



PAIA Manual

Manual of **Skilani (Pty) Ltd** · Reg. No. **2026/066262/07**

In terms of section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)

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1. Introduction

This Manual is published in terms of **section 51 of the Promotion of Access to Information Act, 2000 ("PAIA")** and incorporates the requirements introduced by the Protection of Personal Information Act, 2013 ("**POPIA**"). It is intended to assist any person who wishes to request access to records held by Skilani (Pty) Ltd, and to set out the procedure for doing so.

PAIA gives effect to the constitutional right of access to information that is held by another person and that is required for the exercise or protection of any right.

2. Particulars of the company

Registered name	Skilani (Pty) Ltd
Registration number	2026/066262/07
Nature of business	Online micro-skilling and entrepreneurship education platform

Platforms	skilani.co.za skilani.teachable.com
Email	info@skilani.co.za skilani.learn@gmail.com
WhatsApp	+27 68 963 9496

3. The Information Officer

All requests for access to information in terms of this Manual must be directed to the Information Officer:

Information Officer	Dr Jay Matthew
Email	info@skilani.co.za
Alternate email	skilani.learn@gmail.com
WhatsApp	+27 68 963 9496

Note on the delivery address for requests. Skilani currently receives and processes all PAIA and POPIA requests electronically, via the email addresses and WhatsApp number above. PAIA contemplates a physical or postal address as a point of delivery for formal requests; this should be confirmed and, if required, added before final publication of this Manual. (See the legal-review note at the foot of this document.)

4. The PAIA Guide by the Regulator

The Information Regulator has published a Guide on how to use PAIA, in an easy-to-understand form, to assist persons wishing to exercise their rights under the Act. The Guide is available in each of the official languages and in Braille.

The Guide can be obtained from the Information Regulator:

Information Regulator (South Africa)	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Email	PAIA@info regulator.org.za
Website	info regulator.org.za

5. Records available without a request (automatic disclosure)

The following records are available on the Platform without the need for a formal PAIA request:

- Course catalogue, descriptions and pricing;
- Frequently Asked Questions (FAQ);
- Terms & Conditions of Usage;
- Privacy & POPIA Policy;

- This PAIA Manual;
- General company contact information.

6. Records available in terms of other legislation

Certain records may be accessed in terms of, and subject to, other legislation, including but not limited to:

- Companies Act, 2008;
- Income Tax Act, 1962 and Tax Administration Act, 2011;
- Value-Added Tax Act, 1991 (if and when applicable);
- Protection of Personal Information Act, 2013;
- Consumer Protection Act, 2008.

7. Categories of records held by the company

Access to the following categories of records may be requested in terms of PAIA. Access is not automatic and remains subject to the grounds for refusal set out in the Act.

Subject category	Types of records
Company & statutory	Registration documents, MOI, share register, director details, statutory registers
Financial	Financial statements, invoices, payment records, tax records, bank records
Student / customer	Account records, enrolment and progress data, assessment results, certificates, correspondence
Operational	Course content, production records, supplier and operator agreements
Employment / HR	Contractor and employee records (if and where applicable)
Marketing	Marketing materials, mailing lists, analytics
Legal	Contracts, policies, correspondence with advisers and authorities

8. How to request access to a record (PAIA)

1. Complete the prescribed **Form 2 (Request for Access to Record)** as published under the PAIA Regulations.
2. Submit the completed form to the Information Officer at the contact details in section 3.
3. Provide sufficient detail to identify the record requested, the right you seek to exercise or protect, and how access is to be given.
4. Provide proof of identity and, where you act on behalf of another person, proof of your authority to do so.
5. Pay the prescribed request and access fees where applicable (see section 11).

The Information Officer will respond, as a rule, within **30 days** of receiving the request, subject to any extension permitted by PAIA.

9. How to request access to your own personal information (POPIA)

If you wish to access, correct or delete personal information that Skilani holds about you, you may submit a request to the Information Officer using the prescribed **POPIA Form 2** (request for access) or **Form 3** (objection / correction / deletion). We will verify your identity before processing the request.

10. Grounds for refusal of access

A request for access may be refused on the grounds set out in PAIA, which include the protection of:

- the privacy of a third party who is a natural person;
 - the commercial information of the company or a third party;
 - confidential information provided by a third party;
 - the safety of individuals and the protection of property;
 - records privileged from production in legal proceedings; and
 - the commercial activities and research of the company.
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11. Fees

Two types of fees may be payable under PAIA: a **request fee** and an **access fee**. The amounts are those prescribed in the PAIA Regulations from time to time. The Information Officer will notify the requester of any fee payable before processing the request, and may require a deposit where the preparation of records is likely to take significant time. No request fee is payable by a personal requester seeking their own personal information.

12. Remedies if a request is refused

If a request for access is refused, the requester may, within 180 days of the decision, lodge a complaint with the Information Regulator, or apply to a court for appropriate relief, in accordance with PAIA.

13. Availability of this Manual

This Manual is available:

- on the Platform at skilani.co.za;
- from the Information Officer on request (free of charge, by email); and
- at the offices of the Information Regulator.

14. Contact details

Company	Skilani (Pty) Ltd (Reg. No. 2026/066262/07)
Information Officer	Dr Jay Matthew
Email	info@skilani.co.za skilani.learn@gmail.com
WhatsApp	+27 68 963 9496
Platforms	skilani.co.za skilani.teachable.com

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