



# PAIA Manual

If you are reading this document, you are either looking for a PAIA Manual template (no sweat – happy for you to use this one as a template) or for some information pertaining to Hayes Legal Services (Pty) Ltd (“HLS”).

## What is PAIA?

The Promotion of Access to Information Act, 2000 (“**PAIA**”) was enacted to allow persons to access information held by the State and certain private bodies to exercise or protect their rights. The Information Regulator, established pursuant to the Protection of Personal Information Act, 2013 (“**POPIA**”), has published a helpful guide to assist a person on how to access his or her personal information in terms of the POPIA. The guide is available in all official languages at <https://infoeregulator.org.za/paia-guidelines/>.

## What is a PAIA Manual?

In terms of the PAIA, all public and private bodies are required to have a PAIA Manual. A PAIA Manual is a document that explains what information is held by the private body and how you may access that information.

This PAIA Manual is for HLS and all information you require of us is available in this document. How to ask for this information is set out in the Information Regulator’s guide, as per the link above.

## Company overview

HLS renders professional legal consultancy services. Estelle Hayes is an admitted attorney and the founder and sole director.

## Contact information

Estelle Hayes is the head and information officer of HLS. You can contact her at [estelle@hayeslegalservices.co.za](mailto:estelle@hayeslegalservices.co.za).

## Records

We hold different categories of information in our records, but there is some information we cannot share with you, which may be confidential.

<b>Company Records</b>	Incorporation documents Shareholder and director information as per the Companies Act, 2008
<b>Financial Records</b>	Accounting documents (financial statements and accounting records) Banking records Invoices sent to clients Invoices received from service providers and suppliers
<b>Tax Records</b>	Tax returns Records related to PAYE, VAT, UIF and SDL
<b>Employee Records</b>	Employment contracts Copies of identity documents Salary records Leave records

Client Records	FICA information  Invoices and billing statements set to clients
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## Personal Information

We process personal information in our records in accordance with POPIA. The personal information is only used and shared for operational purposes in the following manner:

<b>Employees' personal information</b>	Department of Labour SARS
<b>Client, employee and service providers' personal information</b>	Microsoft 365 Sage Pastel
<b>Tax and VAT information of clients, employees and service providers</b>	SARS Sage Pastel