

**Promotion of Access to information Document  
Hereafter referred to as “PAIA”**

Manual applicable to:	Be More Coaching Services
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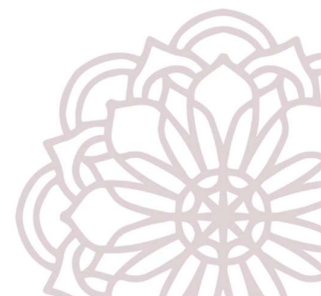


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## 1. Definitions

### 1.1. Access fees

Fees paid by the requester to Be More, from which the requester is seeking the information, to cover the costs of finding and copying the records required.

### 1.2. Data Privacy legislation

- POPIA - Protection of Personal Information Act, No. 4 of 2013.
- PAIA – Promotion of Access to Information Act, No. 2 of 2000.

### 1.3. Information Officer - IO

The person who has been authorised by Be More to handle PAIA requests.

### 1.4. Record

Any recorded information regardless of the form, including, for example, written documents, video materials etc. A record requested from a public or private body would refer to a record that was in that body's possession regardless of whether that body created the record.

### 1.5. Request fee

The cost to be paid for making an access to information request, as per PAIA.

### 1.6. Requester

The natural or juristic person making an access to information request. A requester also refers to the person who is making the information request on behalf of somebody else.

### 1.7. Third party

Refers to any natural or juristic person who is not the requester of the information, nor the body to whom the information request is made. Examples are:

- Any legal or juristic person with an appropriate legal basis.
- Regulatory authorities

## 2. Introduction

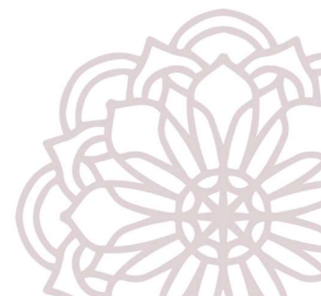
PAIA gives effect to the constitutional right of access to information held by any private or public body that is required for the exercise or protection of any rights.

## 3. Maintaining of document

The IO is accountable for the maintenance of this document, and it is updated annually. The latest version, as well as previous versions, are stored on the secure computer system of Be More.

## 4. Purpose of document

1. Be More adopted the policies and processes in this document to ensure compliance with the requirements of PAIA, as set out in 6. Legislative requirements on page 4.



#### 4. Purpose of document, *continued*

2. To ensure transparency and accountability by supporting the right to access of information.
3. Ensuring good governance associated with the accessing of information.
4. Create general, specific, and ongoing awareness of the importance of PAIA.

#### 5. Scope

The contents of this document apply to all staff of Be More.

#### 6. Legislative requirements

Be More developed this manual based on the requirements in section 51 of PAIA:

##### **51 Manual**

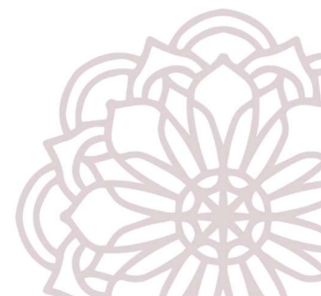
- (1) *Within six months after the commencement of this section or the coming into existence of the private body concerned, the head of a private body must compile a manual containing*
  - a) *the postal and street address, phone and fax number and, if available, electronic mail address of the head of the body;*
  - b) *a description of the guide referred to in section 10, if available, and how to obtain access to it;*
  - c) *the latest notice in terms of section 52 (2), if any, regarding the categories of record of the body which are available without a person having to request access in terms of this Act;*
  - d) *a description of the records of the body which are available in accordance with any other legislation;*
  - e) *sufficient detail to facilitate a request for access to a record of the body, a description of the subjects on which the body holds records and the categories of records held on each subject; and*
  - f) *such other information as may be prescribed.*
- (2) *The head of a private body must on a regular basis update the manual referred to in subsection (1).*
- (3) *Each manual must be made available as prescribed.*

#### 7. Contact details

7.1 and 7.2 contain the contact details of Be More and the IO as stipulated in section 51 of PAIA:

##### 7.1. Be More

<b>Name of private body</b>	Be More Coaching Services Vandena Daya
<b>Street address</b>	13 Melrose Walk Claremont Cape Town 7708
<b>Postal address (e-mail only)</b>	vandena@coachingu2bmore.co.za
<b>Telephone number</b>	+27 83 324 7819
<b>Website</b>	www.coachingu2bmore.co.za



## 7. Contact details, *continued*

### 7.2. Information Officer

<b>Name</b>	Vandena Daya
<b>Street address</b>	13 Melrose Walk Claremont Cape Town 7708
<b>Postal address (e-mail only)</b>	vandena@coachingu2bmore.co.za
<b>Telephone number</b>	+27 83 324 7819

## 8. Guide on how to use PAIA - Act

The Human Rights Commission has compiled, in terms of section 10 of PAIA, a guide that contains information on how the data subject should exercise their rights to access to information in terms of PAIA. The guide is available on the website of the Information Regulator or it's office:

### **The Information Regulator (South Africa)**

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

P.O Box 31533, Braamfontein, Johannesburg, 2017

**Website:** [www.justice.gov.za/inforeg](http://www.justice.gov.za/inforeg)

**General enquiries email:** [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za).

## 9. Records processed by Be More

Annexure A contains a list of records that are processed by Be More.

## 10. Procedures to access information

- 1 The requester or third party approaches the IO of Be More with a request, and provides proof of his identity, i.e., identity number or business registration number.
- 2 Be More sends the requester or third party Form C (PAIA), to complete and indicate in granular detail what information is required and / or the protection of the right in question.  
Attachment: Annexure B contains Form C.
3. Upon receipt of the completed form, Be More determines whether the information supplied on the form justifies the request for providing the PI to the requester or third party.  
Reasons:  
The motivation for the request and the response of Be More are captured on a central register. To ensure response is in line with POPIA legislation.



## 10. Procedures to access information, *continued*

4. The IO must within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons to that effect on the official for. This 30-day period may be extended for a further period of not more than 30 days if the request is for a large number of information or the request requires a search for information and the information cannot reasonably be obtained within the original 30-day period. If an extension is required, the IO will notify the requester in writing.
5. If the decision is:
  - a. To adhere to the requester's or third party's request, Be More will supply the information.
  - b. Not to adhere to the requester's or third party's request, Be More supplies the requester or third party with written feedback as to why they will not adhere to the request.
6. If Be More is not able to find the requested record, the IO will by means of an affidavit supply that feedback to the requester or third party.

## 11. Request fee

PAIA provides for Be More to charge a request fee, as stipulated in the Act, and amended from time to time.

## 12. Access fees

- 1 PAIA provides for Be More to charge access fees.
- 2 Be More will, upon receipt of the request from the requester or third party, supply them with written feedback on the potential access fees payable, based on an estimated calculation of the reproduction costs, search and preparation time and cost, as well as postal or courier costs. This estimated cost is subject to change, based on that actual time and costs incurred, once the request has been fulfilled.
- 3 Be More withhold the record(s) until the full access fees has been paid by the requester or third party.

## 13. Reasons for refusal of access

PAIA provides for Be More to refuse access to information based on the following circumstances as set out in chapter 4 of the Act:

*Mandatory protection of the privacy of a third party who is a natural person, which would involve a contravention of the provisions of the Protection of Personal Information Act (POPIA) or other legislation as may become applicable to the protection of personal information in South Africa.*

*Mandatory protection of the commercial information of a third party, if the record contains:*

- *trade secrets of that third party;*
- *financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;*
- *information disclosed in confidence by a third party to Be More, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;*
- *if the information results in a contravention of the POPIA or other legislation as may become applicable to the protection of personal information in South Africa.*



### **13. Reasons for refusal of access, *continued***

*Mandatory protection of*

- *confidential information of third parties if it is protected in terms of any agreement;*
- *the safety of individuals and the protection of property;*
- *records which would be regarded as privileged in legal proceedings; and*

*The financial activities of Be More.*

### **14. Complaints**

Whereas we would appreciate the opportunity to first address any complaints regarding our processing of your personal information, you have the right to complain to the Information Regulator, whose contact details are:

The Information Regulator (South Africa)

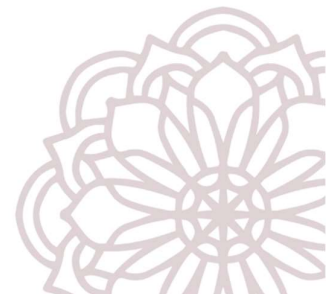
JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

P.O Box 31533, Braamfontein, Johannesburg, 2017

Complaints email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

General enquiries email: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za).

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**List of Personal Information (this is not an exhaustive list)**

<b>Age</b>		
<b>Address</b>		
>Physical address	>Postal address	>Email address
<b>Date of birth</b>		
<b>Digitized (scanned) account signature</b>		
<b>Electronic (cryptographic) signature</b>		
<b>Ethnic origin</b>		
<b>Facsimile Number</b>		
<b>Gender</b>		
<b>Initials</b>		
<b>Identity number</b>		
<b>Legal entity</b>		
>Registration Name	>Company Registration Number	>Country of registration
>Trust Deed Number	>Members/Directors	
<b>Language</b>		
>Preferred/Correspondence	>Proficiency	
<b>Marital status</b>		
<b>Names</b>		
>Full names	>Maiden name	>Spouse name
<b>Occupation</b>		
<b>Personal opinions</b>		
<b>Preferred name</b>		
<b>Qualification</b>		
>Name	>Year obtained	
<b>Surname</b>		
<b>Telephone Number</b>		
>Home	>Office	>Cellular
<b>Title</b>		





**Form C**  
REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

([Section 53 \(1\)](#) of the Promotion of Access to Information Act, 2000  
(Act [No. 2 of 2000](#)))

[[Regulation 10](#)]

**A. Particulars of private body**

The Head:

**B. Particulars of person requesting access to the record**

- (a) *The particulars of the person who requests access to the record must be given below.*
- (b) *The address and/or fax number in the Republic to which the information is to be sent must be given.*
- (c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

Capacity in which request is made, when made on behalf of another person:

**C. Particulars of person on whose behalf request is made**

*This section must be completed ONLY if a request for information is made on behalf of another person.*

Full names and surname:

Identity number:

**D. Particulars of record**

- (a) *Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.*
- (b) *If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

1. Description of record or relevant part of the record:

2. Reference number, if available:

3. Any further particulars of record:

**E. Fees**

- (a) *A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.*
- (b) *You will be notified of the amount required to be paid as the request fee.*

- (c) The **fee payable for access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

#### F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:
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Mark the appropriate box with an **X**.

NOTES:

(a) Compliance with your request in the specified form may depend on the form in which the record is available.

(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.

(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

<b>1. If the record is in written or printed form:</b>		
copy of record*		inspection of record
<b>2. If record consists of visual images</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):		
view the images	copy of the images*	transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>		
listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>		
printed copy of record*	printed copy of information derived from the record*	copy in computer readable form* (stiffy or compact disc)
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? YES NO		
<b>Postage is payable.</b>		

#### G. Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.**

1. Indicate which right is to be exercised or protected:
2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

#### H. Notice of decision regarding request for access

*You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.*

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at                      this                      day of                      20

SIGNATURE OF REQUESTER/PERSON ON  
WHOSE BEHALF REQUEST IS MADE