



COMPANY POLICY

PAIA MANUAL

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

Document Reference: 001

Revised Date	05 May 2026
Approved By	Dr Gerhard Botha (CEO)
Review Cycle	Every three (3) years
Status	Approved

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1. DEFINITIONS

All terms not defined herein shall bear the same meaning as in applicable legislation. Key definitions include:

- **“CEO”** – refers to the Chief Executive Officer.
- **“DIO”** – refers to the Deputy Information Officer.
- **“IO”** – refers to the Information Officer.
- **“Processing”** – refers to any activity or operation(s) concerning personal information (by automatic means or not), which can include collection, receipt, updating, merging, alteration, etc.
- **“PAIA”** – Promotion of Access to Information Act No. 2 of 2000.
- **“POPIA”** – Protection of Personal Information Act No.4 of 2013.
- **“Record”** – refers to any recorded information regardless of the form, including, for example, written documents, audio, digital and video materials. A record requested from a public or private body refers to a record that is in that body’s possession regardless of whether that body created the record.
- **“Regulator”** – refers to the Information Regulator.
- **“Requestor”** – Entity that may request information:
 - Any natural person (with a valid ID/Passport);
 - A person acting on behalf of a natural person or juristic person;
 - Juristic person represented by a person with a valid ID/passport.

2. PURPOSE OF PAIA MANUAL

This PAIA Manual helps the public as follows:

- 2.1** to identify records that are available without a formal PAIA request;
- 2.2** it explains how to request access to records, including what types of records the organisation holds;
- 2.3** it lists the records of the organisation which are available in accordance with any other legislation;
- 2.4** it provides 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** it explains how to use PAIA, and how to obtain access to the Information Regulator’s PAIA Guide;
- 2.6** it outlines how the organisation processes personal information, including the purpose, categories of data subjects and information, recipients of personal information, and any cross-border transfers;
- 2.7** it confirms that the appropriate security measures are in place 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 THE ASSOCIATION OF CHRISTIAN RELIGIOUS PRACTITIONERS (ACRP)

3.1	Chief Information Officer	
	Full Name:	Dr Gerhardus Petrus (Gerhard) Botha
	Contact number:	+27 83 440 4544
	Email address:	gerhard.botha@acrp.org.za
3.2	Deputy Information Officer	
	Full Name:	Ms Andrea Leipoldt
	Contact number:	+27 73 557 4716
	Email address:	andrea.leipoldt@acrp.org.za
3.3	Access to information general contact	
	Email address:	info@acrp.org.za
3.4	Head Office	
	Physical Address:	193 Blackwood Street, Arcadia, Pretoria, 0083
	Contact number:	+27 73 557 4716
	Email address:	info@acrp.org.za
	Website:	www.acrp.org.za

4. GUIDE ON HOW TO USE PAIA AND 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"). The Guide is intended to be clear and practical for anyone who wants to exercise rights under PAIA and POPIA.

4.2 The Guide is available in all official languages and in braille.

4.3 The Guide includes, among other things, information on:

- the purpose and key principles of PAIA and POPIA;

- contact details for Information Officers and Deputy Information Officers of public/private bodies;
- how to submit a request for access to records from public and private bodies;
- assistance available from Information Officers and the Information Regulator;
- available legal remedies, including appeals, complaints, and court processes;
- requirements for PAIA manuals and how to obtain them;
- voluntary disclosure of categories of records; and
- fees and applicable regulations

4.4 Members of the public may inspect the Guide or request copies during normal working hours from the Information Regulator and from public and private bodies.

4.5 The Guide can also be obtained as follows:

- on request from the Information Officer.
- from the Information Regulator's website (<https://infoeregulator.org.za/paia/>).

4.6 Copies of the Guide are available for public inspection during normal ACRP office hours in the following official languages:

- isiXhosa, Setswana and Afrikaans.

Confidentiality and professional integrity shall be maintained throughout the process.

Successful RPL practice is dependent on defined preconditions, including transparency of rules, consistent adherence to established procedures, a standardised application process, defined roles and responsibilities of all parties involved, objective and fair assessment practices, proper recording of outcomes, and formal written communication of results to the applicant.

5. CATEGORIES OF RECORDS OF THE ASSOCIATION OF CHRISTIAN RELIGIOUS PRACTITIONERS (ACRP) AVAILABLE

The table below contains categories of records of ACRP. Where indicated, records may be accessed on the ACRP website or requested by official email (see section 7 of the PAIA Manual) from the Information Officer in terms of section 53 of the *Promotion of Access to Information Act 2 of 2000*, **subject to the requirements of the Act* (*see section 7)**.

Category	Description	Available on website	Available on request*
Company records	Organogram	X	X
	Company profile	X	X
	Annual reports (if publicly issued)		X
	Strategic plan		X

	Company policies and procedures		X
	CIPC Registration		X
	Memorandum of Incorporation		X
	Company Rules		X
	Minutes of meetings		X
	Contracts / Service Level Agreements		X
Human Resources	HR policies and procedures		X
	Employee records (contracts, payroll, leave, disciplinary etc.)		X
POPI/PAIA	PAIA Manual	X	X
	POPI Act Policy	X	X
Financial records	Annual financial statements		X
	Tax records		X
	Invoices / Payments		X
	Banking records		X
	Accounting records		X
Forms	Application for Affiliation (individual)	X	X
	Employee HR Forms		X
	PAIA forms	X	X
Affiliate records	Correspondence		X
	Account statements		X
Digital platforms	Website/social media content	X	X
	CPD events	X	X
	Competitions	X	X
	Marketing material	X	X

	Job vacancy notices	X	X
Operational	FAQ	X	X
	Contact details (company general)	X	X
	Registers of affiliates		X
	Registers of Service Providers (CPD) and SDPs (QCTO/CHE/DHET)	X	X
	External Integrated Summative Assessment (EISA) records (QCTO)		X
	Company bank details	X	X

6. DESCRIPTION OF THE RECORDS OF ACRP WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of Incorporation	Companies Act 71 of 2008
PAYA Manual	Promotion of Access to Information Act 2 of 2000
POPI Act Policy/Procedure	Protection of Personal Information Act No 4 of 2013
Human Resources	Basic Conditions of Employment Act No 75 of 1997
	Labour Relations Act No 66 of 1995
	Occupational Health and Safety Act No 85 of 1993
	Employment Equity Act 55 of 1998
	Unemployment Insurance Act 30 of 1996
Professional Body policies & criteria / designations	National Qualifications Framework Act 67 of 2008
	South African Qualifications Authority Act 58 of 1995

7. PROCEDURE TO REQUEST ACCESS TO INFORMATION

In terms of section 50(1) of the *Promotion of Access to Information Act 2 of 2000*, a person who requests access to a record of a private body must be granted access if the record “*is required for the exercise or protection of any rights*”, provided that:

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- the requester complies with the procedural requirements of PAIA; and.
 - none of the grounds for refusal set out in sections 62 to 72 of the *Promotion of Access to Information Act 2 of 2000* apply.

The procedure to request access to information is as follows:

7.1 Determine if the information is not generally available to the public (website, office, etc.) before making an official request.

7.2 When submitting a **PAIA** request to a private body the requester must state which right he/she is protecting or exercising by asking for this information, what the information is which is required and how accessing that information would assist in protecting / exercising that right.

7.3 The prescribed request form (**Form 02**) is available from the website and can be requested from the office.

7.4 When submitting a PAIA request to a private body the requester must state which right he/she is protecting or exercising by asking for this information, what the information is which is required and how accessing that information would assist in protecting / exercising that right.

7.5 Incomplete forms, lack of supporting documentation or non-payment of applicable fees will result in delays in the process.

7.6 Proof of Identity is required to authenticate the request and the requester. Proof of identity includes a certified copy of a SA ID, valid Passport or other legally accepted means of identification. A driver's license or temporary ID will not be accepted.

7.7 Subject to section 56(1) of the Promotion of Access to Information Act 2 of 2000, the IO must respond in writing to your request within 30 days, depending on the quantity of the information requested or additional time needed to retrieve information from another location. If no response is received within 30 days, the requester may follow up directly with the IO regarding progress.

7.8 If the request is granted, information will only be made available in electronic format.

8. FEES

The Act provides for two types of fees:

- **Request fee** – a prescribed standard fee payable by a requester other than a personal requester before the request is processed.
- **Access fee** – payable if access is granted and calculated based on reproduction costs, search and preparation time, and postage or courier costs where applicable.

The IO or DIO may require payment of the applicable request fee before processing the request.

Where the search for records and preparation for disclosure exceeds the prescribed time, the requester may be required to pay a deposit of up to one-third of the estimated access fee.

Records may be withheld until all required fees have been paid.

If access is refused after a deposit has been paid, the deposit will be refunded to the requester.

9. GROUNDS FOR REFUSAL

Access to records may be refused where legally permitted, including:

- Personal privacy of third parties;
- Confidential commercial information;
- Legal privilege;
- Safety or security concerns;
- Frivolous or vexatious requests;
- Reasons for request was not in the interest of protecting or exercising a right;
- Non-payment of fees;
- More reasons can be found in the PAIA Guide, sections 19.4 and 19.6.

10. APPEAL PROCESS

In order to appeal a decision of the IO to refuse access to information, an Internal Appeal form (**Form 04**) must be completed and lodged within 60 business days after the decision was taken or as prescribed in the PAIA Guide (section 22.7).

11. PROCESSING OF PERSONAL INFORMATION

ACRP's POPI Act Policy is available on request.

12. AVAILABILITY OF THE MANUAL

A copy of the Manual is available on the ACRP website (www.acrp.org.za) or can be inspected at the ACRP office in Pretoria on request, free of charge.

Should a hard copy of the Manual be required/requested, a fee for the full copy shall be payable per each A4-page photocopy made. A Courier service fee will be additional if such a service delivery is requested.

13. UPDATING OF THE MANUAL

The Manual will be reviewed regularly to ensure it meets the requirements as contemplated in section 51 of the *Promotion of Access to Information Act 2 of 2000*.

Approved:

Information Officer/Chief Executive Officer	Signature	Date:
Dr Gerhard Botha		2026/05/05