Homeschool South Africa

# PAIA MANUAL

## (Promotion of Access to Information Act, 2000)

Prepared in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

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## 1. Introduction

This manual is prepared in accordance with Section 51 of the Promotion of Access to Information Act (PAIA) to facilitate requests for access to records held by the organisation.

This manual is also aligned with the Protection of Personal Information Act (POPIA).

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## 2. Company Information

Company Name: **Homeschool South Africa**

Registration Number: NA

Website: Homeschoolsouthafrica.co.za

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# 3. Information Officer Details

Information Officer: Neil Madgwick

Email: homeschoolsafrica@gmail.com

Phone: +27810433507

Address: 4 Protea Av, Fishhoek, Western Cape, 7975

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# 4. Guide on How to Use PAIA

A guide to understanding PAIA and how to make requests is available from the Information Regulator:

Website: https://www.justice.gov.za/inforeg/
Email: inforeg@justice.gov.za

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# 5. Applicable Legislation

Records are kept in accordance with, but not limited to, the following legislation:

- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Companies Act 71 of 2008
- Electronic Communications and Transactions Act 25 of 2002

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# 6. Categories of Records Held

## 6.1 Personnel Records

- Employee records
- Employment contracts
- Payroll records

### 6.2 Financial Records

- Invoices
- Payment records
- Tax records

### 6.3 Customer Records

- Parent/guardian account information
- Child/student information
- Portfolio data and educational records
- Uploaded content (documents, images, videos)
- Communication records

### 6.4 Operational Records

- Internal policies and procedures
- Platform usage data
- System logs

### 6.5 Website & Technology Records

- User activity logs
- Cookies and tracking data
- Hosting and backup records

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## 7. Processing of Personal Information (POPIA)

### 7.1 Purpose of Processing

Personal information is processed to:

- Provide and manage homeschool portfolio services
- Store and organise educational records
- Communicate with users
- Maintain system functionality and security

### 7.2 Data Subjects

- Parents/guardians
- Children (minors)
- Website users

- Employees

### 7.3 Categories of Personal Information

- Contact details
- Identity information
- Educational data
- Uploaded content
- Usage data

### 7.4 Recipients of Information

- Cloud storage providers
- IT service providers
- Regulatory authorities (where required)

### 7.5 Cross-Border Transfers

Information may be stored on servers located outside South Africa, subject to appropriate data protection safeguards.

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## 8. Request Procedure

To request access to records, a requester must:

1. Submit the request to the Information Officer
2. Provide sufficient detail to identify the record
3. Pay the prescribed fee (if applicable)

Requests can be sent to: homeschoolsafrica@gmail.com

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## 9. Fees

Fees for requests are determined in accordance with PAIA regulations and will be communicated upon receipt of a request.

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## 10. Grounds for Refusal of Access

Access to records may be refused in accordance with PAIA, including where:

- Personal information of a third party is involved
- Confidential information is protected
- Legal privilege applies
- Security risks may arise

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## 11. Remedies Available

If a request is denied, the requester may:

- Lodge a complaint with the Information Regulator
- Apply to a court for appropriate relief

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## 12. Availability of the Manual

This manual is available:

- On the company website
- Upon request from the Information Officer

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## 13. Updating of the Manual

This manual will be updated periodically as required by law.

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## 14. Approval

This manual has been approved by:

Name: Neil Madgwick

Position: Business Owner

Date: 19 March 2026

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**End of Document**