

PAIA Manual

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000, as amended

PUBLIC POLICY | VERSION 1.0

Effective date	7 September 2026
Review date	7 September 2027, or earlier if the law or services change
Applies to	Protea Childcare, Protea Education, Protea Online, Protea Global and proteapathways.com
Document owner	Director / Information Officer

This document reflects Protea Pathways' current operating model. It applies together with the relevant quotation, booking confirmation, consent forms and mandatory South African law, and will be reviewed when services, suppliers or legal requirements change.

1. Acronyms

DIO	Deputy Information Officer
IO	Information Officer
PAIA	Promotion of Access to Information Act 2 of 2000, as amended
POPIA	Protection of Personal Information Act 4 of 2013
Regulator	Information Regulator (South Africa)

2. Purpose

This manual explains the records held by Protea Pathways (Pty) Ltd, how a person may request access to a record required for the exercise or protection of a right, the categories of records that may be available without a formal request, and how personal information is processed.

3. Key contact details

Head of private body / IO	Narina Monique Minnaar, Owner and registered Information Officer
DIO	None designated at present
Access to information email	info@proteapathways.com
Telephone	066 399 9277
Postal address	No separate postal address; use the registered address or email
Registered physical address	115 Sharlyn Avenue, Paarl, Western Cape, South Africa
Website	https://proteapathways.com/

4. Guide on how to use PAIA

The Information Regulator publishes a guide explaining PAIA and POPIA, the request process, available assistance, remedies, fees and forms. It can be obtained from the Information Regulator's website or requested from Protea Pathways' Information Officer once the contact channel above is active.

5. Records available without a formal request

Website information	Service descriptions, published FAQs, contact information and public notices
Policies	Current public privacy notice, PAIA manual, website terms and published service policies
Marketing material	Public brochures, advertisements and social-media posts
Recruitment	Public vacancy notices and application instructions

6. Records available under other legislation

Depending on the company's activities and workforce, records may be held under legislation including the Companies Act 71 of 2008, Income Tax Act 58 of 1962, Tax Administration Act 28 of 2011, Value-Added Tax Act 89 of 1991, Basic Conditions of Employment Act 75 of 1997, Labour Relations Act 66 of 1995, Employment Equity Act 55 of 1998, Unemployment Insurance Act 63 of 2001, Compensation for Occupational Injuries and Diseases Act 130 of 1993, Consumer Protection Act 68 of 2008, Electronic Communications and Transactions Act 25 of 2002, Children's Act 38 of 2005, POPIA and PAIA. Inclusion does not mean every statute applies in every circumstance.

7. Subjects and categories of records

Corporate	CIPC records, memorandum of incorporation, registers, resolutions, licences and compliance records
Governance and compliance	Policies, risk records, PAIA requests, privacy requests, incidents and complaints
Clients and bookings	Enquiries, quotes, agreements, consent records, attendance, communications and payment records
Children and learners	Service, safety, learning, health, emergency, collection, safeguarding and consent records
Personnel and contractors	Applications, contracts, qualifications, references, screening, performance and payment records
Education and content	Course materials, lesson resources, assessments, learner records and intellectual-property records
Finance and tax	Invoices, receipts, bank records, accounts, tax and statutory records
Technology	Website, access, security, system, backup, vendor and incident records

8. How to request access

- ☒ Use the current prescribed PAIA Form 2 and identify the record, the right to be exercised or protected, the preferred access method and your contact details.
- ☒ Send the completed request to the Information Officer using the verified contact details in section 3.
- ☒ Provide proof of identity and authority where the request is made for another person.
- ☒ Pay only the fees permitted by the current PAIA regulations if notified that a fee is due.
- ☒ Access may be granted, partly granted or refused only in accordance with PAIA. A requester may use the complaint and court remedies provided by law.

9. Processing of personal information

Protea Pathways may process information about clients, parents, guardians, children, learners, applicants, staff, contractors, suppliers and website users for bookings, service delivery, safeguarding, payments, communication, recruitment, legal compliance and legitimate business administration. Potential recipients and security safeguards are described in the Privacy Notice.

10. Planned transborder flows

GoDaddy and Google services may process website, contact, communications or approved cloud-storage information outside South Africa. No dedicated booking system, online payment gateway, analytics platform or online lesson platform is currently recorded as active. This manual must be updated when any such provider is appointed.

11. Availability and updating

Once approved, this manual should be available on the company website, at the company's physical office during normal business hours, to any person on request subject to lawful fees, and to the Information Regulator on request. It will be reviewed regularly and when material legal or operational changes occur.

12. Approval

Issued by: _____

Name and title: Narina Monique Minnaar, Owner / Head of Private Body

Date: _____

Policy administration

Questions, correction requests and policy concerns may be sent to info@proteapathways.com or 066 399 9277.

- ❑ Policy owner: Narina Monique Minnaar, Owner and Information Officer.
- ❑ Version: 1.0, effective 7 September 2026.
- ❑ Scheduled review: 7 September 2027, or earlier after a material operational or legal change.
- ❑ The current published version replaces earlier website copies of the same policy.

Official legal and regulatory references

Protection of Personal Information Act 4 of 2013: <https://www.gov.za/documents/protection-personal-information-act>

Promotion of Access to Information Act resources and private-body manual template:
<https://eservices.inforegulator.org.za/paiamanuals/>

Information Officer registration and POPIA resources: <https://inforegulator.org.za/popia/>

PAIA and POPIA complaints: <https://inforegulator.org.za/complaints/>

Consumer Protection Act 68 of 2008: <https://www.gov.za/documents/consumer-protection-act>

Electronic Communications and Transactions Act 25 of 2002:
<https://www.gov.za/documents/electronic-communications-and-transactions-act>

Children's Act and child-protection register information: <https://www.justice.gov.za/vg/children.html>