

PAIA MANUAL

Promotion of Access to Information Act 2 of 2000, as amended

1. Introduction

This Manual is prepared for Red Spiral Services, a private body carrying on a printing business. It describes the records held by the business and the procedure for requesting access to records.

2. Contact details

Business: Red Spiral Services

Physical address: 1219 Rooiels Street, Moregloed, Pretoria, 0186

Email: info@redspiral.co.za

Telephone: 083 310 4925

Website: www.redspiral.co.za

Information Officer: The Head/Owner of Red Spiral Services, unless another person is formally designated and registered.

3. Records held by Red Spiral Services

- Customer names and contact details.
- Customer email addresses and telephone numbers.
- Customer postal, delivery or mailing addresses where required.
- Quotations, estimates, orders and job instructions.
- Customer correspondence and communications.
- Artwork and print-ready files supplied by customers.
- Invoices, statements and payment-related business records.
- Supplier and service-provider records.
- Accounting, tax and other statutory records.
- Business contracts and terms and conditions.
- Marketing records and records of marketing objections/consents where applicable.
- Website enquiry records and other business records generated in the ordinary course of business.

4. Availability of records

Certain records may be automatically available or available on request, subject to applicable law. Access to records is not automatic merely because a record exists. A request may be refused where a lawful ground for refusal applies, including protection of another person's privacy, confidentiality or other protected interests.

5. How to request access

A requester should send a written request to the Information Officer at info@redspiral.co.za. Where the prescribed PAIA form is applicable, the requester should use the prescribed form and provide sufficient detail to identify the record requested and the right that the requester seeks to exercise or protect.

6. Personal information requests

A person requesting access to their own personal information may have rights under POPIA. Red Spiral Services will handle such requests in accordance with POPIA and PAIA, including appropriate identity verification and any lawful limitations on access.

7. Fees

Any applicable fees will be dealt with in accordance with the PAIA fee rules and the circumstances of the request. Red Spiral Services will not invent or charge a fee merely because a request has been made.

8. Grounds for refusal

Access may be refused where permitted by PAIA, including where disclosure would unjustifiably reveal another person's personal information, breach confidentiality, disclose privileged information, or otherwise fall within a statutory ground for refusal.

9. Assistance and complaints

A requester may contact the Information Regulator if they believe their rights under PAIA or POPIA have not been properly dealt with. Red Spiral Services will keep records of requests and decisions sufficient to demonstrate how requests were handled.

10. Review

This Manual will be reviewed at least annually and whenever there is a material change in the business or applicable law.