

Registration Number of Company:

2024/200272/07

SPIRAL OF HOPE (PTY) LTD

MANUAL

in terms of

Section 51 of

The Promotion of Access to Information Act

2/2000

(the "ACT")

Prepared by:

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SPIRAL OF HOPE (PTY) LTD

PAIA MANUAL

Prepared in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000

1. INTRODUCTION

LOCALLY BORN TOYS (PTY) LTD was incorporated in South Africa with an interest in the general(incl wholesale and retail sales) industry.

2. COMPANY CONTACT DETAILS (Section 51(1)(a))

Managing Director	DE KOCK, KAREN
Postal Address	PO BOX 66185 WOODHILL PRETORIA GAUTENG 0076
Street Address	FACTORY N4 GATEWAY 21 SNEEUBERG STREET WILLOW PARK MANOR GAUTENG 0184
Telephone Number	012 803 0643 082 417 6262
Email	karen@onestopcurios.com

3. THE ACT (Section 51(1)(b))

- The ACT grants a requester access to records of a private body if the record is required for the exercise or protection of any rights.
- Requests in terms of the ACT shall be made in accordance with the prescribed procedures and applicable fees.
- Requesters are referred to the Guide compiled by the Information Regulator for purposes of exercising Constitutional Rights.

Information Regulator Website: <https://inforegulator.org.za/>

4. APPLICABLE LEGISLATION (Section 51(1)(c))

No.	Reference	Applicable Legislation
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1	No. 71 of 2008	Companies Act
2	No. 68 of 2008	Consumer Protection Act
3	No. 2 of 2000	Promotion of Access to Information Act
4	No. 4 of 2013	Protection of Personal Information Act
5	No. 95 of 1967	Income Tax Act
6	No. 89 of 1991	Value Added Tax Act
7	No. 28 of 2011	Tax Administration Act
8	No. 89 of 1998	Competition Act
9	No. 85 of 1993	Occupational Health and Safety Act
10	No. 75 of 1997	Basic Conditions of Employment Act
11	No. 66 of 1995	Labour Relations Act
12	No. 55 of 1998	Employment Equity Act
13	No. 30 of 1996	Unemployment Insurance Act
14	No. 4 of 2002	Unemployment Insurance Contributions Act
15	No. 130 of 1993	Compensation for Occupational Injuries and Diseases Act
16	No. 25 of 2002	Electronic Communications and Transactions Act
17	No. 19 of 2020	Cybercrimes Act
18	No. 46 of 2013	Broad-Based Black Economic Empowerment Act
19	Consumer Goods and Services Industry Code	Consumer-related complaints and industry standards
20	Municipal By-Laws	Trading, signage, fire safety, zoning and business premises requirements

5. SCHEDULE OF RECORDS (Section 51(1)(d))

Records Category	Subject	Availability
Corporate Records	Company Registration Documents; Memorandum of Incorporation; Shareholder Records; Director Resolutions; Statutory Records	Available on request in terms of PAIA
Financial Records	Annual Financial Statements; Accounting Records; Tax Records; VAT	Available on request in terms of PAIA

	Records; Banking Records; Asset Registers	
Sales and Customer Records	Sales Records; Customer Information; Invoices; Quotations; Orders; Returns and Refund Records	Access subject to PAIA, POPIA
Inventory and Product Records	Stock Records; Product Catalogues; Pricing Records; Warehouse Records; Product Safety Documentation	Available on request in terms of PAIA
Operational Records	Policies and Procedures; Distribution Records; Logistics Records; Marketing Records	Available on request in terms of PAIA
Human Resources Records	Employment Contracts; Payroll; Leave Records	Available on request in terms of PAIA
Information Technology Records	Email Records; Website Records; E-commerce Records; Data Backup Records; Cybersecurity Policies	Available on request in terms of PAIA
Compliance Records	FAIS Compliance; FICA Documentation; POPIA Documentation	Access subject to statutory obligations
Legal & Corporate Records	Contracts and Legal Agreements; Insurance Records; Litigation Records; Intellectual Property Records	Additional records available on request in terms of PAIA

6. FORM OF REQUEST (Section 51(1)(e))

- Use the prescribed request form available from the Information Regulator.
- Address the request to the Information Officer of SPIRAL OF HOPE (PTY) LTD.
- Provide sufficient detail to identify the requested records.
 - (a) The record(s) requested;
 - (b) The requester and, where applicable, proof of authority if the request is made on behalf of another person;
 - (c) The form of access required;
 - (d)(i) The postal address, email address, or fax number of the requester within the Republic of South Africa; and
 - (ii) If the requester wishes to be informed of the decision in any manner in addition to written notification, the manner and particulars thereof;

- (e) The right which the requester is seeking to exercise or protect, together with an explanation of why the requested record is required for the exercise or protection of that right.
- Payment of the prescribed request fee and access fee (if applicable) may be required before the request will be processed.
- Certain records may be refused in accordance with the grounds for refusal contemplated in PAIA, including but not limited to:
 - Protection of personal information;
 - Confidential commercial information;
 - Privileged information;
 - Commercially sensitive property and investment information; and
 - Records relating to the safety, privacy, or security of third parties or properties.
- Access to records containing personal information will be managed in accordance with:
 - The Protection of Personal Information Act (POPIA);
 - Applicable confidentiality obligations; and
 - The provisions of the Promotion of Access to Information Act (PAIA).

7. PRESCRIBED FEES (Section 51(1)(f))

- A requester may be required to pay the prescribed request fee before a request will be processed.
- If the preparation or search for the requested record requires more than the prescribed number of hours, a deposit may be required. The deposit shall not exceed one-third of the applicable access fee.
- A requester may lodge an application with a court against the payment of the prescribed request fee or deposit.
- The Practice reserves the right to withhold records until all applicable fees have been paid in full.
- The applicable fee structure is determined in accordance with the Regulations issued under the Promotion of Access to Information Act, 2000 ("PAIA").
- Fees that may become payable include:

Request fees;

- Access fees for reproduction or copying of records;
- Fees for transcription of records;
- Postage or courier fees where applicable; and
- Search and preparation fees for extensive requests.
- Fee schedules are determined in accordance with PAIA Regulations.

- Personal requesters seeking access to records containing their own personal information may be exempt from paying a request fee, subject to the provisions of PAIA.
- Updated fee schedules may be obtained from the Information Regulator or relevant governmental publications relating to PAIA Regulations.

8. MANUAL AVAILABILITY

This Manual is available from the Information Officer upon request and electronically upon request. Copies of the Manual may also be obtained from the Information Officer or Head of the Office of SPIRAL OF HOPE (PTY) LTD

The Manual may be made available:

- At the Practice premises;
- Electronically upon request; or
- On the Practice website, where applicable.

In respect of hard copy requests, any reproduction, printing, transmission, or postage costs will be for the account of the requester.

9. DENIAL OF ACCESS

Access to records may be refused in accordance with the provisions of the Promotion of Access to Information Act, 2000 ("PAIA"), including but not limited to the following grounds:

- The protection of personal information relating to a natural person from unreasonable disclosure;
- The protection of confidential patient and medical information;
- The protection of commercial information of a third party;
- The protection of financial, commercial, scientific, or technical information where disclosure may cause harm to the commercial or financial interests of a third party;
- The protection of confidential information disclosed in confidence by a third party;
- Disclosure that would constitute a breach of a duty of confidence owed to a third party;
- Disclosure that could reasonably be expected to endanger the safety of individuals or prejudice or impair the security of property;

- Disclosure of records privileged from production in legal proceedings, unless such privilege has been waived;
- Disclosure of proprietary information, including computer programs, software systems, security systems, or electronic infrastructure;
- Disclosure that may place SPIRAL OF HOPE (PTY) LTD at a disadvantage in contractual or other negotiations, or prejudice the Practice in commercial competition;
- Disclosure of trade secrets or financial, commercial, scientific, or technical information belonging to SPIRAL OF HOPE (PTY) LTD;
- Disclosure of information relating to research, treatment methodologies, or development activities carried out or to be carried out by the Practice.

Where access to a record or portion thereof is refused, the Office will provide:

- Adequate reasons for the refusal; and
- Notice of the requester's right to lodge an internal appeal (where applicable) or an application to a court of competent jurisdiction, including the applicable procedure and prescribed time periods.

10. ISSUED BY

Kulcock

DE KOCK, KAREN
Managing Director