

PAIA MANUAL

Prepared in accordance with **Section 51 of the Promotion of Access to Information Act, 2 of 2000 (PAIA)**

As amended by the **Protection of Personal Information Act, 4 of 2013 (POPIA)**

1. Information of the Private Body

Name of Private Body: Intelligent Automation Hub (Pty) Ltd

Registration Number: 2022/744946/07

Trading Name: Intelligent Automation Hub (iAhub)

Registered Address: 26 Melville Road, Illovo, Sandton, 2196, South Africa

Postal Address: Same as above

Telephone: +27 83 643 3377

Domains Covered: iahub.ai, iahub.co, iahub.co.za, intelligentautomationhub.co.za, intelligentautomationhub.com

2. Information Officer

In compliance with POPIA, the Information Officer (IO) is designated as follows:

Name: Charles Lalieu

Position: Founder & Joint CEO

Email: charles@aihub.ai

Telephone: +27 83 643 3377

Physical Address: 26 Melville Road, Illovo, Sandton, 2196

The Information Officer is responsible for:

- PAIA compliance
- POPIA compliance and data subject rights
- Managing access requests
- Liaising with the Information Regulator

Deputy Information Officers may be appointed where necessary.

3. Introduction and Purpose of the PAIA Manual

This PAIA Manual is published in accordance with **Section 51 of PAIA**, which requires private bodies to compile a manual to assist individuals in exercising their right to access information held by private bodies.

The purpose of this Manual is to:

- Provide a framework for requesting access to records
- Describe the type of records held by iAhub
- Detail the process for submitting requests under PAIA

- Support transparency, accountability, and lawful access
- Ensure compliance with PAIA and POPIA

4. Guide of the Information Regulator

A guide on how to exercise rights under PAIA is compiled and made available by the Information Regulator.

Information Regulator Contact Details:

Website: <https://www.justice.gov.za/inforeg/>

Email: inforeg@justice.gov.za

Tel: +27 10 023 5200

Physical Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg

The Guide explains:

- What records may be accessed
- How to submit a request
- Applicable fees
- Remedies available

5. Applicable Legislation

iAhub may be subject to the following South African laws, including but not limited to:

- Promotion of Access to Information Act, 2 of 2000
- Protection of Personal Information Act, 4 of 2013 (POPIA)
- Electronic Communications and Transactions Act, 25 of 2002
- Companies Act, 71 of 2008
- Basic Conditions of Employment Act, 75 of 1997
- Labour Relations Act, 66 of 1995
- Income Tax Act, 58 of 1962
- Value Added Tax Act, 89 of 1991
- Occupational Health and Safety Act, 85 of 1993
- Unemployment Insurance Act, 63 of 2001
- Copyright Act, 98 of 1978
- Financial Intelligence Centre Act, 38 of 2001
- Any other legislation that may apply to our operations

6. Categories of Records Held by iAhub

6.1 Records Automatically Available (No PAIA Request Required)

- Company website content
- Public marketing material
- Public financial statements (if applicable)
- PAIA Manual
- Privacy Policy
- Cookie Policy

6.2 Records That May Be Requested via PAIA

A. Company Records

- Company registration documents
- Shareholder records
- Governance and compliance documents
- Memorandum of Incorporation
- Resolutions and minutes

B. Financial and Tax Records

- Annual financial statements
- Tax returns and VAT records
- Invoices, receipts, bank confirmations

C. Operational Records

- Contracts and agreements
- Vendor and supplier records
- Project documentation
- Product, SaaS, and system configuration records
- Client account information (non-confidential, as allowed)

D. Human Resources

- Employee records (subject to privacy limitations)
- Leave, payroll, training, and performance files

E. Customer and Partner Records

- Account details
- Onboarding documents

- Support logs
- Statements of Work (SOWs)
- Service level agreements (SLAs)

F. IT, Security & Platform Records

- System logs
- Security policies
- Incident reports
- Cloud hosting and compliance certifications

7. Records Subject to POPIA Protection

As required by POPIA, the following categories contain **personal information** which will only be disclosed:

- With consent
- When required by law
- When required for legal proceedings
- When authorised by the Information Regulator
- When the request qualifies under PAIA and POPIA restrictions

These include:

- Identity information
- Contact details
- Financial information
- Employment information
- System credentials
- Customer data processed on behalf of clients

8. How to Request Access to Records

To request access to records from iAhub, the requester must:

Step 1: Complete Form 02 (Prescribed PAIA Request Form)

The form includes:

- Full details of requester
- Identity or company verification
- Description of the record being requested

- Purpose of the request
- Preferred form of access

Step 2: Submit the Completed Form

Email OR deliver to:

Information Officer:

Email: charles@aihub.ai

Telephone: +27 83 643 3377

Physical Address: 26 Melville Road, Illovo, Sandton, 2196

Step 3: Include the Applicable Fees

- A request fee may be charged (if requester is not a personal data subject).
- Access fees apply for reproduction, search, or preparation.
- Fees must be paid before records are released.

Fee schedule available from the Information Regulator.

9. Grounds for Refusal of Access

iAhub may legally refuse access to records under PAIA in the following circumstances:

- Protection of personal information of third parties
- Protection of confidential information
- Protection of safety or security
- Commercially sensitive information (trade secrets, IP, pricing)
- Records subject to legal privilege
- Research information that may be jeopardised
- Compliance with POPIA requirements

Each refusal will include written reasons and instructions on how to appeal.

10. Remedies Available

If a request is refused or not adequately handled, the requester may lodge:

- An internal review (if applicable)
- A complaint with the Information Regulator
- Legal proceedings in a court of law

11. POPIA Compliance & Data Subject Rights

As required under POPIA, data subjects have the following rights:

- Right to access personal information
- Right to correction or deletion
- Right to object to processing
- Right to withdraw consent
- Right to lodge a complaint with the Information Regulator

Requests must be submitted using the prescribed forms available on the Regulator's website.

12. Availability of This Manual

This PAIA Manual is available:

- On the iAhub websites:
 - iahub.ai
 - iahub.co
 - iahub.co.za
 - intelligentautomationhub.co.za
 - intelligentautomationhub.com
- From the Information Officer (gratis digital copy)
- In hard copy, by request (fees may apply)

13. Updates to This Manual

This Manual will be updated:

- When required by law
- When operational changes occur
- When new processing activities arise
- As required by the Information Regulator

Last Updated: **November 2025**