PAIA Manual for Farai Development Solutions

Last updated 01 March 2025

1. Introduction

This PAIA Manual is published in accordance with Section 51 of the Promotion of Access to Information Act ("PAIA"), which gives effect to the constitutional right of access to information held by private bodies. The purpose of this Manual is to outline the types of information held by Farai Development Solutions and the procedures to be followed when requesting access to such information. This Manual also reflects the company's commitment to compliance with the Protection of Personal Information Act ("POPIA").

2. Contact Details

Private Body: Farai Development Solutions

Information Officer: Dionne Farai Makuwaza

Email: popia@faraisolutions.co.za

Telephone: +27 33 001 1401

Postal Address: 44 Pat Newsom Road, Epworth, Pietermaritzburg, South Africa

Physical Address: 44 Pat Newsom Road, Epworth, Pietermaritzburg, South Africa

3. Guide on How to Use PAIA

A guide on how to exercise rights under PAIA is available from the Information Regulator of South Africa.

Email: PAIAComplaints@inforegulator.org.za

Website: www.inforegulator.org.za

4. Categories of Records Held by Farai Development Solutions

Records automatically available:

- Company profile and brochures
- Publicly available marketing materials
- Website information

Records requiring a PAIA request:

- Personnel records
- Client records
- Financial records

- Administrative documents
- POPIA compliance documents

5. Purpose of Processing Personal Information
Farai Development Solutions processes personal information for:

- Service delivery
- HR and payroll
- Legal compliance
- Supplier management
- Security and IT operations

6. Data Subjects
Clients, employees, suppliers, contractors, and website visitors.

7. Recipients of Personal Information
Employees, service providers, regulators, professional advisors, and others when legally required.

8. How to Request Access to Information
Requests must be submitted using Form 2 and emailed to popia@faraisolutions.co.za.

Requirements:

- Completed Form 2
- Proof of identity
- Sufficient detail to identify records
- Request fee may be charged depending on the volume of the data requested.

9. Grounds for Refusal
Confidential commercial information, third-party personal information, privileged documents, and security-sensitive information.

10. Remedies
Requesters may lodge complaints with the Information Regulator or apply to court.

11. Fees
Fees may include request, reproduction, access, and search fees.

12. Availability
This Manual is available upon request from the Information Officer.

FORM 2: REQUEST FOR ACCESS TO RECORD OF A PRIVATE BODY

Regulation 7

A. Particulars of Private Body

Private Body: Farai Development Solutions

Information Officer: Dionne Farai Makuwaza

Email: popia@faraisolutions.co.za

Telephone: +27 33 001 1401

B. Particulars of Person Requesting Access

Full Name: _____

Identity/Registration Number: _____

Postal Address: _____

Telephone: _____

Email: _____

C. Particulars of Person on Whose Behalf Request is Made (if applicable)

Full Name: _____

Identity Number: _____

D. Record Requested

Description of Record:

_____

_____

_____

Reference Number (if known): _____

Any further particulars: _____

E. Form of Access Requested

1. Copy of record (printed/electronic): Yes/No

2. Inspection of record: Yes/No

3. Written transcription of information: Yes/No

F. Right Being Exercised or Protected

Explain why the record is required:

_____

_____

_____

Date of request submission: _____

G. Notice of Decision

How would you prefer to be informed of the decision? _____