



PAIA MANUAL

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

IHSAN FAMILY HOMES NPC

Registration number 2020/490170/08

A non-profit company with Public Benefit Organisation status
Unit 1, 5 Foregate Street, Woodstock, Cape Town, 7925

DATE OF COMPILATION: **26 August 2026**

DATE OF REVISION: **26 August 2026**

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OUTSTANDING ITEMS — TO BE COMPLETED BEFORE THIS MANUAL IS PUBLISHED

This manual has been compiled on the Information Regulator's template for a private body. Every item marked **TODO** is a fact that Ihsan Family Homes must supply, or a step it must take, before the manual is fit to be issued as final. A newly compiled manual should also be put in front of a South African legal practitioner before it is published.

Ihsan Family Homes NPC is a **private body** as defined in section 1 of PAIA, being a juristic person that is not a public body. Its manual is therefore required under **section 51** of PAIA, and not under section 14, which applies to public bodies.

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1. LIST OF ACRONYMS AND ABBREVIATIONS

"CIPC"	Companies and Intellectual Property Commission;
"Companies Act"	Companies Act No. 71 of 2008, as amended;
"DIO"	Deputy Information Officer;
"IFH"	Ihsan Family Homes NPC, registration number 2020/490170/08, the private body to which this manual relates;
"IO"	Information Officer;
"Income Tax Act"	Income Tax Act No. 58 of 1962, as amended;
"Minister"	Minister of Justice and Correctional Services;
"MOI"	Memorandum of Incorporation of IFH;
"NPC"	Non-profit company incorporated in terms of the Companies Act;
"PAIA"	Promotion of Access to Information Act No. 2 of 2000, as amended;
"PBO"	Public Benefit Organisation approved in terms of section 30 of the Income Tax Act;
"POPIA"	Protection of Personal Information Act No. 4 of 2013;
"Regulations"	The Regulations made under section 92 of PAIA;
"Regulator"	Information Regulator (South Africa);
"Republic"	Republic of South Africa; and
"SARS"	South African Revenue Service.

2. PURPOSE OF THIS PAIA MANUAL

This PAIA Manual is useful for the public to—

- 2.1 check the categories of records held by IFH 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 IFH, by providing a description of the subjects on which IFH holds records and the categories of records held on each subject;
- 2.3 know the description of the records of IFH 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 IFH 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 IFH 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 IFH has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

About Ihsan Family Homes NPC

IFH is a non-profit company incorporated in the Republic in June 2020 under registration number 2020/490170/08, and holds Public Benefit Organisation status. It operates a manufacturing kitchen in Woodstock, Cape Town, from which meals are prepared, packed and distributed, and runs feeding and empowerment programmes in the surrounding communities. It is funded by donations from the public, and issues section 18A tax certificates for qualifying donations on request.

TODO — insert IFH's PBO reference number issued by SARS, and confirm whether IFH is also registered as a nonprofit organisation with the Department of Social Development under the Nonprofit Organisations Act 71 of 1997 and, if so, insert that NPO number.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF IHSAN FAMILY HOMES NPC

In terms of section 1 of PAIA, the "head" of a private body that is a juristic person is the chief executive officer or equivalent officer of that juristic person, or the person who is acting as such. The head of IFH is accordingly its Information Officer for the purposes of PAIA, and its Information Officer for the purposes of section 55 of POPIA.

3.1 Information Officer

Name	Faruz Jabaar
Capacity	TODO — the office held, for example Chief Executive Officer or Director
Telephone	TODO — a direct number at which the Information Officer can be reached
Email	info@ihsanfamilyhomes.co.za TODO — this is the general enquiry address, which is the one the privacy policy already publishes for data subject requests. Consider a dedicated address, for example informationofficer@ihsanfamilyhomes.co.za, so that PAIA and POPIA correspondence is not lost among general enquiries.
Postal address	Unit 1, 5 Foregate Street, Woodstock, Cape Town, 7925
Fax number	Not applicable. IFH does not operate a facsimile line.

TODO — the Information Officer must be registered with the Regulator using the Regulator's prescribed online registration portal before this manual is published. Registration is required by section 55(2) of POPIA read with the Regulator's guidance, and is separate from compiling this manual.

3.2 Deputy Information Officer

IFH has not designated a Deputy Information Officer. Section 17(1) of PAIA, read with section 56 of POPIA, requires a body to designate such number of deputies "if any" as is necessary to render it as accessible as reasonably possible to requesters. Given the size of IFH and the volume of requests it receives, no deputy is presently necessary, and all requests are dealt with by the Information Officer.

TODO — revisit this at each annual review. If a deputy is designated, insert their name, telephone number and email address here, and register the designation with the Regulator.

3.3 Access to information general contacts

Email	info@ihsanfamilyhomes.co.za
Postal address	Unit 1, 5 Foregate Street, Woodstock, Cape Town, 7925

3.4 Head office

Postal address	Unit 1, 5 Foregate Street, Woodstock, Cape Town, 7925 IFH does not maintain a separate postal address.
Physical address	Unit 1, 5 Foregate Street, Woodstock, Cape Town, Western Cape, 7925
Telephone	TODO — no general telephone number is currently published. Insert one, or state expressly that IFH accepts enquiries by email only.
Email	info@ihsanfamilyhomes.co.za
Website	https://ihsanfamilyhomes.co.za
Office hours	TODO — confirm the hours during which the head office is open for public inspection of this manual. The kitchen operates Monday to Thursday, 9am to 2pm.

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 POPIA;²
 - 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 11;³ and
 - 4.3.3.2 access to a record of a private body contemplated in section 50;⁴
 - 4.3.4 the assistance available from the Information Officer 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, 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 a 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 a 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 92.¹¹
- 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, whose details appear in paragraph 3.1 above; and

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

4.6 A copy of the Guide is also available in the following two official languages, for public inspection at IFH's head office during normal office hours—

4.6.1 Afrikaans; and

4.6.2 isiXhosa.

TODO — Afrikaans and isiXhosa are named because they are, with English, the official languages of the Western Cape, where IFH operates. Copies of the Guide in those two languages must actually be downloaded from the Regulator and kept at the head office before this manual is published, or this paragraph must be amended to name the languages that are in fact held.

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.

3 Section 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.

4 Section 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.

5 Section 14(1) of PAIA — The information officer of a public body must, in at least three official languages, make available a manual containing the information listed in that section.

6 Section 51(1) of PAIA — The head of a private body must make available a manual containing the description of the information listed in that section.

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.

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."

5. CATEGORIES OF RECORDS OF IFH WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

IFH has not submitted a notice to the Minister in terms of section 52(2) of PAIA. Voluntary disclosure under section 52 is permissive, not obligatory, for a private body. IFH nonetheless makes the categories of records set out below available without a formal PAIA request, either on its website or on request to the general contact address in paragraph 3.3.

Category of records	Types of the record	Available on website	Available upon request
Constitutional and registration documents	Memorandum of Incorporation; CIPC registration certificate; PBO approval letter	—	X
This PAIA manual	The manual prepared under section 51 of PAIA, and each updated version of it	X	X
Privacy and data protection notices	Privacy Policy; Cookie Notice; Terms of Use	X	X
Programme information	Descriptions of each programme; service locations; kitchen operating days and hours	X	X
Impact information	Published impact statistics, and the note recorded against each stating its source	X	X
Public communications	Newsletter archive; news and campaign updates; published photographs and video	X	X
Donation information	Banking details and donation reference format; the note on section 18A tax certificates; the ways in which donations in kind may be made	X	X
Volunteering information	How to volunteer; the volunteer application form; the areas in which volunteers are needed	X	X
Annual reports and annual financial statements	Yearly reports on activities and reach; annual financial statements	—	X

Category of records	Types of the record	Available on website	Available upon request
Governance information	The composition of the board; organisational policies published for the public	—	X
Contact details	Physical address, email address and the enquiry form	X	X

Records marked as available upon request are supplied on request to info@ihsanfamilyhomes.co.za without a requester having to complete a PAIA form or pay a PAIA fee. A record listed here is made available in the ordinary course; nothing in this paragraph limits the right to request any other record under section 50 of PAIA.

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

The records described below are created, kept or made available by IFH in accordance with the legislation named against each. Their availability under that legislation is separate from, and does not limit, the right of access under PAIA.

Category of records	Applicable legislation
Memorandum of Incorporation; register of directors; minutes and resolutions of directors' and members' meetings; annual returns and CIPC filings	Companies Act No. 71 of 2008
Accounting records; annual financial statements; audit or independent review files	Companies Act No. 71 of 2008; Income Tax Act No. 58 of 1962
This PAIA manual; records of requests for access and the decisions taken on them	Promotion of Access to Information Act No. 2 of 2000
Records of consent obtained; records of processing operations; records of data subject requests and of any security compromise	Protection of Personal Information Act No. 4 of 2013
PBO approval; section 18A receipts issued and the donation records supporting them; annual income tax returns for exempt organisations	Income Tax Act No. 58 of 1962; Tax Administration Act No. 28 of 2011
Employees' tax records, including PAYE, SDL and the associated reconciliations	Income Tax Act No. 58 of 1962; Tax Administration Act No. 28 of 2011; Skills Development Levies Act No. 9 of 1999
Employment contracts; records of hours worked, remuneration paid and leave taken; records of termination	Basic Conditions of Employment Act No. 75 of 1997; Labour Relations Act No. 66 of 1995
Unemployment insurance declarations and contribution records	Unemployment Insurance Act No. 63 of 2001; Unemployment Insurance Contributions Act No. 4 of 2002
Records of injuries on duty and of claims submitted	Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
Health and safety appointments, risk assessments, incident records and inspection records for the kitchen and office premises	Occupational Health and Safety Act No. 85 of 1993
Certificate of Acceptability for the food premises; food handler records; hygiene, cleaning, temperature and traceability records for the kitchen	Foodstuffs, Cosmetics and Disinfectants Act No. 54 of 1972, and the Regulations Governing General Hygiene Requirements for Food Premises, the Transport of Food and Related Matters (R638 of 2018)

Category of records	Applicable legislation
Employment equity plans, reports and statistics	Employment Equity Act No. 55 of 1998 TODO — applies only once IFH employs the number of people, or has the turnover, that makes it a designated employer. Confirm and delete this row if it does not.
Workplace skills plans and annual training reports	Skills Development Act No. 97 of 1998 TODO — confirm applicability against IFH's payroll.
Nonprofit organisation registration certificate; narrative and financial reports submitted to the Department of Social Development	Nonprofit Organisations Act No. 71 of 1997 TODO — applies only if IFH is registered as an NPO. Confirm and delete this row if it is not.
Value-added tax records, returns and tax invoices	Value-Added Tax Act No. 89 of 1991 TODO — applies only if IFH is registered for VAT. Confirm and delete this row if it is not.

7. DESCRIPTION OF THE SUBJECTS ON WHICH IFH HOLDS RECORDS, AND THE CATEGORIES OF RECORDS HELD ON EACH SUBJECT

Subjects on which IFH holds records	Categories of records
Governance and statutory	Memorandum of Incorporation; CIPC filings and annual returns; register of directors; board and committee minutes and resolutions; delegations of authority; organisational policies, including the safeguarding, conflict of interest and code of conduct policies
Finance	Accounting records; annual financial statements; audit and independent review files; bank statements and reconciliations; budgets and management accounts; supplier invoices and proof of payment; petty cash records
Donations and fundraising	Donor records; records of donations received, whether by electronic transfer, card payment or in kind; section 18A tax certificates issued and the records supporting them; recurring donation arrangements; payment gateway transaction records; grant applications, agreements and reports to funders; drive and campaign records
Programmes and operations	Meal production, packing and distribution records; kitchen stock and procurement records; food safety, hygiene and temperature records; distribution schedules and records of the partner organisations served; service location records; impact statistics and the underlying source data
Beneficiaries	Records identifying the individuals, households and partner organisations that receive meals and other support, kept to the minimum needed to run the programme and to account for it to funders and to the public
Volunteers	Volunteer applications submitted through the volunteer form; contact details; availability, skills and experience; attendance records; screening and safeguarding check outcomes
Human resources	Employment contracts and personnel files; payroll, PAYE and UIF records; leave and attendance records; disciplinary and grievance records; training records; records of injuries on duty
Enquiries and correspondence	Contact enquiries submitted through the website, together with the acknowledgement sent in reply; general correspondence with members of the public, donors and partner organisations
Marketing and communications	Newsletter issues and the subscriber list; website content and its revision history; photographs and video, together with the consents obtained for their use; media enquiries and press coverage
Information and communication technology	Website source code and configuration; the database of site content and settings; administrator accounts and the audit log of administrative access; backups; hosting, email and other supplier agreements

Subjects on which IFH holds records	Categories of records
Legal and compliance	Contracts and service level agreements; operator agreements concluded under POPIA; the lease for the premises; insurance policies; regulatory correspondence; requests received under PAIA and the decisions taken on them; records of consent and of data subject requests under POPIA

8. PROCESSING OF PERSONAL INFORMATION

IFH is a responsible party as defined in section 1 of POPIA in respect of the personal information described in this paragraph.

8.1 Purpose of processing personal information

IFH processes personal information for the following purposes—

- to respond to enquiries submitted through its website or sent to it by email, and to acknowledge receipt of them;
- to assess, contact, place and supervise volunteers, and to keep the people it serves safe by screening those who work with them;
- to receive and account for donations, and to issue section 18A tax certificates where a donor requests one;
- to run its feeding and empowerment programmes, and to record and report on the people and organisations reached;
- to send its newsletter to people who have asked to receive it, and to act on a request to stop;
- to employ and pay staff, and to meet the statutory obligations that attach to employing people;
- to procure goods and services and to pay suppliers;
- to keep the governance, accounting and tax records required by the Companies Act and the Income Tax Act; and
- to secure its website and administrative systems, and to keep an audit trail of administrative access to personal information.

IFH does not sell personal information, does not share it with advertisers, and does not use it for any purpose other than the one for which it was provided.

8.2 Description of the categories of data subjects and of the information or categories of information relating thereto

Categories of data subjects	Personal information that may be processed
Donors and supporters	Name and surname; email address; telephone number; physical or postal address; the amount, date and reference of each donation; the payment reference or bank account from which a donation was made; income tax number, where a section 18A certificate is requested
Volunteers and applicants to volunteer	Name and surname; contact details; identity number; area of residence; availability; skills, qualifications and experience; references; the outcome of screening and safeguarding checks; attendance records
Beneficiaries and the members of their households	Name and surname; contact details where given; household size; area of residence; a record of the assistance provided. Special personal information, such as information concerning health or religious belief, is processed only where a person volunteers it and it is necessary for the assistance given

Categories of data subjects	Personal information that may be processed
Enquirers and website visitors	Name; email address; telephone number where given; the content of the message sent; the IP address from which the enquiry was submitted, recorded with it
Newsletter subscribers	Name where given; email address; the date of subscription and of any unsubscription
Employees and job applicants	Name and surname; identity number; date of birth; gender; race and nationality, where reported for statutory purposes; marital status and next of kin; physical and postal address; contact details; banking details; income tax number; qualifications and employment history; the outcome of criminal record checks; medical information and records of injuries on duty; disciplinary records
Directors and officers	Name and surname; identity number; contact details; residential address; date of appointment and of resignation; declarations of interest
Suppliers and service providers	Name of the legal entity; registration and VAT numbers; the names and contact details of the individuals who represent it; banking details; contract terms; financial, commercial or technical information
Partner organisations	Name of the organisation; the names and contact details of its representatives; distribution and reporting records
Website administrators	Name; email address; the role assigned; authentication credentials, stored only as a salted hash; an audit record of the actions taken in the administrative interface

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

Category of personal information	Recipients or categories of recipients
Name, email address and income tax number, for the issue of section 18A certificates and for the annual return of an exempt organisation	South African Revenue Service
Donor name, amount and payment reference, for the processing of card and electronic donations	The payment gateway engaged by IFH. Card details are supplied by the donor directly to the gateway; IFH does not receive or store them
Payment references for direct deposits	Investec Bank Limited, the bank at which IFH holds its account
Volunteer application details	Surveyz, which operates the volunteer form on IFH's behalf as an operator under POPIA, hosted in the Microsoft Azure South Africa North (Johannesburg) region

Category of personal information	Recipients or categories of recipients
Email address and message content, for enquiry acknowledgements and for the newsletter	The email service provider that delivers IFH's outgoing mail. TODO — name the provider once the production mail service is confirmed, and confirm that it delivers from within the Republic
Accounting, donation and payroll records	IFH's auditors or independent reviewers, and its bookkeeping and payroll service providers
Names and identity numbers of directors	Companies and Intellectual Property Commission
Employee payroll information and statutory returns	South African Revenue Service; the Unemployment Insurance Fund; the Compensation Fund
Any personal information	The Information Regulator, a court, or a law enforcement agency, where the law requires or authorises the disclosure

Each operator that processes personal information on IFH's behalf does so under a written contract that requires it to process the information only on IFH's instruction, to establish and maintain the security measures required by section 19 of POPIA, and to notify IFH immediately where there are reasonable grounds to believe that personal information has been accessed or acquired by an unauthorised person.

8.4 Planned transborder flows of personal information

IFH has no planned transborder flows of personal information. Its website and database are hosted within the Republic; the volunteer form is hosted in the Microsoft Azure South Africa North (Johannesburg) region; and its bank and payment gateway are South African. Because no personal information is transferred outside the Republic, section 72 of POPIA does not presently apply.

TODO — this paragraph must be revisited before IFH adopts any service that stores or processes personal information outside the Republic, including any cloud email, analytics, backup, file storage or customer relationship service. If that happens, section 72 of POPIA applies and this manual must name the country and the categories of information transferred.

8.5 General description of the information security measures to be implemented

IFH has implemented the following measures to secure the integrity and confidentiality of the personal information in its care—

- traffic to and from the IFH website is encrypted in transit using TLS, and HTTP Strict Transport Security is enforced so that a browser will not fall back to an unencrypted connection;
- a content security policy, security response headers and rate limiting are applied to the public website, to limit injection, framing and abuse of its forms;
- access to personal information through the administrative interface is restricted to named, authenticated administrators, and every such access is recorded in an audit log;
- passwords are stored only as salted hashes, and are never stored or transmitted in a form from which they can be recovered;

- personal information is held in a managed database, accessible only to the application and to named administrators, and encrypted at rest by the hosting platform;
- retention limits are enforced automatically rather than by manual review: contact enquiries are anonymised twelve months after they are submitted, and donation records are retained for as long as section 18A record-keeping under the Income Tax Act requires;
- card details are never received or stored by IFH, being supplied by the donor directly to the payment gateway;
- backups of the database are taken and are held within the Republic; and
- operators are engaged under written contracts obliging them to secure the information and to report any compromise.

TODO — the following remain outstanding and must be in place before this manual is published: multi-factor authentication on administrator accounts; a documented procedure for notifying the Regulator and affected data subjects of a security compromise under section 22 of POPIA; and a scheduled test that backups can in fact be restored.

9. AVAILABILITY OF THE MANUAL

- 9.1 A copy of this manual is available—
- 9.1.1 on IFH's website, at <https://ihsanfamilyhomes.co.za/legal/ifh-paia-manual.pdf>;
 - 9.1.2 at the head office of IFH, Unit 1, 5 Foregate Street, Woodstock, Cape Town, for public 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 this manual, as contemplated in Annexure B of the Regulations, is payable for each A4-size photocopy made.
- 9.3 This manual is available in English. Section 51 of PAIA does not require a private body to make its manual available in more than one language. **TODO** — IFH serves communities whose first languages include Afrikaans and isiXhosa, and the board should decide whether to translate this manual into those languages as a matter of access rather than of obligation.

10. UPDATING OF THE MANUAL

The head of Ihsan Family Homes NPC will update this manual on a regular basis, and in any event whenever there is a material change to—

- the identity or contact details of the Information Officer, or the designation of any Deputy Information Officer;
- the contact details of IFH itself;
- the subjects on which IFH holds records, or the categories of records held on each subject;
- the categories of records made available without a request;
- the personal information IFH processes, the purposes for which it processes it, or the recipients to whom it is supplied; or
- the security measures described in paragraph 8.5, or the position on transborder flows described in paragraph 8.4.

The manual will in any event be reviewed at least annually. The next scheduled review is **TODO** — insert a date not later than 26 August 2027.

Issued by

Faruz Jabaar, Information Officer

TODO — title of the head of the body, for example Chief Executive Officer

Ihsan Family Homes NPC · Registration number 2020/490170/08

Date: **TODO**

ANNEXURE A — HOW TO SUBMIT A REQUEST FOR ACCESS TO A RECORD

This annexure does not form part of the description required by section 51 of PAIA. It is included so that a person reading this manual is not left to find the request procedure elsewhere.

A.1 The right of access

In terms of section 50(1) of PAIA, a requester must be given access to a record of a private body if the record is required for the exercise or protection of any right, the requester complies with the procedural requirements of PAIA, and access is not refused on a ground set out in Chapter 4 of PAIA.

A.2 The form of a request

A request must be made on Form C, prescribed by the Regulations, and addressed to the Information Officer at the address given in paragraph 3.1. The request must—

- provide sufficient particulars to enable the Information Officer to identify the record and to identify the requester;
- identify the right that the requester is seeking to exercise or protect, and explain why the record requested is required for the exercise or protection of that right;
- state the form of access required, and the postal address or electronic address of the requester in the Republic; and
- state whether the requester wishes to be informed of the decision in any manner other than in writing, and if so, the manner and the particulars needed to do so.

Where a requester is unable to read or write, or has a disability, the request may be made orally to the Information Officer, who will reduce it to writing and give the requester a copy.

A.3 The decision

The Information Officer will decide the request and notify the requester in writing within 30 days of receiving it. That period may be extended by a further period of not more than 30 days in the circumstances set out in section 57 of PAIA, in which event the requester will be notified of the extension and of the reasons for it. Where access is refused, the notice will state the reasons for the refusal, the provisions of PAIA relied upon, and that the requester may lodge a complaint with the Regulator or apply to a court.

A.4 Grounds on which access may or must be refused

Access may be refused only on a ground set out in Chapter 4 of Part 3 of PAIA. Those grounds include the mandatory protection of the privacy of a third party who is a natural person (section 63); the commercial information of a third party (section 64); information supplied in confidence (section 65); information that could endanger the life or physical safety of an individual (section 66); records privileged from production in legal proceedings (section 67); the commercial information of IFH itself (section 68); and research information (section 69). Where section 71 applies, a third party will be notified and given the opportunity to make representations before a decision is taken.

A.5 Fees

A request fee is payable before a request is further processed, and, where access is granted, an access fee is payable for the reproduction, search and preparation involved. Both are prescribed in Annexure B of the Regulations. A personal requester, being a person requesting a record that contains their own personal information, is not required to pay a request fee.

TODO — the amounts currently prescribed in Annexure B must be confirmed against the latest Regulations published in the Government Gazette and inserted here before this manual is published. They are deliberately left blank rather than stated from memory and stated wrongly.

A.6 Remedies

PAIA provides no internal appeal against a decision of the head of a private body. A requester who is dissatisfied with a decision of IFH, or with a failure by IFH to decide, may—

- lodge a complaint with the Information Regulator in terms of section 77A of PAIA; or
- apply to a court with jurisdiction for appropriate relief in terms of section 78 of PAIA.

Regulator	Information Regulator (South Africa)
Physical address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Website	https://infoeregulator.org.za
PAIA complaints	PAIAComplaints@infoeregulator.org.za
General enquiries	enquiries@infoeregulator.org.za
Complaints (as published in IFH's privacy policy)	complaints.IR@justice.gov.za

TODO — verify the Regulator's current address and complaint email addresses against <https://infoeregulator.org.za> before publication, and align them with the address given in IFH's privacy policy. The Regulator has changed both its address and its email domain since it was established, and the two documents must not give different answers.