
GOVERNANCE DOCUMENT

PAIA Manual

Access to information manual prepared under PAIA section 51.

PAIA Manual

This manual is prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA), as amended. It explains the categories of records that may be held by SHIZZL HOLDINGS and how a person may request access to a record.

Purpose of the manual

PAIA gives effect to the constitutional right of access to information held by the State and to information held by another person when that information is required for the exercise or protection of a right. This manual is intended to help a requester identify the records they need and understand the process to follow.

Company and Information Officer details

Private body	SHIZZL HOLDINGS (Pty) Ltd
Registration number	2025/664029/07
Information Officer	Tumelo Mothupi
Email for requests	info@shizzlholdings.co.za
Telephone	068 147 1448
Street address	2258 Banyane Street, Rocklands, Bloemfontein, Free State, 9323
Website	https://shizzlholdings.co.za/paia-manual

Guide, automatic availability and request process

Information Regulator guide

The Information Regulator has prepared a guide that explains how to use PAIA and how to exercise rights under POPIA. The guide, prescribed request forms and complaint information can be obtained from <https://infoeregulator.org.za/paia/>.

Records available without a formal request

The following information is generally available through the SHIZZL HOLDINGS website without a PAIA request: general company details; service and product information; public client showcase material; published Insights; careers information; this manual; the Privacy Notice; Website Terms; and the Accessibility Statement. This does not mean that all records relating to those topics are automatically available.

Making a request

- 1 Complete the prescribed PAIA Form 02, available from the Information Regulator's PAIA resource page.
- 2 Describe the record requested with enough detail to allow it to be identified and located.
- 3 Explain the right you seek to exercise or protect and why the requested record is required for that purpose.
- 4 Send the request to the Information Officer using the details in this manual. We may ask for proof of identity and information needed to clarify the request.
- 5 We will assess the request, including any applicable request or access fee permitted by PAIA, and provide the outcome and available remedies in accordance with PAIA.

Grounds for refusal

Access may be refused where PAIA or another applicable law requires or permits refusal. This may include protection of another person's privacy, confidential commercial information, legally privileged material, safety or security interests, or records where disclosure would be unlawful. Where access is refused, the response will explain the available remedies.

Record categories

The table below describes broad categories of records that may be held. It is not an assurance that every record exists or will be available on request.

Capability	How we apply it
Corporate and governance	Company registration, statutory records, governance, compliance, policy and corporate administration records.
Financial and tax	Accounting, invoicing, banking, tax, procurement and financial-management records, as applicable.
Client and project	Proposals, contracts, scopes, project records, correspondence, support records, deliverables and service-related documentation.
Supplier and partner	Supplier, contractor, procurement, agreement and business relationship records.
People and recruitment	Employee, contractor, job applicant, remuneration, training and recruitment records, where applicable.
Technology and operations	System, security, access, incident, technical, operational, product and support records.
Marketing and communications	Website, communications, marketing, client relationship and business-development records.

Records held under other legislation

Records may also be held in accordance with legislation applicable to a South African private company and its operations, including, where applicable, the Companies Act, tax legislation, employment-related legislation, the Electronic Communications and Transactions Act, the Protection of Personal Information Act and other laws that govern the relevant activity or record.

Personal information in our care

This section is included for the purposes of section 51 of PAIA as amended by POPIA. It should be read with the SHIZZL HOLDINGS Privacy Notice.

Purposes of processing

- Responding to enquiries, potential projects and business communication.
- Providing, supporting and improving agreed services and products.
- Managing client, supplier, contractor and recruitment relationships.
- Protecting systems, managing access, investigating incidents and maintaining business records.
- Meeting legal, tax, contractual, regulatory and risk-management obligations.

Data subjects and information categories

Data subjects	Website visitors, prospective and current clients, client contacts, suppliers, job applicants, employees, contractors and other business contacts.
Information categories	Identity and contact information, organisation and role information, communications, project and service records, contractual and billing information, recruitment information and limited technical or security information.
Recipients	Appropriate service providers, professional advisers, clients or suppliers where required for a service, authorities where required by law, and others where the data subject has authorised the disclosure.
Cross-border transfers	May occur where an approved technology provider or service is located or operates outside South Africa, subject to applicable safeguards.
Security measures	Reasonable organisational, access, technical and operational measures intended to support confidentiality, integrity, availability and appropriate retention.

Questions, complaints and updates

Privacy questions and complaints

A person may contact the Information Officer at info@shizzlholdings.co.za to request access to personal information, to correct information or to raise a privacy concern. A person who is dissatisfied with the outcome may contact the Information Regulator. Information about complaints and the relevant forms is available at <https://infoeregulator.org.za/>.

PAIA remedies

If a requester is dissatisfied with the outcome of a PAIA request, the requester may use the remedies available under PAIA, including a complaint to the Information Regulator or, where appropriate, an application to court. The response to a request will identify the available remedy and the relevant period where PAIA requires it.

Updating this manual

SHIZZL HOLDINGS will update this manual when its record categories, processing practices or legal obligations materially change. The current version will be published on the company website.

Information Officer

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This manual is a public information document. It does not replace the prescribed PAIA request form or create a right of access to a record that may lawfully be withheld.