



Port Elizabeth District of Alcoholics Anonymous PAIA Manual

Prepared under section 51 of the Promotion of Access to Information Act 2 of 2000

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Information Officer: District Chair

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This manual explains how to request access to records held by Port Elizabeth District of Alcoholics Anonymous, which records are ordinarily available without a formal request, and how the District processes personal information. It covers records used for District service on both personally owned and AA-owned equipment. It does not create a public register of AA members or make private recovery information automatically available.

Requests for records and privacy enquiries should be sent privately to the Information Officer using the contacts in section 2. The Deputy Information Officer and District Secretary can assist with submission and inspection arrangements.

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1 Purpose scope and definitions

PAIA gives effect to the constitutional right of access to information. Access to a private body's records under section 50 requires that the record is needed to exercise or protect a right, that the procedural requirements are met, and that no applicable ground for refusal prevents access. The District applies the private-body provisions of PAIA to its records. A category listed in this manual does not guarantee that a particular record exists or that it will be released without considering the law.

The manual covers District administration, service correspondence, finance, public information, website, events, telephone answering, helpline and referral records, where held. It includes official records held by a trusted servant or provider on the District's behalf. A record does not cease to be a District record because it is stored on a personal phone, private email account, home computer or external platform.

It does not claim control of all records held independently by autonomous AA groups, Area or GSO. The Information Officer will establish which body holds the requested record and, where known, explain the appropriate contact route. A copy actually held by District remains subject to consideration under this manual. A request will not be rejected merely because another AA body also holds a copy.

AA means Alcoholics Anonymous. District means Port Elizabeth District of Alcoholics Anonymous. GSO means General Service Office. GSR means General Service Representative. PAIA means the Promotion of Access to Information Act 2 of 2000, as amended. POPIA means the Protection of Personal Information Act 4 of 2013, as amended. IO means Information Officer and DIO means a duly designated Deputy Information Officer. Regulator means the Information Regulator of South Africa.

A record is recorded information in any form or medium in the body's possession or under its control, whether or not it created the record. Personal information identifies or relates to a person as defined by the applicable Act. Under POPIA it also includes information about an existing juristic person where applicable. A

responsible party determines the purpose and means of processing; an operator processes for a responsible party under a contract or mandate without coming under its direct authority. A trusted servant is a person carrying out an AA service role.

2 District identity and contact details

Port Elizabeth District of Alcoholics Anonymous coordinates local AA service, has its own constitution and is not separately registered. Alcoholics Anonymous South Africa (AASA), registration number 1979/003516/08, has authorised a PAIA manual under the District's own name. That registration number belongs to AASA and is not a separate District registration number.

Field	District detail
Name	Port Elizabeth District of Alcoholics Anonymous
Legal form and registration number if applicable	PE District has its own constitution and is not separately registered. AASA registration number: 1979/003516/08.
Head of body and capacity or authorised head	District Chair
Information Officer	Information Officer — District Chair
IO telephone	041-452-7328
IO email and private request intake	districtchair@aaportelizabeth.org.za
Postal address for requests	C20 Walton Park, 10 Admiralty Way, Summerstrand, Gqeberha, Eastern Cape, 6001
Street address and principal place of administration for inspection	C20 Walton Park, 10 Admiralty Way, Summerstrand, Gqeberha, Eastern Cape, 6001
Public inspection hours	By prior appointment with the DIO or District Secretary at an agreed accessible location. Electronic copies are available on request.
Fax	No fax facility.
Website	https://aaportelizabeth.org.za
DIO	Deputy Information Officer — webmaster@aaportelizabeth.org.za
District Secretary	pe@aasouthafrica.org.za

The Information Officer oversees statutory requests and decisions. The designated Deputy Information Officer assists under delegated authority. Registration and designation records are retained with District governance records; personal identity documents and private credentials are not published in this manual.

Send PAIA requests and privacy enquiries to districtchair@aaportelizabeth.org.za. The Deputy Information Officer can be reached at webmaster@aaportelizabeth.org.za and the District Secretary at

pe@aasouthafrica.org.za. These are role contacts. Do not post requests or identity evidence in a WhatsApp group. Where identity verification is needed, ask the Information Officer for a private submission route.

The District provides reasonable assistance where language, disability or difficulty completing a form prevents a request. Send postal requests to the address listed below. Contact the DIO or District Secretary before visiting to arrange free inspection of the manual or an authorised record. Electronic access is also available on request.

3 The Information Regulator guide and assistance

The Regulator publishes the section 10 Guide on how to use PAIA. It explains the rights created by PAIA and POPIA, request procedures, assistance, fees, manuals and available remedies. Guides and language versions can be obtained from <https://inforegulator.org.za/paia-guidelines/> or by contacting the Regulator. The District IO will provide the available guide electronically or arrange inspection of its copy. Ask for another language or accessible format where needed; availability should be confirmed with the Regulator.

Regulator contact	Detail checked on 27 September 2026
Physical address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Telephone	010 023 5200
Toll free	0800 017 160
General enquiries	enquiries@inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za
POPIA complaints	POPIAComplaints@inforegulator.org.za
Website and eServices	https://inforegulator.org.za and https://eservices.inforegulator.org.za

The Regulator's contact page is <https://inforegulator.org.za/contact-us/>. Check it before visiting or sending a physical complaint, since addresses and channels may change. A complaint about the District goes to the Regulator, not to another AA group as a substitute for the statutory remedy.

4 Records available without a formal request

The following approved public records are available through the District website or the IO without a PAIA Form 2. Electronic copies are supplied without charge as District policy; reasonable reproduction or delivery charges may apply to requested physical copies where lawful.

Category	Public material
Public service information	Approved meeting times and venues, general service information and public contact routes
Public notices	Approved event notices, public-information material and service announcements intended for public circulation
Privacy and access information	The approved current PAIA manual, public privacy notice and links to prescribed forms and the Regulator guide

Category	Public material
Public policies	Versions expressly approved for public release, excluding security credentials, private registers and sensitive annexures

The records listed above are made available voluntarily without a formal PAIA request. This manual does not rely on a section 52 Gazette notice as the basis for that availability.

Internal minutes, member or volunteer contact lists, raw bank records, helpline details and WhatsApp histories are not automatically public. Members' access under ordinary service arrangements is different from public disclosure. The District will consider formal requests for non-public records under PAIA rather than apply an automatic exemption to all AA information.

5 Records available under other legislation

Records may be accessible under another applicable law subject to that law's conditions. Mentioning a statute does not mean that all records connected with it are public. The following schedule must remain tied to the District's actual legal status and activities.

Law	Relevant records and access position
POPIA 4 of 2013	Personal information confirmation and access under section 23; correction or deletion and related action under section 24, subject to lawful limitations
Electronic Communications and Transactions Act 25 of 2002	Electronic communications, transactions and notices where applicable; no general right to all District messages is created by this listing
Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011 where applicable	Relevant tax and accounting records held by District; access subject to the applicable law and PAIA

The District has no employment records and is not separately registered as a company or nonprofit organisation. This manual does not present AASA corporate records as District records. A bank's statutory duties do not automatically make the District an accountable institution under financial-intelligence legislation.

6 Subjects and categories of District records

The schedule describes categories relevant to District service. Some activities create no lasting record. The existence, custody and scope of a particular record are established during the search for that record.

Subject	Categories where held
Governance and administration	Governing documents, agendas, approved minutes, attendance or apologies for District service meetings, action items, nominations, resolutions, service appointments, reports, correspondence, signatures and delegations
Group and service liaison	Group, District and GSR contacts, office-bearer role lists, distribution and mailing lists, correspondence with Area and GSO, and communication instructions
Finance and assets	Budgets, accounts, statements, reconciliations, invoices, receipts, reimbursements, contributions, payment authorisations and asset registers

Subject	Categories where held
Helpline and Twelfth Step work	Telephone answering system records where held, temporary enquiries, minimum referral details, authorised volunteer contacts and referral status records
Public information and institutional liaison	Professional contacts, correspondence, visit or presentation arrangements and approved public material
Events and rallies	Bookings, payments, supplier arrangements, volunteer allocations, necessary access or dietary requests and approved media permissions
Website and digital systems	Published pages, enquiries, contact listings, administrative records, hosting and domain arrangements, system logs and analytics where enabled
Messaging	Official service messages, participant and administrator access records, opt-in evidence and necessary records extracted into approved storage
Suppliers and providers	Agreements, service terms, operator assessments, invoices, security and international-processing assessments
Privacy and access compliance	Processing and risk registers, audit returns, notices, policy approvals, training acknowledgements, requests, complaints and incident records
Continuity and archives	Retained official records, handover records, access assignments, backup and recovery procedures and destruction records

The District policy is not to compile a general register of AA membership, recovery history or attendance at recovery meetings. This policy is not a representation that no historic personal information exists in any record. Searches must consider records actually held, including lawful service records on personal equipment. Security credentials are not ordinary public service records and are considered under applicable refusal grounds where requested.

7 Purposes of processing personal information

The District processes personal information to respond to service enquiries; arrange a requested volunteer referral; maintain current service and group contacts; organise committee work and accountability; administer payments and suppliers; arrange events; maintain its website and communications; protect systems; respond to lawful requests and complaints; and meet legal duties. The exact purpose depends on the activity and must be explained when information is collected.

Processing must have an applicable POPIA section 11 ground. Depending on the facts, this may be consent, contractual necessity, legal obligation or a justified legitimate interest. Where information reveals health, recovery or another special category, a separate applicable authorisation under sections 26 to 33 is required. Children's information requires the separate statutory authorisation under sections 34 and 35. The District does not treat ordinary legitimate interests as a sufficient exception for all special information.

The District's policy prohibits unrelated use, sale of service contact lists, compulsory ordinary-member attendance registers and unapproved upload of identifiable records to AI or transcription services. Consent to one service does not authorise every other use. Optional photographs, public contact listings and joining an ordinary WhatsApp group require a specific explanation and agreement under the adopted policy. Refusal of optional processing does not exclude someone from AA meetings.

8 Categories of people and information

People or entities	Information that may be processed for a defined service
Trusted servants GSRs and volunteers	Names or preferred identifiers, service roles, contact details, appointment and access records, training and handover confirmations
Callers newcomers and people seeking support	Minimum return contact, preferred name where necessary, general locality, enquiry and referral details; recovery-related information only where necessary and lawfully authorised
Group contacts	Group and venue information, service role and contact details, public-listing permission
Contributors payees and suppliers	Payer or payee identification appearing in transaction records, invoices, banking details, amounts and payment references
Event participants and volunteers	Booking and contact details, payment evidence and necessary event arrangements; optional or sensitive requirements separately controlled
Professionals institutions and other AA bodies	Business or role contact information, correspondence and service arrangements
Website users and enquirers	Enquiry information, technical identifiers, security logs and analytics data where the relevant features operate
Requesters complainants and affected people	Contact and proportionate identity or authority evidence, requests, correspondence and decision or incident records

The District does not need every category for every activity. It must not collect additional information simply because it appears in this schedule. A telephone number in an AA-related record can reveal more than the number alone.

9 Recipients and international processing

Information may be shared only for the relevant lawful purpose with authorised District roles; an accepting referral volunteer; relevant group, Area, District or GSO service roles; banks and payment providers; suppliers and venues; hosting, email, messaging, storage and technical support providers; professional advisers; or a regulator, court or other authority where lawfully required. An ordinary WhatsApp group's participants receive information visible within that chat after the joining notice and opt-in. Sharing must be limited to what the recipient needs.

Some providers act as operators under District instructions; others, such as banks or platforms for aspects of their processing, may act independently. The District must document the distinction and applicable written terms. It must not assume every provider is its operator or claim unrestricted power over a provider's independent records.

Planned use of international messaging, email, hosting or cloud services may involve processing or access outside South Africa. WhatsApp-related processing and any enabled cloud backup require separate consideration; provider metadata and backup handling are not identical to the content of end-to-end encrypted messages. This manual does not claim that all information remains in South Africa.

District services include domains.co.za for website and email, WhatsApp for messaging, and Icon Era for local telephone answering. The telephone provider has access to data handled within its service. Event forms and

payment services vary by event. For third-party supplier details, please contact the Information Officer. The District reviews the information involved, access, retention, service terms and international processing before selecting or changing a service. Transfers outside South Africa require an applicable POPIA section 72 ground. Transfers of special or children's information to an inadequately protected foreign recipient may require prior authorisation under section 57.

Service category	Processing and transfer arrangements
Messaging and associated metadata	WhatsApp may involve international processing of service metadata under its applicable terms. Information visible in a chat is shared with its participants.
Cloud message backups	Where cloud backups are enabled, the backup service, access, encryption and retention must be reviewed separately from WhatsApp message encryption.
Email website hosting storage and analytics	domains.co.za supplies District website and email services. Any additional hosting, cloud or analytics service requires IO review of access, locations and safeguards.
Telephone answering	Icon Era supplies the local telephone answering service and can access service data. The IO handles enquiries about its processing and the national telephone-system interfaces.
Event forms and payments	Event services vary. The responsible convenor and IO review information collected, access, retention and any international processing before use.
Other AA bodies outside South Africa	Any transfer to an AA body outside South Africa requires a defined service purpose and an applicable POPIA transfer ground.

No international recipient receives blanket authority to reuse District information. A new transfer arrangement must be reviewed before use and reflected in this manual when material.

10 Security retention and equipment

The District's approved policies require access limited by role, protected and updated equipment, individual service accounts where available, multifactor authentication, controlled storage, recoverable backups, secure disposal, provider terms, training and incident response. Controls are reviewed during implementation and when arrangements change. Policy approval is not a guarantee that every device or system already meets every requirement.

Personal and AA-owned equipment may be used for authorised service work under the District policy. Required District records must remain recoverable by an authorised alternate, with access limited to the relevant service work. Personal equipment does not give the District unrestricted access to unrelated private content. AA-owned equipment requires recorded custody and the same protection rules. Credentials, recovery codes and detailed security configurations are kept out of this public manual.

WhatsApp access follows each chat's purpose. Former servants must lose access to restricted service chats when authority ends, while ordinary notices-chat participation depends on voluntary continued eligibility. Removal does not erase prior copies. Notices explain number visibility and privacy risks. Formal records are stored outside WhatsApp, and expired messages, media and duplicate files are reviewed under the retention schedule.

Personal information is retained only while lawfully needed. The approved retention schedule distinguishes temporary referrals, service contacts, routine correspondence, event records, financial evidence and enduring governance records. Lawful holds override scheduled deletion. Backups have controlled expiry and may not support immediate selective deletion; access is restricted and prior deletions must be reapplied after restoration. Anonymous statistical information may be retained without keeping unnecessary identifiers.

Suspected exposure should be reported immediately through the approved IO contact. Where the statutory security-compromise trigger is met, the District must notify the Regulator and affected people as required by POPIA section 22. It cannot avoid notification merely because it considers the risk low. Notifications must not await completion of the investigation.

11 How to request records

Use the current PAIA Form 2, Request for Access to Record, available from <https://inforegulator.org.za/paia-forms/> or from the District IO. Submit it to the approved email, postal or physical address in section 2. Ask for assistance if you cannot use the form. Do not send a request containing private details to a public WhatsApp group.

Provide enough information to identify the record: subject, approximate date or period, relevant service activity and any reference you know. State your contact details, requested form of access, the right you seek to exercise or protect and why the record is required for that right. If acting for another person, provide reasonable proof of authority. Indicate any accessible format or additional way you want to receive the decision.

The IO will verify identity and representative authority proportionately, particularly for personal records. Do not send more identity evidence than necessary. The IO should arrange a secure means of verification where needed. A requester need not know the exact filename or prove AA membership to make a request.

The District will acknowledge receipt and allocate a reference. Acknowledgement is not approval of access. Where clarification is needed, the IO will explain what is missing and provide reasonable assistance without treating internal staffing or Committee schedules as a reason to ignore statutory deadlines. The District will search relevant locations, including official records held on personal equipment or by an operator.

Requests concern records held or controlled by District; PAIA does not ordinarily require it to create a new report or answer general questions that are not recorded. It must not falsely state that records are absent without a reasonable search. Routine access to published information can be provided without the formal process.

12 Fees and deposits

The IO will give the applicable fee notice and payment instructions through a verified District route. Do not pay a volunteer's private account merely because a message requests it. Charges must follow the prescribed private-body tariff and applicable law, not an invented hourly rate. The following summarises the Regulator's private-body schedule checked on 27 September 2026; current prescribed rates prevail if changed.

Item	Amount
Request fee	R140
A4 photocopy or printed page	R2 per page or part
Electronic copy on requester supplied flash drive or CD	R40
Electronic copy on body supplied CD	R60
Transcription or copy of visual images	Actual outsourced quotation
Audio transcription	R24 per A4 page
Audio copy on requester supplied flash drive or CD	R40
Audio copy on body supplied CD	R60
Search and preparation excluding the first hour	R145 per hour or part; maximum R435
Postage email or electronic transfer	Actual expense if any

Where search and preparation are expected to exceed six hours, the prescribed deposit may be required, limited to one-third of the applicable access fee, calculated under the regulations. The notice must explain the calculation and challenge rights. A deposit is refunded where access is refused as provided by PAIA. Access may be withheld until the applicable access fee is paid. The IO records any lawful fee suspension or waiver; internal delay does not itself suspend the time limit.

The Regulator's published income-based access-fee exemptions apply to public bodies; they must not automatically be represented as private-body exemptions. POPIA section 23 confirmation of whether personal information is held is free. Correction, deletion and objection requests under the applicable POPIA regulations are free. Requests for copies of personal records follow POPIA section 23 and applicable PAIA fee provisions; a written estimate must precede a charge where required. The IO will explain any applicable exemption or lawful waiver.

The fee source is <https://infoeregulator.org.za/wp-content/uploads/2026/03/PAIA-Fees-structure.pdf>. The IO uses the prescribed outcome and fees notice where applicable, currently PAIA Form 3. A requester can challenge fees, deposits or access form through the statutory remedies in section 15 of this manual.

13 Decisions deadlines and third party procedures

For an ordinary request, the District must notify the requester of its decision as soon as reasonably possible and within 30 days of receipt, subject to lawful time calculations, fee-related suspension and the special third-party procedure. A failure to decide within the applicable period is a deemed refusal under section 58; the requester need not wait indefinitely.

The period may be extended once by no more than a further 30 days where section 57 permits, for example because a large volume or search would unreasonably interfere with operations, records must be collected from another location, consultation cannot reasonably be completed in time, more than one ground applies,

or the requester consents in writing. The IO must notify the requester within the original period, state the extension, reasons and challenge route. An extension is not automatic because a volunteer is busy.

Where sections 71 to 73 apply to a third party's protected information, the IO must take reasonable steps to notify that third party as soon as reasonably possible and within 21 days after receipt. The notice explains the request and relevant protection or public-interest issues. The third party has 21 days after notification to make representations or give written consent. The IO decides as soon as reasonably possible and within 30 days after every required third party has been informed, taking representations into account.

If access is granted over a third party's objection or otherwise in that process, the decision notice explains the reasons and the section 73 right to challenge within 30 days. Release is held for the applicable 30-day period and, if a complaint or court application is lodged within it, pending the appropriate outcome. This shorter protective period is distinct from the general 180-day complaint provisions. The IO must apply the statutory procedure and obtain advice if deadlines overlap.

The written decision states whether access is granted, partly granted or refused, the applicable reasons and provisions, fees and form of access, and complaint rights. Give the requested form where reasonably possible and lawful. Consider an alternative with the requester if copying would damage the record, infringe copyright or create an unreasonable difficulty under the Act. Release through a proportionate secure route; confirm the recipient before transmitting private records.

14 Refusal partial access and missing records

The IO must consider the private-body grounds in PAIA sections 63 to 69, their exceptions and the section 70 public-interest override. Grounds include unreasonable disclosure of a third party's personal information; protected commercial information; specified contractual confidentiality; danger to life or physical safety or prejudice to security; legal privilege; qualifying commercial information of District; and protected research information.

AA anonymity and confidentiality inform the seriousness of disclosure, but they are not a separate blanket exemption from PAIA. Equally, a formal request does not automatically entitle anyone to another person's AA or recovery information. Each decision must apply the statutory test. An internal confidential label alone is insufficient. Grounds applicable only to public bodies must not be copied into a private-body refusal.

Under section 70, qualifying records must be disclosed where they reveal evidence of a substantial breach of law or an imminent and serious public-safety or environmental risk, and the public interest in disclosure clearly outweighs the contemplated harm. The IO must consider this even where a refusal ground would otherwise apply.

Where protected information can reasonably be separated, provide the remainder under section 59 and explain the redaction. Do not refuse an entire set of minutes merely because one passage contains personal details. Keep a restricted record of the redaction and reasons without exposing the withheld information in the decision notice.

If a record cannot be found or is believed not to exist after reasonable search, provide the affidavit or affirmation required by section 55 describing the steps taken, including relevant communications with people who may know its location. If found later, consider and provide access unless a lawful refusal ground applies. Do not create a false absence statement to conceal poor handover. Where section 7 excludes records sought for commenced proceedings and access is provided under another law, explain the applicable route rather than automatically treating every dispute-related request as excluded.

15 Complaints and court remedies

There is no statutory internal PAIA appeal for a private body such as District. A requester may ask the IO to reconsider informally, but this is optional and does not extend statutory deadlines or prevent a complaint. Do not require a group-conscience or District Committee appeal before the person approaches the Regulator.

A requester or affected third party may lodge a complaint with the Regulator under section 77A, generally within 180 days of the relevant decision, using the prescribed PAIA Form 5 and the Regulator's current submission route. Grounds can include refusal or deemed refusal, fees, extension or form of access. Supply the request, decision or evidence of non-response and relevant correspondence. Use PAIAComplaints@infoeregulator.org.za or the current eServices complaint facility. The section 73 third-party release procedure has the separate 30-day challenge period described above.

Court relief under section 78 is subject to the Act's exhaustion requirements, including the Regulator complaint procedure applicable to a private-body dispute, and its 180-day application provisions. Obtain prompt legal advice on the applicable route and time limit, especially if preventing an imminent disclosure. Courts may grant appropriate relief under section 82, including a disclosure order or other remedy. This manual does not extend any statutory period.

For unlawful processing of personal information, a person may complain under POPIA using its separate complaint process and POPIA Form 5 or the Regulator's current accessible channels. Contact POPIAComplaints@infoeregulator.org.za. PAIA and POPIA complaint forms share a number but serve different legal processes.

16 Personal information rights

After adequate proof of identity, a data subject may ask under POPIA section 23 whether District holds personal information about them. That confirmation is free. They may request the record or a description and information about recipients or recipient categories, within the legal requirements and limitations. Where applicable, PAIA procedures govern access. PAIA Form 2 can be used for access to personal records; do not use POPIA's correction form as a substitute for every access request.

A person may request correction or deletion of information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained, or destruction or deletion where District is no longer authorised to retain it. Use POPIA Form 2 or an accessible request substantially similar to it. The District must respond as required by section 24 and the current regulations, notify action taken and address disputes appropriately. A lawful retention duty or hold may prevent immediate deletion; the IO must explain that rather than promise automatic erasure.

Objections under section 11(3) may be submitted using POPIA Form 1 or a substantially similar accessible request, stating the applicable grounds. Consent-based processing may be challenged by withdrawal of consent; this does not retrospectively invalidate lawful earlier processing. Objections and correction or deletion requests are free and may be submitted through accessible written or electronic routes. Telephone requests must be recorded as required by the applicable regulations; arrange a private route, not a group discussion.

The District's operational target is a written correction or deletion outcome within 30 days of receiving the request, without delaying earlier action required by law. The IO must comply with the regulation's notification requirements and applicable PAIA access deadlines, which are distinct. Identity verification should collect no more than necessary, and a correction request must not become a reason to create a new unnecessary file about the person.

17 Availability review and approval

This manual is available free of charge at <https://aaportelizabeth.org.za/> and electronically on request. In-person inspection is free and can be arranged with the DIO or District Secretary using section 2. A physical copy may attract a lawful reproduction charge. A copy is supplied to the Information Regulator on request. The IO arranges reasonable accessible alternatives where needed.

The IO is responsible for keeping it current, supported by the Secretary and webmaster. Review at least annually and promptly after changes to contacts, service activities, records, providers, transfers or legal requirements. Keep a version history and remove superseded public copies without destroying required governance evidence. The public manual must not include private member lists, recovery credentials or confidential incident detail.

District Committee approval: 3 October 2026. Public edition updated: 5 October 2026. The Information Officer maintains this manual, supported by the Deputy Information Officer and District Secretary. Approval and designation records are retained privately with District governance records.

18 Forms and official sources

Use the current prescribed forms at the official sources below. The Information Officer can supply copies and assist with their use. This manual explains the procedure and does not replace the statutory forms.

Purpose	Form and source
Obtain the PAIA guide	PAIA Form 1 where needed; https://infoeregulator.org.za/paia-forms/
Request access to records	PAIA Form 2; same PAIA forms page
Outcome and fees	PAIA Form 3; same PAIA forms page
Complain under PAIA	PAIA Form 5; same PAIA forms page and Regulator complaint route
Object to processing	POPIA Form 1 or substantially similar accessible request; https://infoeregulator.org.za/popia-forms/
Correct or delete information	POPIA Form 2 or substantially similar accessible request; same POPIA forms page
Complain under POPIA	POPIA Form 5 and the Regulator's current complaint channels

PAIA consolidated statute: <https://www.justice.gov.za/legislation/acts/2000-002.pdf>

POPIA consolidated statute: <https://www.justice.gov.za/legislation/acts/2013-004.pdf>

PAIA regulations and official legislation links: <https://www.justice.gov.za/paia/paia.htm>

POPIA 2025 amendment notices: <https://www.justice.gov.za/legislation/notices/notice2025.html>

Regulator guide: <https://infoeregulator.org.za/paia-guidelines/>

Private-body fees: <https://infoeregulator.org.za/wp-content/uploads/2026/03/PAIA-Fees-structure.pdf>

Regulator contact details: <https://infoeregulator.org.za/contact-us/>

This manual follows PAIA section 51 for a private body. It adapts the AASA manual's general structure to District service and does not adopt national contact details, unverified corporate records or a national membership database as District facts. Legal text and current prescribed requirements prevail over an accidental inconsistency in this manual.