PAIA MANUAL

Promotion of Access to Information Act 2 of 2000

Safari Stays (Pty) Ltd, trading as AwareStaff · Version 1.0 · November 2026

1. Introduction

This manual is published in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA). It helps members of the public request access to records held by Safari Stays (Pty) Ltd, trading as AwareStaff. AwareStaff provides online security awareness training to businesses and their employees. This manual also explains data subjects' rights under the Protection of Personal Information Act 4 of 2013 (POPIA).

2. Contact details of the private body

Registered name	Safari Stays (Pty) Ltd
Trading name	AwareStaff
Registration number	2026/162884/07
Physical and postal address	35 Sweet Valley Road, Bergvliet, Cape Town, 7945
Website	www.awarestaff.com
Email	info@awarestaff.com
Phone	+27 79 795 1003

3. Information Officer

Greg Daynes is the registered Information Officer of Safari Stays (Pty) Ltd, registered with the Information Regulator South Africa.

Name	Greg Daynes
Title	Founder & Information Officer
Email	info@awarestaff.com
Phone	+27 79 795 1003

4. Records held by AwareStaff

4.1 Customer records: company details, administrator contact details, agreements, invoices, payment records and correspondence.

4.2 Learner records (held as operator for our customers): names, work emails, course starts, passing scores, completion dates and certificate proof. Lesson progress and quiz answers remain in the learner’s browser.

4.3 Company records: registration documents, statutory records, financial records, bank statements, and contracts with service providers.

4.4 Website and technical records: system logs and email correspondence; optional website analytics only if enabled and consented to. No optional analytics is currently enabled.

4.5 Records available without a formal request

Published course descriptions, prices, contact details and legal policies, including this manual, are available on our website without a formal PAIA request. Private company and learner records are not publicly accessible.

4.6 Records held under other legislation

Where applicable, we retain statutory company records under the Companies Act 71 of 2008, accounting and tax records under applicable tax legislation, and personal-information records under POPIA. Availability of a record remains subject to applicable law.

4.7 Guide to PAIA

The Information Regulator publishes a guide explaining how to exercise PAIA rights. The guide and language versions are available through the Regulator's PAIA resources, or may be requested from the Regulator or our Information Officer.

5. How to request access to a record

Complete the prescribed PAIA Form 2 — Request for Access to Record and submit it to the Information Officer at info@awarestaff.com, including:

• your full name and contact details;

• a description of the record(s) you want;

• the form in which you want the information (electronic or printed copy); and

• the reason for the request, if it concerns a third party.

We will communicate our decision within 30 days of receiving a request that meets PAIA's requirements, subject to any extension permitted by PAIA. We will notify you of an applicable extension and its reasons. A prescribed request fee may apply in certain circumstances; we will advise you of applicable fees before proceeding.

6. Grounds for refusal

We may refuse a request on the grounds set out in PAIA, including protecting a third party's personal information, commercial confidentiality, legal privilege, safety of an individual, or where we do not hold the record. If we refuse, we will give written reasons and explain the available remedies. A private body does not offer the internal appeal procedure applicable to certain public bodies. You may complain to the Information Regulator using the prescribed complaint process, generally within 180 days of the decision, or seek relief from a competent court in accordance with PAIA. See the Regulator's PAIA complaints process.

7. Protection of personal information (POPIA)

7.1 Types of personal information processed: contact details, company and billing information, learner training records, and communication records.

7.2 Purposes: delivering training and certificates, providing training registers to employers, processing payments and invoices, communicating with customers, and complying with the law.

7.3 Data subjects' rights: to be notified of collection; to access their information; to request correction or deletion; to object to processing; and to complain to the Information Regulator. Contact the Information Officer at info@awarestaff.com.

8. Information Regulator contact details

Information Regulator (South Africa)

Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191

Tel: 010 023 5200 · Toll-free: 0800 017 160

Email: enquiries@inforegulator.org.za · Website: www.inforegulator.org.za

9. Availability of this manual

This manual is available free of charge at www.awarestaff.com/paia. A printed copy may be requested from the Information Officer. It will be reviewed and updated periodically.

AwareStaff · info@awarestaff.com · www.awarestaff.com

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