

PAIA MANUAL

Promotion of Access to Information Act

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Table of Contents

1. Introduction and Purpose	3
2. Company Details.....	3
3. Legislative Framework	3
4. Information Categories Held.....	3
5. PAIA Request Procedures	4
5.1 How to Submit a Request.....	4
5.2 Information Required in a Request.....	4
5.3 Request Form.....	4
6. Response Timeframes.....	4
7. Request Fees	5
7.1 Fee Categories	5
8. Refusal of Access.....	5
9. Appeals Process.....	6
9.1 Internal Appeal	6
9.2 External Appeal	6
10. Contact Information	6
10.1 PAIA Officer	6
11. Records Management.....	7
12. Frequently Asked Questions	7
What is PAIA?.....	7
Who can submit a PAIA request?.....	7
How long does it take to process a request?.....	7
Do I have to pay a fee?	7
Can my request be refused?	7
What if I disagree with the decision?	7

1. Introduction and Purpose

This PAIA Manual is prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (PAIA). The purpose of this Manual is to provide members of the public with information on how to access records held XContent Business Solutions.

The PAIA provides for the right of access to records held by public and private bodies. This Manual explains the procedures to be followed when requesting access to information held by XContent Business Solutions.

2. Company Details

Detail	Information
Company Name	XContent Business Solutions
Registration Number	2014/015834/07
Industry/Sector	Technology and Business Services
Principal Place of Business	20 Charles De Gaulle Cres, Highveld, Centurion, 0157

3. Legislative Framework

XContent Business Solutions is a private body as defined in PAIA and is therefore required to comply with the provisions of PAIA regarding requests for access to records.

PAIA is supplemented by the Protection of Personal Information Act, 2013 (POPIA), which protects personal information. XContent Business Solutions complies with both PAIA and POPIA when handling requests for information.

4. Information Categories Held

XContent Business Solutions holds the following categories of information and records:

- Financial records (accounting records, invoices, contracts)
- Personnel records (employment contracts, performance records)
- Client/Customer information (correspondence, agreements)
- Operational records (policies, procedures, meeting minutes)
- Technical documentation (software, system specifications)

- Marketing and business development materials
- Quality assurance and audit records
- Compliance and legal documents
- Intellectual property documents (patents, trademarks)

5. PAIA Request Procedures

To request access to a record held by XContent Business Solutions, you must submit a PAIA request in writing.

5.1 How to Submit a Request

A PAIA request can be submitted in any of the following ways:

- Email to: privacy@xcontent.com
- In person at: 20 Charles De Gaulle Cres, Highveld, Centurion, 0157
- By post to: Post net Suite #218, P.Bag X1007, Lyttelton, 0140

5.2 Information Required in a Request

Your PAIA request should include the following information:

- Your full name, identity number, and contact details
- A description of the record(s) you are requesting
- The format in which you wish to receive the information
- Preferred means of access (email, in person, post, etc.)
- If you are requesting personal information about another person, proof of consent
- Any fees you are willing to pay for processing the request

5.3 Request Form

A PAIA Request Form is available from the Information Officer. The use of this form is not mandatory, but its use is recommended as it ensures that all necessary information is provided.

6. Response Timeframes

Stage	Timeframe
Initial Acknowledgment	7 days from receipt
Processing and Response	30 days from receipt (may be extended by 30 days)

Appeal Decision	30 days from receipt of appeal
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Timeframes are calculated from the date of receipt of the request. XContent Business Solutions may extend the period for processing a request by a further 30 days if the request is complex or if the record is not readily available.

7. Request Fees

PAIA allows XContent Business Solutions to charge reasonable fees for processing requests.

7.1 Fee Categories

Description	Fee
Photocopying (per page)	R 1.10
Printed copy (per page)	R 0.75
Scanning (per page)	R 1.10
CD/Data storage (per unit)	R 60.00
Postage (actual cost)	Actual cost

A deposit may be requested if the estimated fees exceed R1000. The deposit will not exceed one-third of the estimated fees.

8. Refusal of Access

XContent Business Solutions may refuse access to records in certain circumstances provided by PAIA. These include, but are not limited to:

- Records whose disclosure could harm the commercial interests of XContent Business Solutions
- Records containing trade secrets or confidential business information
- Personal information of individuals (unless consent is obtained)
- Information covered by attorney-client privilege
- Information whose disclosure could endanger personal safety or security
- Information that is subject to copyright or other intellectual property rights
- Information that would be in breach of a legal obligation to keep information confidential

Where access is refused, XContent Business Solutions will provide written reasons for the refusal and will inform you of your right to appeal.

9. Appeals Process

If your PAIA request is refused or if you are dissatisfied with the response, you have the right to lodge an appeal.

9.1 Internal Appeal

An internal appeal must be lodged with the Information Officer within 30 days of receiving the decision on your original request.

Your appeal should be in writing and should include:

- The original request and decision
- Reasons why you believe the decision was wrong
- Any additional information you wish to submit

9.2 External Appeal

If you are dissatisfied with the outcome of the internal appeal, you may lodge an appeal with the Information Officer within 30 days. Contact details for the Formation officer can be obtained from the Information Regulator

10. Contact Information

10.1 Information Officer

Contact Detail	Information
Name	Drew Van Vuuren
Email	privacy@xcontent.com
Phone	27(0)11 014 1778
Address	20 Charles De Gaulle Cres, Highveld, Centurion, 0157

11. Records Management

XContent Business Solutions maintains records in accordance with applicable records management standards and best practices. Records are stored both in physical (**TBC**) and electronic formats.

XContent Business Solutions has appointed the necessary resources to all responsible for maintaining and managing all organizational records in compliance with legal and regulatory requirements.

12. Frequently Asked Questions

What is PAIA?

The Promotion of Access to Information Act (PAIA) is South African legislation that provides the right to access records held by public and private bodies.

Who can submit a PAIA request?

Any person, including individuals and organizations, can submit a PAIA request.

How long does it take to process a request?

XContent Business Solutions has 30 days to process a request, which can be extended by a further 30 days if necessary.

Do I have to pay a fee?

Reasonable fees may be charged. However, you have the right to request a waiver or reduction of fees if you can demonstrate financial hardship.

Can my request be refused?

Yes, under certain circumstances as outlined in Section 8 of this Manual.

What if I disagree with the decision?

You can lodge an appeal as described in Section 9 of this Manual.

This PAIA Manual is provided for information purposes and does not constitute legal advice. For queries or clarifications, contact the PAIA Officer.