



PAIA MANUAL

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

**DATE OF COMPILATION: 11/05/2026
DATE OF REVISION: 11/05/2026**

1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	“MD”	Managing Director
1.2	“IO”	Information Officer
1.3	“Minister”	Minister of Justice and Correctional Services
1.4	“PAIA”	Promotion of Access to Information Act No. 2 of 2000(as Amended;
1.5	“POPIA”	Protection of Personal Information Act No.4 of 2013
1.6	“Regulator”	Information Regulator
1.7	“Republic”	Republic of South Africa

INTRODUCTION

The Promotion of Access to Information Act 2 of 2000 (hereinafter ‘PAIA’) was enacted for the purpose of giving effect to the constitutional right of access to information and to promote the transparent, accountable and effective governance of all public and private bodies.

Journey Tools Consulting (Pty) Ltd, Trading as DougJohnson.biz is a coaching company and is duly incorporated as such in terms of the company laws of the Republic of South Africa (hereinafter ‘the Republic’).

Journey Tools Consulting (Pty) Ltd, Trading as DougJohnson.biz falls within the ambit of a ‘private body’ as defined in section 1 of PAIA and is therefore required to comply with its requirements.

Section 51 of PAIA requires the head of a private body to make available a manual, the purposes of which are expounded upon below.

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 (IO) 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. CONTACT DETAILS FOR ACCESS TO INFORMATION OF JOURNEY TOOLS CONSULTING (PTY) LTD – T/A DOUGJOHNSON.BIZ

3.1. Chief Information Officer

Name: Colin Douglas Johnson
Tel: 071 353 8850
Email: doug@dougjohnson.biz

3.3 Access to information general contacts

Email: doug@dougjohnson.biz

3.4 National or Head Office

Postal Address: 4 Acacia Way, Bergvliet, Cape Town, WC, 7945
Physical Address: 4 Acacia Way, Bergvliet, Cape Town, WC, 7945
Telephone: 071 353 8850
Email: doug@dougjohnson.biz
Website: www.dougjohnson.biz

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-

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.*

- 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.

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 information listed in paragraph 4 above.

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 paragraph 4 above.

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.”

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/infoereg/>).

4.6 A copy of the Guide is also available in the following official language, for public inspection during normal office hours-

4.6.1 English

5. CATEGORIES OF RECORDS OF JOURNEY TOOLS CONSULTING (PTY) LTD – T/A DOUGJOHNSON.BIZ WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

5.1. To date, no notice(s) in terms of section 52(2) of PAIA have been published on categories of records that are automatically available without a person having to request access in terms of PAIA.

6. DESCRIPTION OF THE RECORDS OF JOURNEY TOOLS CONSULTING (PTY) LTD – T/A DOUGJOHNSON.BIZ WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
BBBEE Certificate	
PAIA Manual	Promotion of Access to Information Act 2 of 2000

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY JOURNEY TOOLS CONSULTING (PTY) LTD – T/A DOUGJOHNSON.BIZ

Subjects on which the body holds records	Categories of records
Accounting records and financial documents	Accounting records Annual financial statements Asset register Auditors' reports Bank statements Cheques pad Credit notes Current account Electronic banking records Financial reporting General ledger Invoices Subsidiary ledgers
Contracts	Contract with clients
Statutory company records	Certificate of incorporation Memorandum of incorporation Minutes of board meetings Resolutions Shareholders agreements
Information technology	Hardware Internal company emails Internet Licenses Software packages Telephone lines, leased lines, and data lines

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

- 8.1.1 The administration of our business;
- 8.1.2 supplying our products and/or services;
- 8.1.3 managing payments for our products and/or services;
- 8.1.4 personalising and tailoring our products and/or services;
- 8.1.5 communicating;
- 8.1.6 historical, research, statistical, and marketing purposes.

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
Customers / Clients	Identity information including, but not limited to, the following: Identity numbers, names, surnames. Contact and location information, including, but not limited to, the following: Telephone and fax numbers, email addresses, physical addresses, postal addresses, and geographical location data. Business information including, but not limited to, the following: Ownership, products, services, and statutory registration information. Payment information including, but not limited to, the following: Transaction history. Profile information including, but not limited to, the following: Preferences, customer profiles, and transaction history.

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

JOURNEY TOOLS CONSULTING (PTY) LTD – T/A DOUGJOHNSON.BIZ may provide the personal information of data subjects to its employees and third parties as part of executing its mandate.

8.4 Planned transborder flows of personal information

JOURNEY TOOLS CONSULTING (PTY) LTD – T/A DOUGJOHNSON.BIZ does not transfer or intend on transferring personal information to physical or intangible sources outside the borders of the Republic.

8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

DATA FILES PROTECTION

Data Classification: All data files are categorized into sensitivity levels (e.g., public, internal, confidential, highly confidential). The classification determines the necessary security controls.

Encryption: Data files classified as confidential or highly confidential are encrypted both in transit and at rest. Encryption keys are securely managed and periodically updated.

Backup and Recovery: Regular backups of data files are performed to ensure data can be recovered in case of loss or corruption. Backup files are encrypted and stored securely in a separate location.

OFFICE 365 EMAIL SERVICES

Email Security: Office 365 email services are configured with advanced security features, including encryption, anti-spam, and anti-phishing protections.

Access Control: Email accounts are protected with strong passwords and MFA. Access to email accounts is restricted based on role and reviewed regularly.

Data Loss Prevention (DLP): DLP policies are implemented within Office 365 to prevent the inadvertent sharing of sensitive information. Alerts and actions are configured to manage potential breaches.

Email Retention: Emails are retained in accordance with the organisation's data retention policy and applicable legal requirements. Periodic reviews ensure that outdated emails are securely deleted.

Spam and Phishing Protection: Email systems are equipped with filters to detect and block spam and phishing attempts. Employees are trained to recognise and report suspicious emails.

Email Retention: Emails are retained according to our data retention policy and legal requirements. Periodic reviews and deletions are performed to ensure outdated emails are securely removed.

Confidentiality: Sensitive information should not be included in email communications unless encrypted or securely protected. Confidential information should be communicated using secure channels.

Monitoring and Auditing: Email systems are monitored for unusual activity, and regular audits are conducted to ensure compliance with this policy.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available -

9.1.1 on www.dougjohnson.biz

9.1.2 head office of JOURNEY TOOLS CONSULTING (PTY) LTD – T/A DOUGJOHNSON.BIZ 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 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 JOURNEY TOOLS CONSULTING (PTY) LTD – T/A DOUGJOHNSON.BIZ will on a regular basis update this manual.

Issued by

A handwritten signature in black ink, appearing to read 'C D Johnson', is written over a horizontal line.

C D Johnson

Managing Director