PAIA MANUAL

Prepared in terms of section 51 of PAIA | Civiq Solutions (Pty) Ltd | Website version: 10 July 2026

1. List of acronyms and abbreviations

Term	Meaning
Data Subject	The person to whom personal information relates.
Information Officer	The head of the private body or the person authorised to perform the information officer functions.
Manual	This PAIA Manual prepared for Civiq Solutions (Pty) Ltd.
PAIA	Promotion of Access to Information Act, 2 of 2000, as amended.
POPIA	Protection of Personal Information Act, 4 of 2013, as amended.
Private Body	Civiq Solutions (Pty) Ltd for purposes of this Manual.
Record	Any recorded information held by Civiq Solutions, including personal information.
Requester	A person requesting access to a record of Civiq Solutions or a person acting on behalf of that person.
Regulator	The Information Regulator established under POPIA.

2. Purpose of this PAIA Manual

This Manual has been prepared for Civiq Solutions (Pty) Ltd in terms of section 51 of PAIA and relevant POPIA requirements. Its purpose is to help members of the public understand the categories of records held by Civiq Solutions, how to request access to records, what records may be available without a formal PAIA request, and how personal information is processed.

Where this Manual refers to the Private Body, it refers to Civiq Solutions (Pty) Ltd.

3. Key contact details for access to information

Private Body	Civiq Solutions (Pty) Ltd
Information Officer	Jessica Burk
Deputy Information Officer	Not applicable / not designated
General PAIA and privacy email	info@civiqsolutions.co.za
Telephone	076 274 7523
Website	https://civiqsolutions.co.za/
Postal & Physical address	2 Mount Howard Place, Midstream Estate, Centurion, Gauteng, 1692

4. Guide on how to use PAIA

The Information Regulator has published a Guide on how to use PAIA. The Guide explains the objects of PAIA and POPIA, the contact details of information officers, the manner and form of requests for access to records, assistance available from information officers and the Regulator, remedies available in law, applicable fees and other procedural matters.

The Guide is available from the Information Regulator at https://inforegulator.org.za/ and may also be requested from the Information Officer of Civiq Solutions. The Guide is available in official languages and in accessible formats where made available by the Regulator.

5. How to request access to a record

- A requester must use the prescribed Form 2: Request for Access to Record. This form should be available as a separate download on the Civiq Solutions website.
- The completed form must be sent to the Information Officer at info@civiqsolutions.co.za, together with proof of identity and, where applicable, proof of authority to act on behalf of another person.
- The request must provide enough detail to identify the record requested, the form of access required, the preferred method of delivery, and the right that the requester seeks to exercise or protect.
- Civiq Solutions may request the prescribed request fee and any applicable access, search, preparation or reproduction fees before processing or releasing records.
- Access may be granted or refused in accordance with PAIA. Reasons may include mandatory or discretionary grounds of refusal recognised by PAIA, such as privacy, confidentiality, commercial information, security, legal privilege or other protected interests.

6. Categories of records available without a formal PAIA request

Category	Records	Available on Website	Available on Request
Company	Company contact details, website information, service descriptions, pricing structure, public case studies and testimonials.	Yes	Yes
Legal & Compliance	Privacy Notice, PAIA Manual, Website Terms of Service.	Yes	Yes
Client / Customer	Quotations, invoices, agreements, active project briefs and support logs relating strictly to the requester.	No	Yes

7. Records available in accordance with other legislation

Category of record	Relevant legislation
Statutory company records	Companies Act, 71 of 2008
PAIA Manual & access records	Promotion of Access to Information Act, 2 of 2000
Privacy Notice & POPIA records	Protection of Personal Information Act, 4 of 2013
Tax, VAT, and SARS records	Income Tax Act, 58 of 1962; Value-Added Tax Act, 89 of 1991; Tax Administration Act, 28 of 2011
Electronic website records	Electronic Communications and Transactions Act, 25 of 2002

8. Subjects on which Civiq Solutions holds records

Subject	Categories of records
Governance records	Company registration files, MOI, internal business operational policies, operational cleared procedures, statutory filings, and compliance records.
Client & Project records	Leads, active CRM logs, strategic proposals, tailored quotations, tax invoices, statements of work, service level agreements, non-disclosure arrangements, project briefs, approvals, system access data, and support history.
AI & Automation technology records	Bespoke AI agent instructions, workflow architectures, custom logic mapping blueprints, pipeline token rules, system integration records, prompt libraries, backend structural configurations, and testing audit data.
Financial records	Accounting ledgers, operational banking profiles, asset registers, statements, SARS submissions, and purchase orders.

9. Processing of personal information

Civiq Solutions processes personal information for lawful business purposes, including service delivery, client support, CRM and workflow management, AI and automation implementation, accounting, billing, compliance, marketing where permitted, security, recordkeeping and internal operations. More detail is provided in the Civiq Solutions Privacy Notice.

10. Recipients & Transborder flows of personal information

Information may be shared with standard enterprise operators including CRM infrastructure, cloud hosting architectures, verified communications backbones (WhatsApp/Meta APIs), financial gateways, and professional support providers. Data transfers outside of South Africa are strictly managed in line with Section 72 of POPIA, utilizing binding agreements and trusted operators utilizing matching international security matrices.

11. Availability & Fees (Annexure A)

This Manual is hosted directly on the root of our website repository. Formal requests for non-public records require a completed Form 2 submission to our Information Officer and payment of the standard statutory request fee of R140.00, alongside applicable search, compilation, and reproduction rates governed by the Information Regulator South Africa.

Issued by: Jessica Burk - Information Officer / Director