

PAIA & POPIA MANUAL

Promotion of Access to Information Act 2 of 2000 Protection of Personal Information Act 4 of 2013

VISIBLE PROJECTS CONSULTING

(Trading as Visible Projects)

Registration Number: 2009/096869/23

Prepared in accordance with Section 51 of PAIA

Last Updated: December 2025

1. INTRODUCTION

This manual is published in accordance with Section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA) and Section 17 of the Protection of Personal Information Act 4 of 2013 (POPIA).

The purpose of this manual is to:

- Provide information about the private body and its Information Officer
- Describe the records held by the private body
- Explain how to request access to records
- Set out the applicable fees and timelines
- Describe how personal information is processed and protected

2. DETAILS OF THE PRIVATE BODY

Registered Name	VISIBLE PROJECTS CONSULTING
Trading As	Visible Projects
Registration Number	2009/096869/23
Organisation Type	Close Corporation (CC)
Physical Address	Knysna, Western Cape, South Africa
Website	www.visibleprojects.co.za

3. INFORMATION OFFICER DETAILS

The Information Officer is responsible for facilitating requests for access to information and ensuring compliance with PAIA and POPIA.

Information Officer	Chad Williams
Appointment Date	1 December 2009
Regulator Registration Date	29 June 2025
Email Address	legal@visibleprojects.co.za
Telephone	+27 74 202 2552

4. GUIDE ON HOW TO USE PAIA

The Information Regulator has compiled a guide as contemplated in Section 10 of PAIA. This guide contains information to assist a person wishing to exercise a right of access to information.

The guide is available:

- On the Information Regulator's website: <https://inforegulator.org.za>
- By request to the Information Regulator at: POPIAComplaints@inforegulator.org.za

5. RECORDS HELD BY THE PRIVATE BODY

The following categories of records are held by Visible Projects Consulting. These records may be subject to access requests, subject to grounds for refusal under PAIA.

5.1 Company Records

- Registration documents and certificates
- Memorandum of Incorporation / Founding Statement
- Minutes of meetings
- Agreements and contracts

5.2 Financial Records

- Annual financial statements
- Tax records and returns
- Banking records
- Invoices and payment records

5.3 Client Records

- Client contact information and correspondence
- Service agreements and contracts
- Project documentation
- Billing and payment history

5.4 Operational Records

- Internal policies and procedures
- Insurance records
- Service provider and vendor records

6. RECORDS AVAILABLE WITHOUT REQUEST

In terms of Section 52 of PAIA, the following records are available without the need to submit a formal access request:

- This PAIA and POPIA Manual
- Privacy Policy (available at www.visibleprojects.co.za/privacy)
- Terms and Conditions (available at www.visibleprojects.co.za/terms)
- Marketing and service information published on our website

7. REQUEST PROCEDURE

7.1 Form of Request

Requests must be made on the prescribed Form 2, available from the Information Regulator's website or from this office upon request.

7.2 Submitting a Request

Completed Form 2 may be submitted to the Information Officer by:

1. Email: legal@visibleprojects.co.za
2. Post: Suite 0084, Private Bag X31, Knysna, 6570

7.3 Requirements

Requesters must:

- Complete Form 2 in full
- Provide sufficient detail to identify the records requested
- Indicate the form in which access is required
- Pay the prescribed request fee
- Provide proof of identity

8. FEES

The following fees are payable in accordance with the PAIA regulations:

8.1 Request Fee

A non-refundable request fee of R50.00 is payable on submission of a request (unless the requester is a personal requester seeking access to their own records).

8.2 Access Fee

An access fee may be required if the request is granted. This fee is calculated based on reproduction costs, search and preparation time, and postage (if applicable). A deposit may be required before processing the request.

9. DECISION AND TIMELINES

The Information Officer will notify the requester of the decision within 30 days of receiving a valid request. This period may be extended by a further 30 days if:

- The request is for a large number of records
- The search for records is complex
- Consultation with third parties is required

10. GROUNDS FOR REFUSAL

Access to records may be refused on grounds set out in Chapter 4 of PAIA, including but not limited to:

- Protection of personal information of third parties
- Commercial information of third parties
- Confidential information of third parties
- Protection of certain confidential information and commercial interests of the private body
- Records privileged from production in legal proceedings

11. REMEDIES

If a request for access is refused, the requester may:

1. Lodge an internal appeal within 60 days of notification of the decision
2. Apply to a court for appropriate relief
3. Lodge a complaint with the Information Regulator

12. PROCESSING OF PERSONAL INFORMATION (POPIA)

12.1 Purpose of Processing

Visible Projects Consulting collects and processes personal information for the following purposes:

- Providing AI automation consulting and training services
- Managing client relationships and contracts
- Billing and payment processing
- Marketing and communication (with consent)
- Compliance with legal obligations

12.2 Categories of Data Subjects

- Clients and prospective clients
- Service providers and suppliers
- Website visitors and newsletter subscribers
- Workshop participants

12.3 Data Subject Rights

Data subjects have the right to:

- Request access to their personal information
- Request correction of inaccurate information
- Request deletion of personal information (subject to legal retention requirements)
- Object to processing for direct marketing
- Lodge a complaint with the Information Regulator

12.4 Security Measures

We implement appropriate technical and organisational measures to protect personal information against unauthorised access, loss, or destruction. These measures include secure data storage, access controls, and encryption where appropriate.

13. INFORMATION REGULATOR CONTACT DETAILS

General Enquiries	enquiries@inforegulator.org.za
PAIA Complaints	PAIAComplaints@inforegulator.org.za
POPIA Complaints	POPIAComplaints@inforegulator.org.za
Website	https://inforegulator.org.za

14. AVAILABILITY OF THIS MANUAL

This manual is available:

1. On our website: www.visibleprojects.co.za
2. By request from the Information Officer: savingtime@visibleprojects.co.za
3. At the offices of the Information Regulator

15. UPDATES TO THIS MANUAL

This manual will be reviewed and updated as necessary to reflect changes in legislation, organisational structure, or record categories. The current version will always be available on our website.

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