



# PAIA Manual

Promotion of Access to Information Act

# PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

## Section 51 Manual J29 Business Development

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# 1. INTRODUCTION AND PURPOSE

This Manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (PAIA). PAIA gives effect to the constitutional right of access to information held by the State and by private bodies, as provided for in Section 32 of the Constitution of the Republic of South Africa, 1996.

This Manual applies to J29 Business Development and all its trading entities, divisions, and business operations including J29 Business Simplified and J29 Digital. It should be read in conjunction with our Privacy Policy, which is published separately and governs the processing of personal information in accordance with the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) (POPIA).

The purpose of this Manual is to:

- Facilitate access to records held by J29 Business Development in accordance with PAIA;
- Provide procedures for requesting access to records;
- Detail the fees and time periods applicable to requests;
- Describe the categories of records held by J29;
- Outline our commitment to protecting personal information and privacy rights.

## 2. KEY DEFINITIONS

Unless the context indicates otherwise, the following terms have the meanings assigned below:

**Act or PAIA:** The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), as amended from time to time;

**Data Subject:** The person to whom personal information relates;

**Head of Private Body:** In relation to J29, the person authorized to act as the head of the private body in terms of PAIA;

**Information Officer:** The person designated by J29 to fulfil the duties and responsibilities assigned under PAIA and POPIA. The Information Officer is duly authorized by the Head of Private Body;

**J29 or the Company:** J29 Business Development, including all its divisions, trading entities, and business operations;

**Manual:** This document published in compliance with Section 51 of PAIA;

**Personal Information:** Information relating to an identifiable, living, natural person, and where applicable, an identifiable, existing juristic person, including but not limited to: name, contact details, identification numbers, location data, online identifiers, race, gender, sex, pregnancy, marital status, nationality, ethnic or social origin, sexual orientation, age, physical or mental health, disability, religion, conscience, belief, culture, language, education, medical information, financial information, criminal or employment history, biometric information, personal opinions, views or preferences, correspondence of a private or confidential nature;

**POPIA:** The Protection of Personal Information Act, 2013 (Act No. 4 of 2013), as amended from time to time;

**Private Body:** As defined in PAIA, includes J29 as a juristic person;

**Record:** Any recorded information regardless of form or medium in the possession or under the control of J29, whether created by J29 or received from another source;

**Requestor:** Any person, natural or juristic, making a request for access to a record in terms of PAIA;

**SAHRC:** The South African Human Rights Commission;

**Special Personal Information:** Personal information concerning a data subject's religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life, biometric information, or criminal behaviour.

## 3. CONTACT DETAILS AND ORGANIZATIONAL INFORMATION

### 3.1 Company Details

**Registered Name:** J29 Business Development

**Registration Type:** Closed Corporation

**B-BBEE Level:** Level 1 Supplier

**Physical Address:** Johannesburg, South Africa

**Postal Address:** Johannesburg, South Africa

**Telephone:** 010 157 2640

**Email:** info@j29.co.za

**Website:** www.j29.co.za

### 3.2 Information Officer

In terms of Section 51(1)(a) of PAIA, J29 has designated an Information Officer responsible for handling requests for access to information:

**Name:** E Middleton

**Position:** Information Officer

**Physical Address:** Johannesburg, South Africa

**Telephone:** 010 157 2640

**Email:** info@j29.co.za

All requests for access to records must be directed to the Information Officer at the contact details provided above.

## 4. THE GUIDE ON ACCESS TO INFORMATION

Section 10 of PAIA requires the South African Human Rights Commission (SAHRC) to compile a guide on how to use PAIA. This guide is available in all official languages and contains information on:

- The objects of PAIA;
- How to make requests for access to records;
- The process for lodging complaints to the Information Regulator;
- Remedies available in terms of PAIA and POPIA;
- Other information as prescribed by law.

### 4.1 How to Obtain the Guide

The Guide is available from:

**Website:** [www.sahrc.org.za](http://www.sahrc.org.za) or [www.justice.gov.za/inforeg](http://www.justice.gov.za/inforeg)

**Physical Inspection:** The Guide may be inspected at the offices of the SAHRC or the Information Regulator

**Copies:** Copies are available upon request from the SAHRC or Information Regulator

### 4.2 SAHRC Contact Details

**Physical Address:** JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

**Postal Address:** Private Bag X2700, Houghton, 2041

**Telephone:** 011 877 3600

**Email:** [paia@sahrc.org.za](mailto:paia@sahrc.org.za)

**Website:** [www.sahrc.org.za](http://www.sahrc.org.za)

### 4.3 Information Regulator Contact Details

**Physical Address:** JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

**Postal Address:** P.O. Box 31533, Braamfontein, Johannesburg, 2017

**Telephone:** 012 406 4818

**Email:** [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

**Website:** [www.justice.gov.za/inforeg](http://www.justice.gov.za/inforeg)

## 5. RECORDS AUTOMATICALLY AVAILABLE

In terms of Section 51(1)(c) of PAIA, J29 makes certain records automatically available without the need for a formal PAIA request. These records are publicly accessible and include:

### 5.1 Public Website Information

- Company profile and overview;
- Service descriptions (Learn, Grow, Get Online offerings);

- Contact information;
- Terms and Conditions;
- Privacy Policy;
- This PAIA Manual;
- Training programme schedules and information;
- Published case studies and success stories (with client consent).

These records are available at [www.j29.co.za](http://www.j29.co.za) and may be accessed without submitting a PAIA request.

## 5.2 Statutory and Regulatory Filings

Certain statutory and regulatory filings are available through the relevant authorities:

- Company registration documents (Companies and Intellectual Property Commission);
- B-BBEE certification (available upon request);
- Accreditation certificates (MICT SETA and other accrediting bodies).

## 6. CATEGORIES OF RECORDS HELD

J29 maintains records necessary for the proper conduct of its business operations and to comply with legal and regulatory requirements. The categories of records held include:

### 6.1 Statutory and Governance Records

- Company registration documents and certificates;
- Founding documents and constitutional documents;
- Shareholder and director records;
- Minutes of board and shareholder meetings;
- Share registers and securities records;
- Licenses, permits, and regulatory approvals;
- B-BBEE certificates and compliance records;
- Accreditation certificates (MICT SETA, SEDFA, etc.);
- Insurance policies and certificates.

### 6.2 Financial Records

- Annual financial statements;
- Management accounts and budgets;
- Tax returns and assessments;
- VAT records and returns;
- Banking records and statements;
- Invoices, receipts, and payment records;
- Accounts payable and receivable;
- Asset registers and depreciation schedules;
- Payroll records and supporting documentation.



### **6.3 Client and Contractual Records**

- Client agreements and contracts;
- Service level agreements;
- Proposals and quotations;
- Client registration and enrollment forms;
- Training attendance records and certificates;
- Mentorship session notes and progress reports;
- Client deliverables and work products;
- Client feedback and satisfaction surveys;
- Correspondence with clients;
- Program outcome reports and impact assessments.

### **6.4 Employee and Personnel Records**

- Employment contracts and letters of appointment;
- Job descriptions and specifications;
- Curriculum vitae and application documents;
- Employee personal information and contact details;
- Remuneration and benefits records;
- Leave records and attendance registers;
- Performance appraisals and development plans;
- Training and skills development records;
- Disciplinary and grievance records;
- Employment equity and transformation records;
- Medical and health records (where applicable);
- Tax certificates and PAYE documentation.

### **6.5 Operational and Business Records**

- Business policies and procedures;
- Operational manuals and guidelines;
- Strategic plans and business plans;
- Training materials and curricula;
- Marketing and promotional materials;
- Website content and digital assets;
- Quality assurance and evaluation reports;
- Research and development records;
- Internal communications and memoranda.

### **6.6 Technology and IT Records**

- IT policies and procedures;
- Software licenses and agreements;
- System documentation and technical specifications;
- Data backup and recovery logs;
- Security incident reports;
- Website analytics and performance data;

- Cloud service agreements (including AI service providers such as Anthropic, OpenAI, Google, Microsoft).

## **6.7 Third-Party and Supplier Records**

- Supplier and vendor contracts;
- Purchase orders and delivery notes;
- Service provider agreements;
- Data processing agreements with AI providers;
- Professional services agreements (legal, accounting, consulting);
- Partnership and collaboration agreements;
- Corporate client and funder agreements.

## **6.8 Compliance and Legal Records**

- POPIA compliance records and documentation;
- Records of Processing Activities (ROPA);
- Data subject requests and responses;
- Consent forms and authorizations;
- Security breach notifications and incident reports;
- Legal correspondence and notices;
- Dispute resolution records;
- Regulatory correspondence and submissions.

# **7. PROCESSING OF PERSONAL INFORMATION**

J29 processes personal information as a Responsible Party in accordance with POPIA. Detailed information about our processing activities, purposes, safeguards, and your rights is provided in our Privacy Policy, which is available at [www.j29.co.za](http://www.j29.co.za) or upon request from our Information Officer.

## **7.1 Purpose of Processing**

Personal information is collected and processed for the following purposes:

- Service delivery (Learn, Grow, Get Online programs);
- Account management and customer support;
- Payment processing and financial transactions;
- Communication and marketing;
- Program development and improvement;
- Reporting to funders and partners;
- Legal and regulatory compliance;
- AI-enhanced service delivery (content generation, business analysis, training personalization).

## **7.2 Categories of Data Subjects**

J29 processes personal information relating to:

- Clients and program participants (MSMEs, entrepreneurs, business owners);

- Employees, contractors, and consultants;
- Job applicants;
- Suppliers and service providers;
- Corporate partners and funders;
- Website visitors and online users.

### **7.3 Recipients of Personal Information**

Personal information may be shared with:

- Authorized employees and contractors;
- Third-party service providers (cloud hosting, AI providers including Anthropic/OpenAI/Google/Microsoft, payment processors, CRM systems);
- Corporate partners, clients, and funders;
- Government agencies and regulatory bodies (MICT SETA, SEDA, IDC, SARS);
- Professional advisors (legal, accounting, auditing).

### **7.4 Transborder Information Flows**

Some of our service providers, particularly AI technology providers and cloud hosting services, may process personal information on servers located outside South Africa. This may include processing in the United States, European Union, and other jurisdictions. J29 ensures appropriate safeguards are in place for all transborder flows in accordance with Section 72 of POPIA, including:

- Written agreements requiring adequate levels of protection;
- Verification that recipient countries have adequate data protection laws;
- Obtaining consent where required;
- Ensuring transfers are necessary for contract performance or legitimate interests.

### **7.5 Security Measures**

J29 implements appropriate technical and organisational measures to secure personal information against loss, unauthorized access, destruction, alteration, or disclosure.

These measures include:

- Encryption of data in transit and at rest;
- Secure cloud storage with reputable providers;
- Access controls and authentication mechanisms;
- Regular security assessments and vulnerability testing;
- Staff training on data protection;
- Data breach notification procedures.

## 8. PROCEDURE TO REQUEST ACCESS TO RECORDS

Requests for access to records must be made in accordance with the procedures set out in PAIA and this Manual.

### 8.1 Who May Request Access

Any person may request access to records held by J29 if the record is required for the exercise or protection of any right. Requestors include:

- **Personal Requestors:** Individuals seeking access to records containing their own personal information;
- **Third-Party Requestors:** Individuals or entities seeking access to records for the exercise or protection of a right;
- **International Requestors:** Non-residents of South Africa may request access subject to the same requirements and procedures.

### 8.2 Request Forms

Requests must be made on the prescribed form attached as Annexure A to this Manual or available from:

- The SAHRC website: [www.sahrc.org.za](http://www.sahrc.org.za)
- The Department of Justice website: [www.justice.gov.za](http://www.justice.gov.za)
- The Information Officer upon request at [info@j29.co.za](mailto:info@j29.co.za)

### 8.3 Information Required in Request

A request for access must contain sufficient detail to enable the Information Officer to identify:

- The record or records requested;
- The identity of the requestor;
- The form of access required (inspection, copy, transcript, postal delivery, electronic transmission);
- The postal or email address for correspondence;
- The right being exercised or protected;
- If acting on behalf of another person, proof of authority to make the request.

### 8.4 Submission of Request

Completed request forms must be submitted to the Information Officer by:

**Email:** [info@j29.co.za](mailto:info@j29.co.za)

### 8.5 Proof of Identity

Requestors must provide satisfactory proof of identity. Acceptable forms of identification include:

- Certified copy of South African ID or passport;
- For juristic persons: company registration documents and proof of authority to act;

- For international requestors: notarized or certified identification documents with English translation if applicable.

## **9. FEES PAYABLE**

Fees are payable in accordance with the fees prescribed in the PAIA Regulations. Current fees are subject to change and will be communicated to requestors.

### **9.1 Request Fee**

A non-refundable request fee of R50.00 is payable when submitting a request (except for personal requestors seeking access to records containing their own personal information).

### **9.2 Access Fees**

If the request is granted, additional fees may be charged for:

- Searching for and preparing records;
- Reproduction of records (photocopying, printing);
- Preparation of transcripts;
- Delivery of records (postal, courier, electronic);
- Time spent by personnel in searching and preparing records.

A detailed fee schedule will be provided when access is granted, and fees must be paid before records are released.

### **9.3 Deposit**

The Information Officer may require the requestor to pay a deposit not exceeding one-third of the estimated access fee if the total fee is expected to exceed R100.00. The requestor will be notified of the deposit requirement and must pay within 30 days.

### **9.4 Payment Methods**

Fees may be paid by:

- Electronic funds transfer (EFT);
- Cash or cheque (hand-delivered payments);
- Credit card (where facilities are available).

Banking details will be provided upon request. Proof of payment must be submitted to the Information Officer.

## **10. DECISION ON REQUEST AND TIME PERIODS**

### **10.1 Acknowledgment of Receipt**

The Information Officer will acknowledge receipt of the request within 7 days.

## 10.2 Decision Period

The Information Officer will make a decision on the request within 30 days of receipt. This period may be extended by up to 30 additional days if:

- The request is for a large number of records;
- Searching for records requires substantial time and effort;
- Consultation with third parties is necessary;
- The requestor agrees to the extension.

The requestor will be notified in writing of any extension and the reasons therefor.

## 10.3 Notification of Decision

The requestor will be notified in writing whether access is granted or refused. If access is granted, the notification will include:

- The access fee payable;
- The form in which access will be given;
- Notice that the requestor may lodge an application with a court against the access fee or form of access.

If access is refused, the notification will state the reasons for refusal and inform the requestor of the right to lodge an internal appeal or application to court.

# 11. GROUNDS FOR REFUSAL OF ACCESS

Access to records may be refused on the grounds specified in Chapter 4 of PAIA, including but not limited to:

## 11.1 Mandatory Protection of Privacy

Records containing personal information about third parties must be protected, except where:

- The third party consents to disclosure;
- The information is already publicly available;
- Disclosure is necessary to prevent serious threat to health or safety.

## 11.2 Commercial Information

Records containing:

- Trade secrets;
- Financial, commercial, scientific, or technical information that would harm J29's commercial interests;
- Information supplied in confidence by third parties.

## 11.3 Other Grounds

- Records privileged from production in legal proceedings;
- Records that would reveal confidential information of third parties;

- Records relating to research being conducted or intended to be conducted by J29;
- Records that cannot be found or do not exist after reasonable search;
- Records where disclosure would constitute an unreasonable disclosure of personal information about employees or third parties.

## 12. REMEDIES AVAILABLE WHEN ACCESS IS REFUSED

### 12.1 Internal Appeal

If a request is refused, the requestor may lodge an internal appeal with the head of J29 within 60 days of notification of the decision. The internal appeal must be addressed to:

Head of J29

Johannesburg, South Africa

Email: [info@j29.co.za](mailto:info@j29.co.za)

### 12.2 Application to Court

A requestor may apply to a competent court for appropriate relief within 180 days of:

- Notification of a decision refusing access;
- Expiry of the period within which a decision should have been made;
- Notification of the decision on internal appeal.

### 12.3 Complaint to Information Regulator

Complaints regarding non-compliance with POPIA or PAIA may be lodged with the Information Regulator:

**Physical Address:** JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

**Postal Address:** P.O. Box 31533, Braamfontein, Johannesburg, 2017

**Telephone:** 012 406 4818

**Email:** [info@justice.gov.za](mailto:info@justice.gov.za)

**Website:** [www.justice.gov.za/info@reg](http://www.justice.gov.za/info@reg)

## 13. INTERNATIONAL USERS AND CROSS-BORDER REQUESTS

J29 acknowledges that international users may access our website and services. This section addresses the rights and procedures applicable to non-residents of South Africa.

### 13.1 Rights of International Requestors

International users and non-residents have the same rights to request access to records as South African residents, subject to:

- Compliance with PAIA procedures set out in this Manual;
- Provision of adequate proof of identity and authority;

- Payment of applicable fees in South African Rand (or equivalent);
- Demonstration that the record is required for exercise or protection of a right.

## **13.2 Additional Requirements for International Requests**

International requestors must provide:

- Notarized or certified copies of identification documents;
- English translations of documents not in English;
- Valid email address and physical address for correspondence;
- Agreement to jurisdiction of South African courts for disputes.

## **13.3 Data Protection Rights for International Users**

International users whose personal information is processed by J29 have rights under POPIA equivalent to South African data subjects, including:

- Right to access personal information;
- Right to correction of inaccurate information;
- Right to deletion where lawful;
- Right to object to processing;
- Right to lodge complaints with the Information Regulator.

Detailed information about data protection rights is provided in our Privacy Policy.

## **13.4 Cross-Border Data Transfers**

J29 may transfer personal information outside South Africa for legitimate business purposes, including service delivery through AI providers and cloud hosting services. All transfers comply with Section 72 of POPIA and include appropriate safeguards such as:

- Data processing agreements with foreign service providers;
- Adequacy determinations for recipient countries;
- Consent from data subjects where required;
- Standard contractual clauses ensuring adequate protection.

# **14. AVAILABILITY AND UPDATES TO THIS MANUAL**

## **14.1 Public Availability**

This Manual is available:

- On the J29 website at [www.j29.co.za](http://www.j29.co.za);
- At the registered offices of J29 for inspection during business hours;
- Upon request from the Information Officer (copies may be provided at a reasonable fee).

## **14.2 Submission to SAHRC and Information Regulator**

In accordance with Section 51(3) of PAIA, this Manual has been submitted to the South African Human Rights Commission and the Information Regulator.



## 14.3 Updates and Amendments

J29 reserves the right to update and amend this Manual as necessary to reflect:

- Changes in legislation or regulatory requirements;
- Changes to J29's business operations or structure;
- Updated contact details or procedures;
- Best practices in information governance.

The current version of this Manual will always be available on our website with the effective date clearly indicated. Material changes will be communicated to existing clients and published on our website.

## 14.4 Language

This Manual is published in English. Translations may be provided upon request, subject to payment of translation costs. In the event of any conflict between versions, the English version shall prevail.

## 15. APPLICABLE LEGISLATION

In addition to PAIA and POPIA, J29 maintains records and processes information in compliance with the following legislation:

### 15.1 Company Law and Governance

- Companies Act, 2008 (Act No. 71 of 2008);
- Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003).

### 15.2 Tax and Financial

- Income Tax Act, 1962 (Act No. 58 of 1962);
- Value-Added Tax Act, 1991 (Act No. 89 of 1991);
- Tax Administration Act, 2011 (Act No. 28 of 2011).

### 15.3 Labour and Employment

- Labour Relations Act, 1995 (Act No. 66 of 1995);
- Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997);
- Employment Equity Act, 1998 (Act No. 55 of 1998);
- Skills Development Act, 1998 (Act No. 97 of 1998);
- Skills Development Levies Act, 1999 (Act No. 9 of 1999);
- Unemployment Insurance Act, 2001 (Act No. 63 of 2001);
- Unemployment Insurance Contributions Act, 2002 (Act No. 4 of 2002);
- Compensation for Occupational Injuries and Diseases Act, 1993 (Act No. 130 of 1993);
- Occupational Health and Safety Act, 1993 (Act No. 85 of 1993).

## 15.4 Consumer Protection and Electronic Communications

- Consumer Protection Act, 2008 (Act No. 68 of 2008);
- Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002);
- Regulation of Interception of Communications and Provision of Communication-Related Information Act, 2002 (Act No. 70 of 2002).

## 15.5 Other Applicable Legislation

- Copyright Act, 1978 (Act No. 98 of 1978);
- Trademarks Act, 1993 (Act No. 194 of 1993);
- National Credit Act, 2005 (Act No. 34 of 2005) (where applicable).

## 16. CONCLUSION

J29 is committed to transparency, accountability, and the protection of information rights. This Manual is designed to facilitate access to information while protecting the legitimate interests of J29, its clients, employees, and third parties.

We encourage all stakeholders to familiarize themselves with their rights under PAIA and POPIA and to contact our Information Officer with any questions or concerns regarding access to information or protection of personal information.

This Manual demonstrates J29's commitment to compliance with South African data protection and access to information legislation, and our dedication to maintaining the highest standards of information governance.

### AUTHORIZATION

*This Manual was approved by the management of J29 Business Development and is effective from 29 October 2025.*

## **ANNEXURE A: REQUEST FOR ACCESS TO RECORD**

**Note:** The official PAIA request form (Form C as prescribed in Government Notice R. 187 of 15 February 2002, as amended) must be used for all access requests.

The form is available from:

- SAHRC website: [www.sahrc.org.za](http://www.sahrc.org.za)
- Department of Justice website: [www.justice.gov.za](http://www.justice.gov.za)
- J29 Information Officer upon request: [info@j29.co.za](mailto:info@j29.co.za)