

PAIA MANUAL

Prepared in terms of section 51 of the
Promotion of Access to Information
Act 2 of 2000 (as amended)
PAIA Manual for Dr John Souglides
Compiled 5 August 2026 | Revised 5 August 2026

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1. LIST OF ACRONYMS AND ABBREVIATIONS

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|-----------------|---|
| 1.1 "IO" | Information Officer; |
| 1.2 "Minister" | Minister of Justice and Correctional Services; |
| 1.3 "PAIA" | Promotion of Access to Information Act No. 2 of 2000 (as Amended; |
| 1.4 "POPIA" | Protection of Personal Information Act No.4 of 2013; |
| 1.5 "Regulator" | Information Regulator; and |
| 1.6 "Republic" | Republic of South Africa |

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;

2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and

2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF DR JOHN SOUGLIDES

Name: John Souglides

Tel: +27 62 003 3545

Email: info@drsouglides.com

Postal Address: 14 Trinity Crescent, Parklands North, Western Cape, South Africa, 7441

Website: <http://drsouglides.com>

John Souglides is the owner and information officer.

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide") (available at <https://inforegulator.org.za/paia/>), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2. The Guide is available in each of the official languages and in braille.

4.3. The aforesaid Guide contains the description of-

4.3.1. the objects of PAIA and POPIA;

4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

4.3.2.1. the Information Officer of every public body, and

4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;

1 Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

2 Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

4.3.3. the manner and form of a request for-

4.3.3.1. access to a record of a public body contemplated in section 113; and

4.3.3.2. access to a record of a private body contemplated in section 504;

4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;

4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;

4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

4.3.6.1. an internal appeal;

4.3.6.2. a complaint to the Regulator; and

4.3.6.3. an application with a court against a decision by the information officer of a

public body, a decision on internal appeal or a decision by the Regulator or a

decision of the head of a private body;

4.3.7. the provisions of sections 145 and 516 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

4.3.8. the provisions of sections 157 and 528 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

3Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

4Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;***
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and***
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.***

5Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

6Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

7 Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

8 Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

4.3.9. the notices issued in terms of sections 229 and 5410 regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 9211.

4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (<https://info regulator.org.za/paia/>).

5. CATEGORIES OF RECORDS OF DR JOHN SOUGLIDES WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS, CLIENT/PATIENT INFORMATION IS PRIVATE AND CONFIDENTIAL SPECIAL REQUESTS.

Category of records	Types of the Record	Available on Website	Available upon request
Clients	Personal Information Invoices Website, server or hosting details Communication records Service delivery records		X
Service Providers	Personal Information Payment confirmations Communication records		X
Business Information	Past newsletters		X
	Privacy Policy Terms and Conditions	X	X

9 Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

10 Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

11 Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-
(a) any matter which is required or permitted by this Act to be prescribed;
(b) any matter relating to the fees contemplated in sections 22 and 54;
(c) any notice required by this Act;
(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

6. DESCRIPTION OF THE RECORDS OF DR JOHN SOUGLIDES WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
PAIA Manual	Promotion of Access to Information Act 2 of 2000

7. PROCESSING OF PERSONAL INFORMATION

7.1 Purpose of Processing Personal Information

For use in communication and on invoices. Website data and records are kept for future access for maintenance and assistance.

7.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

NB: Specify the categories of data subjects in respect of whom the body processes personal information and the nature or categories of the personal information being processed.

Below is the template that can be used to set out the categories of data subjects and the description of the nature or categories of the personal information to be processed. Note that the nature or categories of the personal information is dependent on the purpose of the body in performing its functions or services. .

Categories of Data Subjects	Personal Information that may be processed
Clients	name, address, registration number, vat numbers
Service Providers	names, registration number, vat numbers, address, bank details

7.3 Planned transborder flows of personal information

Personal information may be stored in the cloud outside of South Africa, including but not limited to: Google Drive, Wave Apps (Invoicing), Mailchimp, WordPress, SiteGround, GoDaddy, Bitwarden

7.4 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

All access to personal information is for internal use only and is only accessible via login with secure password. Access takes place via computers that have premium anti-virus software.

Where security-sensitive information (website logins, server details etc) is stored, this is within an encrypted, password-protected drive.

8. AVAILABILITY OF THE MANUAL

8.1 A copy of the Manual is available-

8.1.1 On <https://drsouglides.com>;

8.1.2 to any relevant person upon request and upon the payment of a reasonable prescribed fee; and

8.1.3 to the Information Regulator upon request.

8.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

9. UPDATING OF THE MANUAL

The head of DR Souglides will, as needed, update this manual. Issued by Dr John Souglides