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EMPOWERING BUSINESSES. SUPPORTING FAMILIES.

PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1 “CEO” Chief Executive Officer
1.2 “DIO” Deputy Information Officer;
1.3 “IO“ Information Officer;
1.4 “Minister” Minister of Justice and Correctional Services;
1.5 “PAIA” Promotion of Access to Information Act No. 2 of 2000(as Amended;
1.6 “POPIA” Protection of Personal Information Act No.4 of 2013;
1.7 “Regulator” Information Regulator; and
1.8 “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

3.1. Information Officer

Name: Chante Groenewald

Tel: 0846124464

Email: admin@femmlogic.co.za

3.3 Access to information general contacts

Email: info@femmlogic.co.za

3.4 Head Office

Postal Address: 24 Van Goens Street, Bothasig, 7441, Cape Town.

Physical Address: 24 Van Goens Street, Bothasig, 7441, Cape Town.

Telephone: 0846124464

Email: info@femmlogic.co.za

Website: www.femmlogic.co.za

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"), 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;
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;
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://www.justice.gov.za/inforeg/).
4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-
    4.6.1 This Manual is compiled and available in English.
        Should a requester require the manual or communications in Afrikaans or any other official South African language, a request may be submitted to the Information Officer, who will make reasonable efforts to accommodate the request in accordance with the Act.

5. CATEGORIES OF RECORDS OF FEMMLOGIC (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The following categories of records are automatically available to the public and do not require a formal request under PAIA. These records can be accessed directly via our website or requested via a general email enquiry:

Category of Records	Types of the Record	Available on Website	Available upon Request
Public Marketing	Product brochures, promotional materials, public pamphlets	X	X
Company Profile	Public service descriptions, social media pages, brand info	X	X
General Content	Website content, pricing pages, public blog posts, tutorials	X	X

All other internal records, including but not limited to operational, financial, client database, and infrastructure records, are strictly available on request only and require the submission of a formal PAIA Form 2 request.

6. DESCRIPTION OF THE RECORDS OF FEMMLOGIC (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Where applicable to our business operations, Femmlogic maintains records in accordance with the following pieces of South African legislation. Records kept in terms of these Acts may be requested via the formal PAIA request process where legally permissible:

- Basic Conditions of Employment Act, No. 75 of 1997
- Companies Act, No. 71 of 2008
- Consumer Protection Act, No. 68 of 2008
- Electronic Communications and Transactions Act, No. 25 of 2002
- Income Tax Act, No. 58 of 1962
- Protection of Personal Information Act, No. 4 of 2013
- Promotion of Access to Information Act, No. 2 of 2000
- Labour Relations Act, No. 66 of 1995

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Customer Contracts, Invoices, & Quotes	Consumer Protection Act No. 68 of 2008
Domain Registrations & Electronic Communications	Electronic Communications and Transactions Act No. 25 of 2002
SARS Tax Returns, Annual Financials, & Receipts	Income Tax Act No. 58 of 1962
Director Remuneration Records & Resolution Minutes	Basic Conditions of Employment Act No. 75 of 1997

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY FEMMLOGIC (PTY) LTD.

Subjects on which the body holds records	Categories of records
Corporate Governance	Memorandum of Incorporation (MOI) CIPC registration documentation Director share certificates Minutes of Director meetings and resolutions
Financial & Accounting	Annual financial statements SARS corporate tax returns and receipts Supplier invoices and receipts Accounting ledgers and banking statements
Operational Infrastructure & IT	Domain registration records and DNS logs Web hosting server logs and access control records Business email hosting configuration data Data backup and disaster recovery logs
Client Management & Projects	Client service level agreements and terms of service Client quotations, invoices, and billing statements Website design source files and wireframes Marketing strategy proposals and brief documentation Client access credentials (CMS, social media logins)
Human Resources & Administration	Director remuneration records Internal business administration templates Compliance documentation (POPIA Privacy Policy, PAIA Manual)

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Femmlogic (Pty) Ltd processes personal information relating to both natural and juristic persons. This information is processed primarily to execute our contractual obligations, deliver our digital services, and manage our business operations.

Specifically, personal information is processed for the following purposes:

- Service Delivery: To register and manage website domains, provision website hosting infrastructure, and configure business email setups.
- Creative & Development Services: To design, build, and maintain client websites, and to create graphic branding and infographic assets.
- Digital Marketing: To establish, manage, and optimize social media pages and digital marketing resources on behalf of clients.

- Business Administration: To provide administrative support, manage projects, and communicate effectively with clients regarding their briefs.
- Financial Management: To process requests for quotations, issue tax invoices, manage incoming payments, and maintain statutory accounting records.
- Technical Support: To provide ongoing troubleshooting, system updates, and security maintenance for client digital environments.
- Legal & Regulatory Compliance: To maintain records required by South African law, fulfill tax obligations with SARS, and maintain our compliance with POPIA and PAIA.

8.2 Description of the Categories of Data Subjects and of the Information or Categories of Information Relating Thereto

Femmlogic (Pty) Ltd may possess and process records relating to the following categories of data subjects (both natural and juristic persons):

- Clients / Customers: Full names, registered business names, company registration numbers, identity numbers of representatives, physical/postal addresses, email addresses, contact numbers, domain names, website credentials, and billing/invoice data.
- Directors & Management: Full names, identity numbers, physical/postal addresses, contact numbers, direct tax details, bank account details, and corporate shareholding records.
- Suppliers / Third-Party Service Providers: Company names, registration numbers, VAT numbers, physical addresses, point-of-contact details, and banking information for payment clearance.

8.3 The recipients or categories of recipients to whom the personal information may be supplied

Below is the designated table mapping the specific categories of personal information processed by Femmlogic (Pty) Ltd to the corresponding recipients who may receive it:

Category of Personal Information	Recipient or Category of Recipients
Domain Registration Data (Names, organization details, emails, contact numbers)	Local and International Domain Registrars (e.g., ZACR for .co.za domains) WHOIS Registry Databases (subject to privacy masking)
Website & Email Files (Client databases, hosted email mailboxes, text content)	Third-Party Cloud Infrastructure & Server Web Hosting Providers
Billing and Contact Information (Invoices, banking account details, tax numbers)	Commercial Banking Institutions Authorized Third-Party Online Payment Gateways
Company & Identity Documents (Director ID copies, company registration papers)	South African Revenue Service (SARS) Companies and Intellectual Property Commission (CIPC)
Social Media Identity Data (Account login names, profile access details)	Social Media Platforms (e.g., Meta, LinkedIn, Instagram) strictly for account configuration.

8.4 Planned Transborder Flows of Personal Information

Personal information and business data handled by Femmlogic (Pty) Ltd may be stored, processed, or transferred outside the borders of South Africa. This happens when website hosting servers, remote data backups, or cloud-based digital administration tools are located in international jurisdictions.

In compliance with Section 72 of POPIA, Femmlogic ensures that all international third-party recipients and server operators are bound by stringent data privacy laws or binding corporate agreements that provide an adequate level of data protection substantially similar to POPIA.

8.5 General Description of Information Security Measures to be Implemented

Femmlogic (Pty) Ltd takes reasonable, industry-standard technical and organizational precautions to secure personal information against loss, theft, alteration, destruction, or unauthorized access. These measures include, but are not limited to:

- **Access Controls:** Restricting server, hosting, and systems access exclusively to authorized personnel who need it to execute client tasks.
- **Credential Security:** Enforcing strict password management and multi-factor authentication (MFA) protocols on all internal operational profiles.
- **Infrastructure Defense:** Deploying up-to-date firewalls, malware scanners, and endpoint security across business workstations.
- **Data Redundancy:** Running scheduled, secure electronic backups to ensure business continuity and guard against accidental data loss.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on www.femmlogic.co.za
9.1.2 head office of the Femmlogic (Pty) Ltd for inspection during normal business hours;
9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
9.1.4 to the Information Regulator upon request.

9.2 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.

10. UPDATING OF THE MANUAL

The head of FEMMLOGIC (PTY) LTD will on a regular basis update this manual.

Issued by

CGroenewald

Chante Groenewald
Managing Director