



PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act, Act 2 of 2000, as amended.

Company name: JenileePR (Pty) Ltd
Registration number: 2019/476385/07
Date of compilation: June 2026

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1. LIST OF ACRONYMS AND ABBREVIATIONS

In this manual, unless the context indicates otherwise:

1.1 “DIO” means Deputy Information Officer.

1.2 “IO” means Information Officer.

1.3 “PAIA” means the Promotion of Access to Information Act, Act 2 of 2000, as amended.

1.4 “POPIA” means the Protection of Personal Information Act, Act 4 of 2013.

1.5 “Regulator” means the Information Regulator of South Africa.

1.6 “Republic” means the Republic of South Africa.

1.7 “Company” means JenileePR (Pty) Ltd.

1.8 “Personal information” has the meaning given to it in POPIA.

1.9 “Processing” has the meaning given to it in POPIA and includes the collection, use, storage, organisation, transfer, deletion, destruction, or further processing of personal information.

2. PURPOSE OF THIS PAIA MANUAL

This PAIA Manual is useful for the public to:

2.1 Check the categories of records held by JenileePR (Pty) Ltd that are available without a person having to submit a formal PAIA request.

2.2 Understand how to make a request for access to a record held by JenileePR (Pty) Ltd.

2.3 Understand the subjects on which JenileePR (Pty) Ltd holds records and the categories of records held on each subject.

2.4 Know which records may be available in accordance with other South African legislation.

2.5 Access the relevant contact details of the Information Officer and, where applicable, the Deputy Information Officer, who will assist with access to information requests.

2.6 Know how to obtain access to the Guide on how to use PAIA, as issued and updated by the Information Regulator.

2.7 Understand whether JenileePR (Pty) Ltd processes personal information, the purpose of processing such information, and the categories of data subjects and personal information processed.

2.8 Know the recipients or categories of recipients to whom personal information may be supplied.

2.9 Know whether JenileePR (Pty) Ltd may transfer or process personal information outside the Republic of South Africa.

2.10 Know whether JenileePR (Pty) Ltd has appropriate security measures in place to protect the confidentiality, integrity, and availability of personal information.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF JENILEEPR (PTY) LTD

3.1 Information Officer

Name: Jenilee Prinsloo-Ryzenberg
Position: Director
Email: info@jenileepr.com
Telephone: 010 300 9030

3.2 Access to Information General Contact

Email: info@jenileepr.com

3.3 Head Office / Principal Place of Business

Company name: JenileePR (Pty) Ltd
Registration number: 2019/476385/07
Physical address: 9th Floor, Atrium on 5th, 5th St, Johannesburg, Gauteng, 2196
Telephone: 010 300 9030
Email: info@jenileepr.com
Website: www.jenileepr.com

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1 The Information Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA.

4.2 The Guide is intended to assist any person who wishes to exercise a right contemplated in PAIA or POPIA.

4.3 The Guide contains information relating to:

4.3.1 The objects of PAIA and POPIA.

4.3.2 The contact details of Information Officers and Deputy Information Officers of public and private bodies, where applicable.

4.3.3 The manner and form of a request for access to a record held by a public or private body.

4.3.4 The assistance available from an Information Officer.

4.3.5 The assistance available from the Information Regulator.

4.3.6 The legal remedies available where a person is dissatisfied with a decision or failure to act in terms of PAIA or POPIA.

4.3.7 The manner of lodging a complaint with the Information Regulator.

4.3.8 The provisions requiring public and private bodies to compile PAIA manuals.

4.3.9 The provisions relating to the voluntary disclosure of categories of records.

4.3.10 The notices and regulations relating to fees payable in respect of PAIA requests.

4.4 Members of the public may inspect or make copies of the Guide at the offices of public and private bodies, including the offices of the Information Regulator, during normal working hours.

4.5 The Guide may also be obtained:

4.5.1 Upon request to the Information Officer of JenileePR (Pty) Ltd.

4.5.2 From the website of the Information Regulator.

4.6 A copy of the Guide may be made available for public inspection during normal office hours in the following official languages, where available:

4.6.1 English.

4.6.2 Afrikaans.

5. CATEGORIES OF RECORDS OF JENILEEPR (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The following categories of records may be available without a formal PAIA request.

Category of Records	Types of Records	Available on Website	Available Upon Request
Company information	Company name, service information, contact details, website information	Yes	Yes
Website content	Public website pages, service descriptions, blog posts, portfolio information, public announcements	Yes	Yes
Marketing information	Public social media posts, public promotional material, public newsletters, general service brochures	Yes	Yes
Legal and website documents	Privacy Policy, Terms and Conditions, Cookie Notice,	Yes	Yes

Category of Records	Types of Records	Available on Website	Available Upon Request
	PAIA Manual, website disclaimers, where published		
Service information	Social media management, social media marketing, graphic design, website design, domain registration, web hosting, and related service descriptions	Yes	Yes
Contact information	General business email address and contact details	Yes	Yes

Access to the above records may be obtained through the company website, by email request, or through ordinary business communication.

Requests may be sent to:

info@jenileepr.com

6. DESCRIPTION OF THE RECORDS OF JENILEEPR (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION

JenileePR (Pty) Ltd may hold records in accordance with applicable South African legislation, including but not limited to the following:

Category of Records	Applicable Legislation
Company registration documents, statutory company records, director records, and related company records	Companies Act, Act 71 of 2008
PAIA Manual and access to information request records	Promotion of Access to Information Act, Act 2 of 2000
Personal information records, POPIA compliance records, consent records, data subject request records, and privacy-related records	Protection of Personal Information Act, Act 4 of 2013
Accounting records, tax records, invoices, financial statements, and supporting financial documentation	Income Tax Act, Act 58 of 1962

Category of Records	Applicable Legislation
VAT-related records, where applicable	Value-Added Tax Act, Act 89 of 1991
Employee records, where applicable	Basic Conditions of Employment Act, Act 75 of 1997
Employment-related records, where applicable	Labour Relations Act, Act 66 of 1995
UIF records, where applicable	Unemployment Insurance Act, Act 63 of 2001
Employment equity records, where applicable	Employment Equity Act, Act 55 of 1998
Occupational health and safety records, where applicable	Occupational Health and Safety Act, Act 85 of 1993
Electronic communication, website, digital transaction, and online service records	Electronic Communications and Transactions Act, Act 25 of 2002
Client service, consumer-related, and transactional records, where applicable	Consumer Protection Act, Act 68 of 2008
Creative work, design files, content, website materials, marketing materials, and intellectual property records	Copyright Act, Act 98 of 1978
Contracts, agreements, and commercial records	Common law, Companies Act, and applicable contract law principles

This list is not exhaustive and may be updated from time to time.

7. DESCRIPTION OF THE SUBJECTS ON WHICH JENILEEPR (PTY) LTD HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT

JenileePR (Pty) Ltd may hold records on the following subjects:

Subjects on Which the Company Holds Records	Categories of Records
Company and governance records	Company registration documents, statutory records, director records, company resolutions, internal policies, compliance records
Financial and accounting records	Invoices, quotations, statements, proof of payment, supplier invoices, accounting records, tax records, VAT records where applicable, payment records
Client records	Client contact details, company details, briefs, project records, communication records, approvals, sign-offs, feedback, service agreements, project history
Website design and development records	Website briefs, wireframes, website content, design files, page layouts, website access details supplied by clients, hosting details,

Subjects on Which the Company Holds Records	Categories of Records
Social media management records	domain information, plugin and theme information, website maintenance records Content calendars, captions, artwork, images, videos, approvals, scheduling records, social media reports, campaign records, account access information supplied by clients
Social media marketing and advertising records	Campaign briefs, audience information, advertising account details, campaign performance reports, budgets, creative assets, analytics records
Graphic design records	Design briefs, artwork, logos, brand assets, design concepts, final design files, revision records, print-ready files where applicable
Email marketing records	Emailer content, newsletter databases, subscriber information, campaign reports, templates, consent records, unsubscribe records
Domain registration and web hosting records	Domain details, hosting information, DNS information, support records, renewal records, service provider records
Supplier and service provider records	Supplier contact details, invoices, service agreements, contractor records, correspondence, third-party platform records
Employee and contractor records, where applicable	Personal information, contracts, payroll information, leave records, performance records, tax information, recruitment records, CVs
Marketing and communication records	Website enquiries, email enquiries, public social media content, newsletters, promotional material, business development records
Technical and security records	Website backups, login records, support tickets, security records, website error reports, analytics, tracking information, access permissions
Legal and compliance records	Agreements, policies, PAIA records, POPIA records, consent records, complaints, dispute records, confidentiality records
Intellectual property records	Creative assets, design concepts, copy, templates, strategy documents, website layouts, campaign materials, brand assets, copyright-related records

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

JenileePR (Pty) Ltd processes personal information for lawful business purposes, including:

8.1.1 Providing digital marketing services.

8.1.2 Providing social media management services.

8.1.3 Providing social media marketing and advertising services.

8.1.4 Providing graphic design services.

8.1.5 Providing website design, website development, website maintenance, and website support services.

8.1.6 Providing domain registration and web hosting-related services.

8.1.7 Preparing quotations, proposals, invoices, statements, and payment records.

8.1.8 Managing client projects, briefs, communication, feedback, approvals, revisions, and sign-offs.

8.1.9 Managing client accounts, service delivery, and project administration.

8.1.10 Responding to enquiries, requests, complaints, or support queries.

8.1.11 Sending newsletters, updates, and marketing communication where lawful.

8.1.12 Managing suppliers, service providers, contractors, and employees, where applicable.

8.1.13 Maintaining accounting, tax, legal, and compliance records.

8.1.14 Protecting the rights, property, security, and legitimate business interests of JenileePR (Pty) Ltd.

8.1.15 Preventing fraud, misuse of systems, unauthorised access, security incidents, or unlawful activity.

8.1.16 Complying with applicable laws and regulatory obligations.

8.2 Description of Categories of Data Subjects and Personal Information Processed

JenileePR (Pty) Ltd may process personal information relating to the following categories of data subjects:

Categories of Data Subjects	Personal Information That May Be Processed
Clients	Names, surnames, company names, job titles, email addresses, telephone numbers, billing details, payment records, project briefs, communication records, approvals, feedback, website access details supplied by clients,

Categories of Data Subjects	Personal Information That May Be Processed
Prospective clients	social media access information supplied by clients, brand assets, project files Names, surnames, company names, email addresses, telephone numbers, enquiry details, proposal information, communication records
Suppliers and service providers	Names, surnames, company names, registration numbers, VAT numbers, contact details, banking details, invoices, agreements, correspondence
Contractors and freelancers	Names, surnames, contact details, identity information where required, tax information, banking details, agreements, work records, payment records
Employees, where applicable	Names, surnames, contact details, identity information, tax information, employment records, payroll records, leave records, performance records, emergency contact details
Job applicants, where applicable	Names, surnames, contact details, CVs, qualifications, employment history, references, interview notes
Website users	Names, email addresses, telephone numbers, enquiry details, IP addresses, device information, browser information, cookie information, analytics information
Newsletter subscribers	Names, email addresses, subscription preferences, consent records, unsubscribe records, engagement records
Social media users	Public profile names, comments, messages, enquiries, engagement information, publicly available social media information
Representatives of client companies	Names, surnames, job titles, email addresses, telephone numbers, communication records, approval records
Representatives of supplier companies	Names, surnames, job titles, email addresses, telephone numbers, correspondence, supplier-related records

8.3 Recipients or Categories of Recipients to Whom Personal Information May Be Supplied

JenileePR (Pty) Ltd may supply personal information to the following recipients or categories of recipients, where necessary and lawful:

Category of Personal Information	Recipients or Categories of Recipients
Client contact and project information	Employees, contractors, freelancers, project collaborators, and service providers assisting with service delivery
Website and hosting information	Hosting providers, domain registrars, website platform providers, technical support providers, security service providers
Social media and advertising information	Social media platforms, advertising platforms, analytics platforms, scheduling platforms, campaign management tools
Email marketing information	Email marketing platforms, newsletter platforms, mailing list management tools
Billing and payment information	Accounting service providers, bookkeeping service providers, payment service providers, banks, SARS where required
Supplier and contractor information	Accounting providers, banks, legal advisers, tax advisers, relevant service providers
Employee information, where applicable	Payroll providers, SARS, UIF, labour-related authorities, accounting providers, medical or benefit providers where applicable
Legal and compliance information	Legal advisers, auditors, regulatory authorities, courts, law enforcement agencies, where required by law
Website user and analytics information	Website analytics providers, cookie management tools, security tools, technical service providers
Personal information relating to PAIA or POPIA requests	Information Regulator, legal advisers, regulatory authorities, where required or permitted by law

JenileePR (Pty) Ltd will take reasonable steps to ensure that personal information is supplied only where necessary and in accordance with applicable law.

8.4 Planned Transborder Flows of Personal Information

JenileePR (Pty) Ltd may use third-party platforms, cloud-based systems, software tools, website platforms, email platforms, hosting providers, social media platforms, analytics tools, and digital marketing platforms that may store or process information outside the Republic of South Africa.

This may include personal information relating to:

8.4.1 Clients.

8.4.2 Prospective clients.

8.4.3 Website users.

8.4.4 Newsletter subscribers.

8.4.5 Social media users.

8.4.6 Suppliers and service providers.

8.4.7 Employees, contractors, or freelancers, where applicable.

Personal information may be processed or stored in countries where relevant third-party service providers operate their systems, servers, or cloud infrastructure.

Where personal information is transferred outside South Africa, JenileePR (Pty) Ltd will take reasonable steps to ensure that the transfer is lawful and that appropriate safeguards are applied, where required by POPIA.

8.5 General Description of Information Security Measures

JenileePR (Pty) Ltd applies reasonable technical and organisational measures to protect personal information against loss, damage, unauthorised access, unlawful processing, misuse, alteration, destruction, or disclosure.

These measures may include:

8.5.1 Password protection.

8.5.2 Access control.

8.5.3 Limiting access to information on a need-to-know basis.

8.5.4 Secure storage of digital records.

8.5.5 Use of reputable software, hosting, cloud, and platform providers.

8.5.6 Device security measures.

8.5.7 Website security measures.

8.5.8 Regular review of account access, where applicable.

8.5.9 Backups, where applicable.

8.5.10 Anti-virus and anti-malware measures, where applicable.

8.5.11 Secure email and communication practices.

8.5.12 Confidentiality obligations for employees, contractors, freelancers, and service providers, where applicable.

8.5.13 Reasonable care when handling client login details, creative assets, website information, and business records.

8.5.14 Deletion, archiving, or anonymisation of records where appropriate.

No information system can be guaranteed to be completely secure. However, JenileePR (Pty) Ltd takes reasonable steps to protect personal information in line with the nature of the information processed and the risks involved.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of this manual is available:

9.1.1 On the website of JenileePR (Pty) Ltd, where published.

9.1.2 At the principal place of business of JenileePR (Pty) Ltd for public inspection during normal business hours, where applicable.

9.1.3 To any person upon request.

9.1.4 To the Information Regulator upon request.

9.2 Requests for a copy of this manual may be sent to:

info@jenileepr.com

9.3 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The Information Officer of JenileePR (Pty) Ltd will update this manual on a regular basis, where necessary.

This manual may be updated to reflect changes in:

10.1 Applicable laws or regulations.

10.2 Business operations.

10.3 Contact details.

10.4 Categories of records held.

10.5 Processing of personal information.

10.6 Information security measures.

10.7 Any other relevant business or compliance requirements.

The latest version of this manual will replace all previous versions.

11. ISSUES BY

Jenilee Prinsloo-Ryzenberg
Director

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile: <input type="text"/>
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable):</i>			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

FORM OF ACCESS
(Mark the applicable box with an "X")

Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS
(Mark the applicable box with an "X")

Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: <i>(State Rank, Name And Surname of Information Officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
 [Regulation 8]

Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copies of the information (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of information on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of information on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	
Preferred language: (<i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i>)	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

--

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

Yes

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank: _____
 Name of account holder: _____
 Type of account: _____
 Account number: _____
 Branch Code: _____
 Reference Nr: _____
 Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

 Information officer