designation: Sole Proprietor (Information Officer)
Email: charlie@jittercat.com

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3. Description of Services

The business is engaged in the development, maintenance, and distribution of mobile applications, primarily published on the Google Play Store. These applications may include utilities, entertainment, productivity tools, or other types of software.

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4. Categories of Data Subjects and Personal Information Collected

Data Subjects	Types of Personal Information
App Users	Name (if collected), email address, device ID, usage data, location (if applicable), crash reports, analytics data
Business Contacts	Names, contact numbers, email addresses

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5. Purpose of Processing Personal Information

Personal information is processed for the following reasons:

- To provide and improve app functionality

- To analyze usage and improve user experience

- To communicate with users (support, updates, etc.)

- To comply with legal obligations

- For limited marketing (if user consent is obtained)

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6. Information Shared with Third Parties

Personal data may be shared with trusted third-party services such as:

- Analytics platforms (e.g., Google Analytics for Firebase)

- Crash reporting tools (e.g., Firebase Crashlytics)

- Cloud service providers

- Only where necessary and in compliance with POPIA

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7. Security Safeguards

Reasonable technical and organizational safeguards are in place to protect personal data from loss, unauthorized access, or misuse, including:

- Data encryption

- Limited access to information

- Regular review of third-party data processors

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8. Request Procedure in Terms of PAIA

To request access to records in terms of PAIA, a written request must be made to the Information Officer using **Form C** (available from www.justice.gov.za/paia/paia.htm).

Fees may be applicable as prescribed by the Act.

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9. Availability of the Manual

This manual is available:

- By request via email

- On the business's website (if applicable): https://www.jittercat.com

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10. Information Regulator Contact Details

The Information Regulator (South Africa)
JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Website: https://www.inforegulator.org.za
Email: complaints.IR@justice.gov.za / inforeg@justice.gov.za