



Budget Web Apps (Pty) Ltd

PAIA MANUAL

**Prepared in terms of section 51 of the
Promotion of Access to Information Act
2 of 2000 (as amended)**

**DATE OF COMPILATION: 04/04/2026
DATE OF REVISION: 04/04/2026**

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1. LIST OF ACRONYMS AND ABBREVIATIONS

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|-----|--------------------|--|
| 1.1 | “IO“ | Information Officer; |
| 1.2 | “Minister” | Minister of Justice and Correctional Services; |
| 1.3 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000 (as Amended); |
| 1.4 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.5 | “Regulator” | Information Regulator; and |
| 1.6 | “Republic” | Republic of South Africa |

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;

- 2.4 access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF BUDGET WEB APPS (PTY) LTD

3.1. Information Officer

Name:	Dilan Vermaak
Cellular:	079 346 2931
Email:	privacy@budgetwebapps.co.za

3.2. Deputy Information Officer
None

3.3 Access to information general contacts

Email: privacy@budgetwebapps.co.za

3.4 National or Head Office

Postal Address: 163 Johann Avenue
Raslouw AH
Centurion
Gauteng
South Africa
0157

Physical Address: 163 Johann Avenue
Raslouw AH
Centurion
Gauteng
South Africa
0157

Telephone: 079 346 2931

Email: info@budgetwebapps.co.za

Website: budgetwebapps.co.za

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

4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2. The Guide is available in each of the official languages and in braille.

4.3. The aforesaid Guide contains the description of-

- 4.3.1. the objects of PAIA and POPIA;
- 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 4.3.3. the manner and form of a request for-
 - 4.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

- 4.3.6.1. an internal appeal;
- 4.3.6.2. a complaint to the Regulator; and
- 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (<https://inforegulator.org.za/paia/>).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

4.6.1 ENGLISH AND AFRIKAANS

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

Category of records	Types of the Record	Available on Website	Available upon request
Corporate / compliance documents	PAIA Manual, Privacy Policy, Terms of Service	Yes	Yes
Marketing / service information	Service descriptions, public pricing, contact details for BWA	Yes	Yes

6. DESCRIPTION OF THE RECORDS OF BUDGET WEB APPS (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of Incorporation, Company Registration Records, Director Records	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Privacy notices, operator agreements, security incident records, data subject request records	Protection of Personal Information Act 4 of 2013
Accounting records, invoices, receipts, tax records and supporting documents	Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY BUDGET WEB APPS (PTY) LTD

Subjects on which the body holds records	Categories of records
Corporate and Compliance Records	CIPC registration records, company records, PAIA Manual, privacy policy, internal compliance records, operator agreements, security incident records
Finance and Administration	Quotations, invoices, receipts, bank-related business records, tax records and supporting documentation
Client and Project Records	Client contact details, project briefs, proposals, signed agreements, correspondence, approvals, supplied content/assets, project notes, support and maintenance records
Website and Digital Service Delivery Records	Domain records, hosting records, DNS records, email administration records, website configuration records, deployment records, analytics configuration records, form-processing configuration records
Communications Records	Enquiry emails, quote requests, client emails, support-related communications, contact history

8. PROCESSING OF PERSONAL INFORMATION

Purpose of Processing Personal Information

Budget Web Apps processes personal information in order to:

- respond to email enquiries and other business communications;
- prepare quotations, proposals, invoices, agreements, and related administrative records;
- onboard and communicate with clients and suppliers;
- design, build, deploy, maintain, and support client websites and related digital services;
- configure and manage business email services and website-related services;
- process and relay website contact submissions where contact forms are implemented for clients, including through approved third-party operators;
- keep client and project records, including correspondence, approvals, and support history;
- maintain basic business records for accounting, tax, legal, and compliance purposes;
- protect and administer BWA's website, systems, accounts, and services; and
- monitor website usage trends through privacy-conscious analytics tools used for performance and service improvement.

8.1 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Prospective Clients / Enquirers	names, email addresses, phone numbers, message contents, attachments, and other information voluntarily submitted in enquiries
Clients	names, business names, email addresses, phone numbers, business registration numbers, regulatory body registration numbers, project correspondence, and supplied content/assets
Service Providers / Suppliers	names, business names, email addresses, phone numbers, addresses, registration numbers, bank details, invoices, and related correspondence

8.2 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Contact and communication information, including names, email addresses, phone numbers, message contents, attachments, and related correspondence	Budget Web Apps personnel; Zoho as email hosting / email service provider
Website form submission information	Budget Web Apps personnel; Static Forms as form-processing provider; Zoho where submissions are delivered by email
Client, project, billing, and administration information	Budget Web Apps personnel; relevant client representatives; banks, payment providers, accountants, tax advisers, regulators, courts, law-enforcement bodies, public authorities, and professional advisers where necessary and lawfully permitted

8.3 Planned transborder flows of personal information

Budget Web Apps may transfer or store certain personal information outside the Republic of South Africa through appointed third-party service providers used in the course of its business.

This includes:

Zoho for email hosting and email-related services. Personal information processed through Zoho may include names, email addresses, phone numbers, email correspondence, signatures, attachments, and other personal information voluntarily included in communications. The applicable hosting jurisdiction is the Zoho data centre linked to BWA's account, namely United States, Zoho states that the account's data centre can be identified from the account profile and URL, and that the signup region determines the infrastructure cluster that permanently hosts the organization's data.

Static Forms for website contact form processing where form functionality is implemented. Personal information processed may include names, email addresses, phone numbers, message contents, and any other personal information submitted through contact forms. Static Forms states that data may be transferred to and processed in countries outside the user's country of residence, including the United States.

Umami is used for privacy-focused analytics. In its standard configuration, Umami states that it does not collect personal data and does not use cookies. To the extent that no personal information is processed through Umami in BWA's implementation, no planned transborder flow of personal information is intended via Umami.

8.4 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

Budget Web Apps implements reasonable technical and organisational security measures to protect personal information against unauthorised access, disclosure, loss, damage, misuse, or alteration. These measures include access controls for business systems and service-provider accounts, password and authentication controls, limiting access to authorised persons, minimising unnecessary retention of personal information, and using reputable third-party providers subject to appropriate privacy and security

controls. Where third-party operators process personal information on behalf of BWA, BWA takes reasonable steps to ensure that appropriate safeguards are in place. BWA also uses privacy-conscious tools and configurations where applicable, including privacy-focused analytics and website submission controls provided through third-party services.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on <https://www.budgetwebapps.co.za>;

9.1.2 head office of Budget Web Apps (Pty) Ltd for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.2 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 head of Budget Web Apps (Pty) Ltd will on a regular basis update this manual.

Issued by

Dilan Vermaak

Managing Director