PAIA manual

Prepared under section 51 of the Promotion of Access to Information Act 2 of 2000 as amended

This manual explains how to request records from The EARTH Centre NPC and describes the personal information we process. EARTH is a private body for this manual. A record being listed does not mean it is automatically open to the public. Access is assessed under PAIA and applicable law.

1 Organisation and access contacts

Executive Director & CEO: Fazlyn Bhyat-Naidoo, Executive Director and CEO. fazlyn@earthcentre.org.za. Physical address: 125 Peter Road, Ruimsig, Johannesburg. Postal address: PO Box 1319, Ruimsig 1732. **General email:** info@earthcentre.org.za. **Website:** https://earthcentre.org.za/.

Registered Information Officer: Nancy Balasar, Strategic Relationship Manager communication@earthcentre.org.za

Deputy Information Officer: Kirsty Popplestone, Operations Manager
info@earthcentre.org.za
Requests may be sent to the head of the private body at the email above, marked PAIA request.

2 Terms used in this manual

PAIA means the Promotion of Access to Information Act 2 of 2000. POPIA means the Protection of Personal Information Act 4 of 2013. IO means Information Officer; DIO means Deputy Information Officer. The Regulator means the Information Regulator of South Africa. A personal requester seeks access to a record containing their own personal information.

Contents

Page 2: Guide, public records and other legislation. Page 3: Records held. Page 4: Request process, decisions, fees and remedies. Page 5: Personal information processing. Page 6: Recipients, overseas processing, security and availability.

3 PAIA Guide and help from the Regulator

The Information Regulator's Guide explains how to exercise access rights under PAIA and POPIA, find information officers, make requests, obtain assistance and use complaint and court remedies. It also explains manuals, automatic disclosure and fees. The Guide is available in official languages and accessible formats through the Regulator. Ask EARTH for help obtaining or inspecting a copy.

Guide and prescribed forms: https://inforegulator.org.za/paia/. General enquiries: enquiries@inforegulator.org.za; 010 023 5200 or 0800 017 160. Physical address: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191.

4 Records available without a formal PAIA request

Category	How to obtain it
Public organisation and programme information	Website or general enquiry
Published registration records B BBEE affidavit and beneficiary confirmation	Website document library where published, or general enquiry
Public policies notices and participation information	Website resources or request from the team
Published annual impact reports newsletters and media statements	Website or general enquiry where published

Inspection or an electronic copy of already published material is normally free; actual copying charges may apply. This category covers the published versions only. Underlying beneficiary, employee, donor and confidential governance records are not automatically disclosed. A public document may still require personal details to be removed.

5 Records held under other legislation

Relevant records may be required under the Companies Act 71 of 2008; Nonprofit Organisations Act 71 of 1997; Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011; Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995; Employment Equity Act 55 of 1998 where applicable; Unemployment Insurance Act 63 of 2001 and Unemployment Insurance Contributions Act 4 of 2002; Compensation for Occupational Injuries and Diseases Act 130 of 1993; Occupational Health and Safety Act 85 of 1993; Children's Act 38 of 2005; Criminal Law (Sexual Offences and Related Matters) Amendment Act 32 of 2007; Animals Protection Act 71 of 1962; PAIA; and POPIA.

Availability under these laws depends on the particular access provisions and the requester's entitlement. This list does not make personnel, child protection or tax records public. EARTH must maintain the list against its actual legal obligations.

6 Subjects and categories of records held

Subject	Records that may be held
Governance and statutory	MOI; incorporation and registration records; director records; Board and committee minutes; declarations; policies and delegations.
Finance procurement and funding	Accounting records; budgets; financial statements; banking and payments; grant agreements; donation records and tax receipts; supplier contracts and invoices.
Employment and applicants	Applications; identity and employment records; payroll; leave; training; performance; disciplinary and grievance records; lawful screening records.
Volunteers	Applications; agreements and NDA; references; training and attendance; placement and authorised vetting outcomes; consent records.
Programmes and beneficiaries	Enrolment and consent; school correspondence; attendance; progress observations; relevant health disability support and emergency information.
Safeguarding health and safety	Safeguarding reports; incidents and rider accidents; investigations and referrals; risk assessments; inspections and corrective actions.
Horses facilities and operations	Horse identification welfare veterinary farrier and care records; workload schedules; maintenance and facilities records.
Fundraising and communication	Donor and prospect correspondence; campaigns; partnerships; mailing choices; publicity approvals; photographs recordings and stories with consent records.
Technology privacy and security	System administration; access records; operator agreements; privacy requests; information incidents; retention and disposal records.

Records may be held electronically on paper or through authorised service providers. Access is assessed record by record. Statutory restrictions, privacy, third-party notification, legal privilege and other lawful protections may apply. Where a protected part can reasonably be separated, EARTH will consider access to the remainder.

7. How to request a record

Use prescribed Form 2, Request for Access to Record, available at https://inforegulator.org.za/paia/. Send it to the head of the private body or Information Officer using section 1. Identify the record clearly, provide your contact details and preferred access format, identify the right you need to exercise or protect and explain why the record is needed. If acting for someone else, supply appropriate proof of authority. Identity verification must be proportionate.

A request must meet section 50 of PAIA, including that the record is required to exercise or protect a right, procedural compliance and no applicable ground of refusal. EARTH will communicate with you if further particulars are needed. A request for your own information may also engage POPIA; its applicable rights and procedures remain available.

8 Decisions and timeframes

EARTH must decide and notify you as soon as possible and within 30 days after receipt, subject to PAIA. A permitted extension may add up to 30 days, with written reasons and notice of remedies. Third-party procedures and lawful fee-related suspensions may affect the process. Failure to decide within the applicable period is treated as a refusal.

The decision will explain access arrangements and fees, or provide adequate reasons for refusal, the legal provisions relied on and available remedies. If records cannot be found or do not exist, EARTH must give the notice and account of search steps required by PAIA. The manual does not require creation of a record that is not held.

9 Fees

A non-personal requester may be required to pay the prescribed request fee after written notice. A personal requester is not charged that request fee. Lawful access, reproduction, search, preparation and delivery fees may apply; EARTH will explain charges, any lawful deposit and remedies before payment is required. The current published private-body request fee is R140 and A4 copying is R2 per page. Apply the statutory schedule and exemptions in force when the request is handled; do not use public-body fee exemptions automatically for a private body. Current schedule: https://inforegulator.org.za/paia-fees-structure-2/.

10 Refusal complaints and court remedies

PAIA permits or requires refusal on specified grounds, including protected third-party personal or commercial information, confidentiality, safety, legal privilege and certain research or business information, subject to the Act's exceptions and public-interest override. EARTH has no PAIA internal appeal procedure for private bodies. An optional discussion with management does not suspend statutory deadlines.

You may complain to the Information Regulator using prescribed Form 5 within the applicable 180-day period, or use the court remedies and deadlines under PAIA. For a non-response, the period runs by reference to the deemed refusal after the applicable decision period. Seek assistance promptly if unsure. PAIAComplaints@inforegulator.org.za; https://inforegulator.org.za/paia/ and https://inforegulator.org.za/complaints/.

11 Processing personal information under POPIA

EARTH processes information to deliver and administer programmes, support safe participation, understand progress, communicate with schools and caregivers, manage employees and volunteers, administer donations and grants, work with suppliers, safeguard children, respond to emergencies and meet governance, reporting and legal obligations. Publicity and electronic direct marketing require the applicable separate authorisation or permission.

People or entities	Information that may be processed
Beneficiaries and children	Identity and contact details; competent-person authority and consent; school and programme details; relevant health disability and emergency information; attendance and observations; authorised images.
Parents caregivers and school contacts	Contact details; relationship and authority; consent; support and communication information.
Employees and applicants	Identity contact employment payroll qualifications performance leave and training information; lawful screening records.
Volunteers	Identity contact availability references role training attendance and authorised screening outcomes; permissions.
Donors funders and partners	Contact and organisational details; giving and grant history; payment references; agreements; receipts; reporting and communication preferences.
Suppliers and service providers	Business and contact details; contractual banking payment and compliance information.
Visitors and other contacts	Contact and enquiry details; attendance; relevant security and incident information; authorised media.

Collect only what is necessary. Children's information and health or other special personal information require the additional lawful authorisation applicable under POPIA. Participation consent does not automatically authorise photographs, fundraising messages or unrestricted sharing.

13 General security measures

EARTH requires proportionate organisational and technical protection: access limited by role; appropriate password and device controls; protected paper storage; staff confidentiality and awareness; secure transmission and disposal; backup and recovery arrangements; operator agreements; incident response; and periodic review. Confirm the measures actually implemented before publication. Details that could undermine security are not disclosed. Records are retained only for lawful operational, contractual, safeguarding and legal needs, then securely destroyed or de-identified.

14 Availability and updating

The approved manual must be available on EARTH's website, at its principal place of business for public inspection during normal business hours, to a person on request on payment of a reasonable prescribed fee where applicable, and to the Information Regulator on request. A copy must be available for inspection free of charge at the principal place of business. The head of the private body must update it regularly. Keep approval, contact and processing details current and follow applicable regulatory submission requirements.

15 Official resources

PAIA Guide, private-body template and Forms 2, 3 and 5: https://inforegulator.org.za/paia/. Fee schedule: https://inforegulator.org.za/paia-fees-structure-2/. Regulator contacts: https://inforegulator.org.za/contact-us/. The current prescribed forms apply; the forms accompanying EARTH's volunteer process do not replace a PAIA request form.