

# PAIA MANUAL

Prepared in terms of the  
Promotion of Access to Information Act (PAIA)

Updated: 06/02/2022

for records held by  
Risma Viljoen  
Freelancer  
(marketing & web design services)

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## **1. Introduction**

The law requires all public and private bodies to make a manual available about the records they hold, and how such records can be accessed by individuals in the interest of protecting their rights. I, Risma Viljoen, am a natural person who carries on a trade and as such, a private body. The records I hold are considered of low public interest.

## **2. Business Information**

Type of business:	Freelancer
Services offered:	Marketing and web design
Website:	<a href="http://www.rismaviljoen.com">www.rismaviljoen.com</a>
Contact details:	<a href="mailto:info@rismaviljoen.com">info@rismaviljoen.com</a>

## **3. Records that are publicly available**

The following records are publicly available:

- 3.1 Information published on my website.
- 3.2 Newsletters, which you can subscribe to via my website.
- 3.3 Information published on social media platforms, which you can access via links published on my website.

## **4. Records that are not publicly available**

The following records are not publicly available:

- 4.1 Customer information
- 4.2 Supplier information
- 4.3 Financial records
- 4.4 Tax records

## **5. Personal Information**

Please refer to the Privacy Policy on my website for details of how I collect, store and process personal information.

## **6. Requests for access to records**

Please complete the PAIA request form, available on my website, and submit the form, along with any supporting documents, to [info@rismaviljoen.com](mailto:info@rismaviljoen.com). You will receive an acknowledgement of your request within 3 working days.

Note: in the unlikely event that technology may fail, resulting in the above email

account being down, I have created a backup email account (rvwebclients@gmail.com). If you have not received acknowledgement of your request within 3 working days, please forward you request to the backup email account.

## **7. Fees**

### **7.1 Fees for requesting records:**

If you are requesting access to your personal information, no request fee applies. All other requests carry a request fee of R50.00.

### **7.2 Fees for accessing records:**

This includes fees associated with searching for, preparing, reproducing and posting records, and will be communicated to you if your request is approved.

## **8. Grounds for refusal of requests**

I may refuse your request to access records in terms of PAIA, in the following circumstances:

- 8.1 Where I am required to protect another individual's privacy,
- 8.2 Where I am not in a position to disclose another company's commercial information,
- 8.3 Where intellectual property rights may be infringed,
- 8.4 Where records are privileged (e.g. from legal proceedings or as part of ongoing investigations),
- 8.5 For the safety and security of individuals and property,

I will notify you in writing, via email, whether your request has been approved or denied, or if I cannot find the record or if the record does not exist.

## **9. Remedies if I refuse to give you access**

If I deny your request for access, you may complain to the Information Regulator of the Republic of South Africa, or apply to a court with appropriate jurisdiction.

## **10. Updates to this manual**

This manual may be updated from time to time. Amendments will become effective as soon as it is posted on the website.