

# Manual on the Promotion of Access to Information

Compiled in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA)

**Body:** ZA-CORP (PTY) LTD

**Manual version:** 1.0

**Effective date:** 30 April 2026

**Next review:** 30 April 2027

## 1. Introduction

This Manual is published in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA") to assist any person who wishes to request access to a record held by ZA-CORP (PTY) LTD ("ZA-CORP", "the Company"). PAIA gives effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights.

ZA-CORP undertakes to assist requesters with reasonable steps to facilitate the request, in line with PAIA's spirit of openness, transparency, and respect for personal information.

## 2. Particulars of the body (s51(1)(a))

Field	Detail
Legal name	ZA-CORP (PTY) LTD
Trading names	ZA Corp · ZA Corp Solutions · ZA Corp Technical Services
CIPC registration number	2025/301586/07
Registration date	10 April 2025
Enterprise type	Private Company (Pty) Ltd
SARS income tax number	9154865282
VAT registration	Not VAT-registered (under R1 million annual turnover threshold)
Financial year end	February

Field	Detail
Main business	Information technology services — websites, business automation, technical consulting
Registered office	4 Meadowsweet Crescent, Fountains, Jeffreys Bay, Eastern Cape, 6330
Postal address	Same as registered office
Telephone	Available on request via the Information Officer (below)
General email	admin@za-corp.com
Website	https://za-corp.com

### 3. Information Officer (s51(1)(b))

By operation of section 1 of PAIA read with section 56 of POPIA, the head of a private body is the Information Officer. ZA-CORP designates the following individual:

Field	Detail
Information Officer	Pieter Jacobus Dippenaar (Director)
IO appointment date	1 January 2026 (per certificate)
Information Regulator registration number	2026-011129
Information Regulator certificate issued	29 April 2026
Postal address	4 Meadowsweet Crescent, Fountains, Jeffreys Bay, Eastern Cape, 6330
Email for PAIA requests	admin@za-corp.com
Office hours	Monday to Friday, 09:00 – 17:00 SAST (excluding South African public holidays)

There is no separate Deputy Information Officer designated at the date of this Manual. Should one be appointed in future, the contact details will be reflected in the next revision.

### 4. SAHRC / Information Regulator PAIA Guide (s51(1)(b))

Section 10 of PAIA requires the South African Human Rights Commission ("SAHRC") to publish a Guide on how to use PAIA. The Guide is available, free of charge, in all official languages, and may be obtained from:

- **SAHRC:** 33 Hoofd Street, Forum III, Braampark Office Park, Braamfontein. PAIA helpline 011 877 3796 / paia@sahrc.org.za / <https://www.sahrc.org.za>

- **Information Regulator (South Africa):** Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191. enquiries@infoeregulator.org.za / https://infoeregulator.org.za / Toll-free 080 001 7160

A copy may also be requested from the Information Officer of ZA-CORP.

## 5. Notice in terms of section 52(2)

ZA-CORP has not, at the date of publication of this Manual, issued any notice in terms of section 52(2) declaring categories of records that are automatically available to members of the public without a formal PAIA request.

The categories of records published on ZA-CORP's website (<https://za-corp.com>), including but not limited to its public Privacy Policy, POPIA Notice, and Terms of Use, are however freely accessible without a PAIA request.

## 6. Records available in terms of other legislation

ZA-CORP is required, in the course of its business, to keep records under various items of South African legislation. These records are held subject to the relevant statutes' confidentiality, disclosure and retention requirements. Examples include (non-exhaustive):

- **Companies Act 71 of 2008** — share register, beneficial ownership disclosure, register of directors, financial statements, annual returns
- **Income Tax Act 58 of 1962** — tax returns, supporting documents, payroll records (where applicable)
- **Value Added Tax Act 89 of 1991** — applicable only once VAT-registered (presently not registered)
- **Basic Conditions of Employment Act 75 of 1997 & Labour Relations Act 66 of 1995** — applicable only where employees are engaged
- **Protection of Personal Information Act 4 of 2013 (POPIA)** — records of processing activities, consent records, security incident records
- **Promotion of Access to Information Act 2 of 2000 (PAIA)** — records of PAIA requests received and outcomes
- **Electronic Communications and Transactions Act 25 of 2002** — records relating to the company's electronic communications and signatures

## 7. Subjects on which the body holds records (s51(1)(e))

ZA-CORP holds records in the following broad categories:

Category	Examples of records
<b>Statutory &amp; corporate</b>	CIPC certificates, Memorandum of Incorporation, share register, register of directors, beneficial ownership disclosures, board resolutions
<b>Financial</b>	Bank statements, ledgers, sales invoices, customer estimates, customer payments, supplier invoices, expense receipts, annual financial statements, tax returns
<b>Customer-facing</b>	

Category	Examples of records
	Customer contact records, project briefs, scopes of work, proposals, contracts, deliverables, correspondence
<b>Employee / contractor</b>	Employment contracts (if any), independent contractor agreements, payroll records (if any)
<b>Operational</b>	Internal policies, standard operating procedures, procurement records, asset register
<b>Marketing &amp; website</b>	Website content, marketing collateral, contact-form submissions, analytics data
<b>POPIA / PAIA compliance</b>	Records of processing activities, consent registers, this Manual, records of PAIA requests received and outcomes, Information Officer registration certificate
<b>IT &amp; systems</b>	Hosting configurations, access logs, security configurations, vendor agreements

## 8. Procedure for accessing records (s51(1)(d))

A requester who wishes to access a record held by ZA-CORP must follow the procedure set out below:

### 8.1 Request form

The request must be made on the prescribed **Form 02** ("Request for Access to Record of Private Body") published in Annexure B of the PAIA Regulations (Government Notice R187 of 15 February 2002, as amended). The form is available from:

- The Information Officer of ZA-CORP at [admin@za-corp.com](mailto:admin@za-corp.com)
- The Information Regulator's eServices portal at <https://eservices.inforegulator.org.za>
- The SAHRC website at <https://www.sahrc.org.za>

### 8.2 Submission

Completed Form 02 may be submitted to ZA-CORP by:

- **Email** (preferred): [admin@za-corp.com](mailto:admin@za-corp.com) (subject line "PAIA Request – [requester's name]")
- **Post**: The Information Officer, ZA-CORP (PTY) LTD, 4 Meadowsweet Crescent, Fountains, Jeffreys Bay, Eastern Cape, 6330

Requests submitted by any other channel (e.g. social media direct messages, contact forms, telephone calls) will not be accepted as formal PAIA requests until the requester has lodged Form 02 through one of the channels above.

### 8.3 Required information

The Form 02 must contain at minimum:

- Sufficient particulars to enable ZA-CORP to identify the record requested
- Sufficient particulars to enable ZA-CORP to identify the requester
- The form of access required (inspection, copy, electronic copy, etc.)
- The postal address, fax number, telephone number or email address of the requester

- If the request is made on behalf of another person, the capacity in which the requester is making the request, with proof of authority
- Where the request is made for the exercise or protection of a right, the right that the requester is seeking to exercise or protect, with an explanation of why the record is needed

## 8.4 Fees

Fees for PAIA requests are payable in accordance with **Regulation 5 of the PAIA Regulations** (as amended). The fee schedule is summarised in section 10 below. ZA-CORP reserves the right to require pre-payment of the access fee where it is reasonably likely to exceed R100, in which case the requester will be notified in writing and given 30 days to pay or to amend the request.

## 8.5 Response time

ZA-CORP will respond to the request within **30 days** of receipt of the Form 02 (and of payment of the request fee, if applicable). This period may be extended by a further 30 days in the circumstances set out in section 57 of PAIA, in which case the requester will be notified in writing.

## 8.6 Decision

The Information Officer will decide whether to grant or refuse access. Reasons for refusal will be provided in writing, citing the specific PAIA section relied upon (e.g. section 63 — protection of personal information of third parties; section 65 — protection of confidential information).

## 8.7 Internal appeal and external remedy

There is no internal appeal mechanism within ZA-CORP. A requester whose request is refused may apply to the Information Regulator under section 77A of PAIA, or apply to a court under section 78 of PAIA, within the prescribed time limits.

## 9. Form of request

The prescribed form is **Form 02** as published in Annexure B of the PAIA Regulations. A blank copy will be supplied free of charge on request to [admin@za-corp.com](mailto:admin@za-corp.com).

## 10. Fees (s51(1)(f))

The following fees apply, in line with Regulation 5 of the PAIA Regulations (as amended). All amounts are in South African Rand and are subject to revision by the Minister of Justice from time to time:

Description	Fee
Request fee (payable on submission)	R 50.00
Access fee — for every photocopy of an A4-size page	R 1.10 per page
Access fee — printed copy of an A4-size page held in computer-readable form	R 0.75 per page
Access fee — copy in computer-readable form on USB or similar storage media	R 70.00 per device
Access fee — for every page of transcription of visual or audio records	R 40.00 per page

Description	Fee
Access fee — manually copying records (including searching and preparation)	R 30.00 per hour
Postage where copies are despatched	At actual cost

A deposit of one third of the access fee is payable in advance where the access fee is reasonably likely to exceed R100.

## 11. Grounds for refusal

ZA-CORP may refuse a request for access on any of the grounds set out in Chapter 4 of Part 3 of PAIA, including but not limited to:

- Mandatory protection of the privacy of a third party who is a natural person (s 63)
- Mandatory protection of commercial information of a third party (s 64)
- Mandatory protection of certain confidential information of a third party (s 65)
- Mandatory protection of safety of individuals and protection of property (s 66)
- Mandatory protection of records privileged from production in legal proceedings (s 67)
- Commercial information of the private body itself (s 68)
- Research information of a third party or of ZA-CORP (s 69)

## 12. Records held electronically

A substantial portion of ZA-CORP's records are held electronically across the following platforms (non-exhaustive, listed for transparency):

- **Zoho One** — accounting (Zoho Books), customer relationship management (Zoho CRM), document storage (Zoho WorkDrive), email (Zoho Mail)
- **Google Workspace** — supplementary document storage (Google Drive)
- **Self-hosted** — internal infrastructure logs, source code repositories, automation tooling
- **Hostinger** — website hosting and DNS management
- **Cloudflare** (where applicable) — DNS and CDN

Records may be made available in electronic form (PDF or original native format) where this is feasible and where doing so is consistent with PAIA's confidentiality and protection requirements.

## 13. Updating this Manual

This Manual will be reviewed annually or whenever a material change to ZA-CORP's structure, contact details, Information Officer designation, or record-holding practices occurs. The current version is published on <https://za-corp.com> and is available, free of charge, on request.

## 14. Availability of this Manual

A current copy of this Manual is available, free of charge, in the following ways:

- On the ZA-CORP website at <https://za-corp.com> (PAIA / POPIA section)

- By emailing the Information Officer at [admin@za-corp.com](mailto:admin@za-corp.com) to request a PDF copy
- By post on written request to the Information Officer at the registered office

## 15. Approval

This Manual was approved by the Information Officer of ZA-CORP (PTY) LTD and signed below.

Signed:	_____
Name:	Pieter Jacobus Dippenaar
Designation:	Information Officer / Director
Date:	30 April 2026
Place:	Jeffreys Bay, Eastern Cape, South Africa

*ZA-CORP (PTY) LTD · CIPC 2025/301586/07 · 4 Meadowsweet Crescent, Jeffreys Bay, Eastern Cape, 6330  
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*Document path: /DATA/Documents/Projects/za-corp/compliance/popia/paia-manual-zacorp-v1.md*