

PAIA MANUAL

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

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1. PREAMBLE

The Promotion of Access to Information Act 2 of 2000 (PAIA) gives effect to the constitutional right of access to information contained in section 32 of the Constitution of the Republic of South Africa, 1996, by establishing a framework that enables individuals and organisations to access information held by public and private bodies where required for the exercise or protection of any rights. The Body Stress Release Association of South Africa (BSRASA) (hereinafter referred to as the Association) recognises the importance of transparency, accountability, sound corporate governance and lawful information management, and is fully committed to complying with the provisions of PAIA and the Protection of Personal Information Act 4 of 2013 (POPIA) while safeguarding confidential, commercially sensitive, and personal information entrusted to it. As a voluntary professional membership organisation representing Body Stress Release practitioners and advancing the profession within the health and wellness sector, the Association is established to promote stress management, emotional wellbeing, community support, education, awareness programmes, workshops, counselling referrals and related activities. In executing its mandate, the Association maintains operational records relating to its members, practitioners, students, suppliers, regulators, community projects, and financial administration. Accordingly, this Manual has been prepared in accordance with section 51 of PAIA to serve as a guide to persons wishing to request access to records held by the Association, describing the categories of records maintained, the request procedures, and the specific grounds under which access may be granted or refused, noting that nothing herein grants unrestricted access as all requests will be strictly evaluated against PAIA, POPIA, and other applicable legislative frameworks.

2. PARTICULARS IN TERMS OF SECTION 51

The particulars of the Association are as follows:

CONTACT DETAILS	
Name	Body Stress Release Association of South Africa (BSRASA)
Physical Address	4 Forest Road, George, 6530
Telephone Number	083 660 0780
Email Address	info@bodystressrelease.co.za

All requests for access to records must be directed to the Information Officer whose details appear below.

3. INFORMATION OFFICER

3.1 Information Officer

In terms of section 55 of POPIA and section 51 of PAIA, every private body must have an Information Officer responsible for encouraging compliance with applicable information legislation and ensure that requests for access to information are dealt with appropriately.

The Information Officer of the Association is responsible for:

- Ensuring compliance with PAIA and POPIA;
- Facilitating access to records where appropriate;
- Managing requests for access to information;
- Responding to data subject requests;
- Ensuring the protection of personal information processed by the Association;
- Liaising with the Information Regulator;
- Developing and implementing policies relating to information governance;
- Monitoring compliance with applicable legislative obligations.

The Information Officer's details are as follows:

CONTACT DETAILS	
Name	Body Stress Release Association of South Africa (BSRASA)
Designated contact person	Ingeborg Muhsfeldt (Information Officer)
Physical address	4 Forest Road, George, 6530
Contact number	083 660 0780
Email address	chairperson.sa@bodystressrelease.com

4. INFORMATION REGULATOR GUIDE

Section 10 of PAIA requires the Information Regulator to compile and make available a guide on how to exercise rights under PAIA and POPIA.

The Guide contains information relating to:

- The purpose of PAIA;
- The procedure for requesting access to records;
- Assistance available from the Information Regulator;
- The remedies available where access to information is refused;
- The rights of data subjects under POPIA;
- The responsibilities of Information Officers;
- Prescribed forms and procedures.

The Guide is available from the Information Regulator free of charge.

Person(s) wishing to obtain a copy of the Guide may do so from the Information Regulator or request a copy from the Information Officer.

The contact details of the Information Regulator are:

Information Regulator (South Africa)

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

Website: <https://inforegulator.org.za>

Email: enquiries@inforegulator.org.za

5. WHO MAY REQUEST INFORMATION IN TERMS OF PAIA

PAIA grants a requester the right to access records held by a private body where the requested record is required for the exercise or protection of any rights.

A requester may be:

- A natural person;
- A juristic person;
- A representative acting on behalf of another person;
- A legal representative acting under a valid mandate.

A requester must establish that:

- The requested record is required for the exercise or protection of a right;
- The procedural requirements prescribed by PAIA have been complied with;
- No lawful ground exists for refusing access to the requested record.

The Association will consider every request on its own merits and in accordance with the provisions of PAIA. Where a requester seeks access to personal information relating to another person, the Association may require proof of authority, proof of consent or any other supporting documentation deemed necessary by the Information Officer. Requests that are incomplete, vague or fail to establish the right sought to be exercised or protected may be refused or returned for clarification. The Association reserves the right to verify the identity of a requester before processing any request for access to information. The submission of a request does not automatically entitle a requester to access a record. Access will only be granted where the requirements of PAIA have been satisfied and no lawful ground for refusal applies. In considering requests, the Association must balance the constitutional right of access to information against the rights to privacy, confidentiality, security and protection of commercially sensitive information. The Association may require additional information from a requester where necessary to properly evaluate a request.

6. CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE WITHOUT A REQUEST

The following categories of records are automatically available and may be accessed without a formal request in terms of PAIA, subject to reasonable administrative requirements and availability. Certain records may be accessed directly from the Association's website, while others may be obtained upon request from the Information Officer.

Category of Record	Types of Records	Manner of Access
Constitution	Statutory records / Founding documents	Website / Email Request
Code of Conduct	Association's Policies / Association's Standards	Website / Email Request
PAIA & POPIA	PAIA Manual, POPIA Policy, Privacy Notices and Legislative disclosures	Website / Email Request
Privacy Notices	Statutory compliance notices / Data processing policy	Website / Email Request
Membership Application Forms	Personal Information / Professional Registry	Website / Email Request
Public Awareness Material	Operational marketing / Public relations media	Website / Public platforms
Newsletters	Communication material / Promotional Documents	Website / Public platforms
Event Information	Operational Calendar / Logistics Records	Website / Email Request
Volunteer Information	Personal information	Website / Email Request
Public Notices	Administrative communication / General Advisory Notices	Website / Public platforms

The Association reserves the right to charge reproduction fees where copies of automatically available records are requested.

7. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

The Association maintains records in accordance with applicable legislation. Access to such records may be subject to the provisions of the applicable legislation, PAIA, POPIA and any confidentiality obligations imposed by law.

The legislation listed below is not exhaustive and may be amended from time to time.

Governance and Constitutional Framework

- The Constitution of the Republic of South Africa, Act 108 of 1996 (Section 18 – Freedom of Association)

Commercial Legislation

- Companies Act 71 of 2008
- Consumer Protection Act 68 of 2008
- Competition Act 89 of 1998

Advertising and Intellectual Property

- Trade Marks Act 194 of 1993

Taxation Legislation

- Income Tax Act 58 of 1962
- Tax Administration Act 28 of 2011
- Value Added Tax Act 89 of 1991

Health and General Law

- National Health Act 61 of 2003

Electronic Communication

- Electronic Communications and Transactions Act 25 of 2002

Information and Privacy Legislation

- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013

The Association maintains records required by the above legislation to the extent applicable to its operations.

8. CATEGORIES OF RECORDS AND SUBJECTS IN RESPECT OF WHICH RECORDS ARE HELD

The Association maintains records in various operational, regulatory, commercial and administrative categories to the extent applicable to its operations. The records listed below are not automatically available and access will be considered on a case-by-case basis in accordance with the provisions of PAIA.

8.1 Governance and Constitutional Framework Records

The Association maintains records relating to its establishment as a voluntary professional association, its internal constitution, and executive management structures.

Category of Record	Availability
Association Constitution and Rules	Not available automatically
Executive Committee	Not available automatically
Minutes of Annual General Meetings	Not available automatically
Executive Committee Meeting Minutes and Agendas	Not available automatically
Special Resolutions and Constitutional Amendments	Not available automatically
Internal Governance Codes and Codes of Conduct	Not available automatically
Sub-committee Reports and Administrative Records	Not available automatically
Statutory Declarations and Non-Profit Filings (if applicable)	Not available automatically

8.2 Professional Practitioner Registration and Regulation Records

The Association acts as the self-regulating professional body for qualified practitioners. It maintains extensive professional compliance records.

Category of Record	Availability
Registry of Certified BSR Practitioners	Not available automatically
Practitioner Membership Applications and Qualification Records	Not available automatically
Professional Indemnity Insurance Certificates	Not available automatically
Annual Membership Fee Accounts and Renewal Logs	Not available automatically
Annual Continuing Education (ACE) Tracking Records	Not available automatically
Disciplinary Complaints, Hearing Records, and Findings	Not available automatically
Ethics and Scope of Practice Guidelines	Not available automatically

8.3 Client Consultation and Health-Related Records

Crucial Note: These records are heavily protected under Sections 14 to 16 of the National Health Act 61 of 2003 and the Protection of Personal Information Act 4 of 2013. Access requests by third parties will be strictly refused without explicit, written client consent.

Category of Record	Availability
Client Intake and Medical History Forms	Not available automatically
Client Consent Forms (Informed Consent for Physical Touch)	Not available automatically

Consultation Progress Notes and Physical Stress Mapping Charts	Not available automatically
Appointment Booking Logs and Scheduling Calendars	Not available automatically
Written Client Correspondence regarding Progress	Not available automatically

8.4 Trademark and Marketing Records

The Association manages and protects the intellectual property rights associated with modality.

Category of Record	Availability
Trademark Registration Certificates (Logos and Brand Phrases)	Not available automatically
Intellectual Property Licensing and Authorisation Agreements	Not available automatically
Brand Identity Guidelines and Marketing Rules for Members	Not available automatically
Public Informational Brochures, Leaflets, and Pamphlets	Not available automatically
Media Releases and Public Communication Records	Not available automatically

8.5 Commercial, Vendor, and Third-Party Agreements

The Association maintains records concerning commercial relationships with suppliers, landlords, and service providers.

Category of Record	Availability
Service Level Agreements (SLA's) with IT / Software Vendors	Not available automatically
Leases and Property Agreements	Not available automatically
Independent Contractor and Consultant Agreements	Not available automatically
Non-Disclosure and Confidentiality Agreements	Not available automatically
Procurement Records and Supplier Invoices	Not available automatically

8.6 Financial and Taxation Records

The Association maintains meticulous financial files to verify internal fiduciary duties and comply with the South African Revenue Service (SARS)

Category of Record	Availability
Annual Financial Statements (Audited or Independently Reviewed)	Not available automatically
Management Accounts and Cash Flow Summaries	Not available automatically
General Ledgers, Sub-ledgers, and Accounting Journals	Not available automatically
Bank Statements, Deposit Slips, and Electronic Fund Transfer Logs	Not available automatically
Income Tax, Provisional Tax and SARS Filings	Not available automatically
Value-Added Tax (VAT) Input / Output Invoices and Returns	Not available automatically

Fixed Asset Registers	Not available automatically
Associated Budgets, Forecasts, and Financial Allocations	Not available automatically

8.7 Information Technology, Privacy, and Cybersecurity Records

Because the Association stores highly confidential files, member contact numbers, and client health notes, these system security records are kept strictly confidential.

Category of Record	Availability
System User Access Logs and Password Security Policies	Not available automatically
POPIA Compliance Policies and Privacy Statements	Not available automatically
Internal Digital Data Encryption and Server Security Protocols	Not available automatically
Automated Data Backup Records and Disaster Recovery Plans	Not available automatically
Business Continuity Frameworks and Digital Security Blueprints	Not available automatically
Cybersecurity Monitoring, Firewall Logs, and Networks Maps	Not available automatically
Privacy Breach Incident Logs and Response Procedures	Not available automatically

Certain records contain highly critical IT infrastructure secrets. Access will be explicitly denied if disclosure risks compromising the cybersecurity or database integrity of the Association or its members.

9. THE REQUEST PROCEDURE

Any person seeking access to a record held by the Association must comply with the procedures prescribed by PAIA and the Regulations published thereunder. Requests for access to records must be made on the prescribed Form 2 issued by the Information Regulator. The prescribed form may be

obtained from the Information Regulator's website or from the Information Officer. The completed request form must be submitted to the Information Officer using the contact details contained in this Manual.

A requester must provide sufficient information to enable the Association to:

- Identify the requester;
- Verify the identity of the requester;
- Identify the record requested;
- Determine whether the requested record exists;
- Determine whether the requested record is required for the exercise or protection of a right;
- Determine whether access should be granted or refused.

The requester must clearly indicate:

- The record being requested;
- The form of access required;
- The right that is sought to be exercised or protected;
- The reasons why the requested record is required for the exercise or protection of that right;
- The preferred method of communication.

Where a request is made on behalf of another person, proof of authority must accompany the request. The Association reserves the right to request additional information where necessary to properly identify the requester, verify authority or evaluate the request. Where a request is incomplete, vague or insufficiently detailed, the Information Officer may request additional particulars before processing the request. The submission of a request does not automatically entitle a requester to access the requested record. The Information Officer shall consider the request in accordance with PAIA and notify the requester of the outcome within the prescribed period.

10. PRESCRIBED FEES

The fees payable in respect of requests for access to records shall be those prescribed from time to time by the Regulations issued under PAIA.

The applicable fees may include:

- A request fee;
- An access fee;
- Reproduction fees;
- Search and preparation fees;
- Postage or courier fees where applicable.

A personal requester seeking access to records containing his or her own personal information is not required to pay a request fee. The Information Officer may require payment of the prescribed request fee before processing the request.

Where access is granted, an access fee may be payable for:

- Reproduction of records;
- Printing of records;
- Photocopying;

- Electronic copies;
- Transcription of records;
- Time reasonably required to search for and prepare records.

The Association may withhold access to records until all prescribed fees have been paid. The Information Officer shall notify the requester of any applicable fees and the manner in which such fees are to be paid. The requester may lodge an internal complaint where applicable or approach a competent court if dissatisfied with any fee charged in terms of PAIA.

11. GROUNDS FOR REFUSING ACCESS TO INFORMATION

The Association recognises the constitutional right of access to information but is equally obliged to protect confidential, personal, commercial, security-sensitive and privileged information. Access to records may therefore be refused where PAIA requires or permits such refusal.

11.1 Protection of Personal Information of Third Parties

The Information Officer must refuse access to records where disclosure would involve the unreasonable disclosure of personal information relating to a third party who is a natural or juristic person. Personal information concerning practitioners, students, members, includes, but is not limited to:

- Identity or passport numbers.
- Contact details, telephone numbers, and email addresses.
- Financial info, membership fee statements, and banking details.
- Employment history, academic qualifications, and training records.
- Health, medical history, or wellness data related to body stress assessments.
- Biometric information.
- Criminal history information (including background checks for practitioner registration).
- Confidential personal correspondence or student/practitioner disciplinary records.

Access may nevertheless be granted where:

- The third party has consented to disclosure.
- The information is already publicly available.
- Disclosure is otherwise permitted by law.

The Association shall consider all applicable POPIA requirements before disclosing personal information.

11.2 Protection of Commercial Information of Third Parties

The Association must refuse access to records containing trade secrets or confidential commercial information belonging to third parties, such as suppliers, vendors, business partners, or external training providers. This includes:

Commercial service level agreements and vendor contracts.

- Pricing structures, commercial fee arrangements, and discount models.
- Technical specifications or proprietary digital platforms used by third parties.
- Supplier, contractor, and outsourcing vendor database profiles.
- Financial models and projections of affiliated entities.
- Research data and confidential clinical or health sector findings.
- Corporate marketing or operational strategies.

Access shall be refused where disclosure could reasonably be expected to prejudice the commercial or financial interests of that third party.

11.3 Protection of Commercial and Operational Information of the Association

The Association operates within a specialised health and wellness sector and possesses proprietary operational info, commercially sensitive materials, and confidential organisational intelligence. The Association may refuse access to records containing:

- Trade secrets or intellectual property regarding Body Stress Release marketing.
- Proprietary educational curricula, training manuals, and workshop structures.
- Internal operational protocols, examination papers, and certification methodologies.
- Proprietary software systems, membership portals, and digital code.
- Strategic business plans, funding strategies, and marketing blueprints.
- Financial models, association budgets, and member pricing structures.
- Practitioner, member, student, and donor databases.
- Supplier and service provider registries.
- Operational, membership growth, and community project forecasts.
- Internal research, development, and healthcare-sector advocacy insights.

The Association may further refuse access where disclosure could reasonably be expected to place the Association at a commercial or operational disadvantage.

11.4 Protection of Confidential Information

The Information Officer must refuse access to information supplied in confidence by a third party where disclosure would constitute a breach of a duty of confidence owed to that third party. This includes:

- Confidential memoranda of understanding (MoUs) with local or international wellness bodies.
- Non-disclosure agreements (NDAs) signed with suppliers or project partners.
- Confidential practitioner or student counseling referral data.
- Confidential community project stakeholder information.
- Information received pursuant to contractual or statutory confidentiality obligations.

11.5 Protection of Security Information and Association Infrastructure

Particular importance is attached to protecting information relating to the security of physical facilities, digital IT systems, assets, contractors, members, and visitors. Access may be refused to records containing:

- Physical security procedures, keyholding protocols, and emergency response plans.
- Security assessments, digital vulnerability reports, and IT risk profiles.
- Physical access control logs, locker configurations, or office secure-room data.
- IT network architecture diagrams, server maps, and firewall parameters.
- Financial asset control logs, cash-handling procedures, or donation processing routes.
- Alarm codes, digital surveillance logs, and CCTV layouts of premises.
- Security contractor identities and operational schedules.

The disclosure of such information may expose the Association, its staff, practitioners, students, or service providers to cyberattacks, theft, robbery, sabotage, fraud, or other criminal conduct.

11.6 Protection of Information Relating to Law Enforcement and Regulatory Investigations

The Association may refuse access to records where disclosure could prejudice:

- Regulatory compliance reviews or investigations by statutory health and safety bodies.
- Criminal, administrative, or statutory investigations.
- Anti-money laundering or financial crime audits.
- Fraud or internal practitioner disciplinary tribunals and investigations.
- Ethics committee compliance monitoring activities.

This includes records generated in terms of statutory reporting obligations or any other governing legislation. Where applicable South African legislation explicitly prohibits disclosure of certain records, the Association shall refuse access accordingly.

11.7 Legal Professional Privilege

The Association shall refuse access to records protected by legal professional privilege. This includes:

- Written legal opinions from legal counsel.
- Attorney-client communications regarding the Association's operational matters.
- Litigation pleadings, notices, and legal correspondence.
- Settlement notes and dispute resolution discussions.
- Briefs to Counsel and resulting advisory opinions.
- Documents prepared in direct anticipation of litigation or disciplinary tribunals.
- Internal legal counsel advice.

Such records remain privileged unless the privilege has been explicitly waived by the Executive Committee of the Association.

11.8 Protection of Research and Technical Information

The Association may refuse access to records containing research information where disclosure could expose:

- Association-led health, stress management, or emotional wellbeing research projects.
- Specialised wellness research methodologies or survey criteria.
- Digital service developments or awareness programme designs.
- Community support project initiatives before their public launch.
- Academic, scientific, or physiological studies under development.

Access will be denied if disclosure would expose the Association, the independent researcher, or the subject matter to serious competitive or operational disadvantage.

11.9 Manifestly Frivolous or Vexatious Requests

The Information Officer may refuse a request where:

- The request is manifestly frivolous.
- The request is vexatious.
- The request is intended to harass the Association or its members.
- The request would substantially and unreasonably divert the Association's operational resources.

Each request shall be considered objectively on its own merits by the Information Officer.

12. PROCESSING OF PERSONAL INFORMATION

The Association processes personal information in accordance with POPIA and is committed to protecting the privacy of all data subjects. The Association processes personal information lawfully, fairly, and only to the extent necessary to achieve its legitimate professional, regulatory, educational, and operational purposes as a voluntary professional membership organisation.

12.1 Purpose of Processing Personal Information

The Association processes personal information for purposes including, but not limited to:

- Member and practitioner onboarding, registration, and renewal administration.
- Maintenance of the official Body Stress Release practitioner registry.
- Management of educational curricula, workshops, and annual continuing education (ACE) programmes.
- Financial administration, including membership fee billing, collection, and payment processing.
- Supplier and service provider management and contract administration.
- Management of community support projects, awareness programmes, and public educational initiatives.
- Processing counselling and practitioner referrals for members of the public.

- Communication with members, practitioners, and students regarding association updates and sector developments.
- Public relations, healthcare-sector advocacy, and research project coordination.
- Security management, infrastructure protection, and access control of physical and digital premises.
- Risk management, internal governance, and fraud prevention.
- Managing ethics committee compliance monitoring and internal disciplinary tribunals.
- Regulatory reporting and compliance with all applicable South African statutory obligations.

12.2 Categories of Data Subjects

The Association processes personal information relating to:

- Registered Body Stress Release practitioners.
- Association members and affiliated wellness professionals.
- Current, prospective, and past students.
- Executive committee members and office bearers.
- Independent contractors.
- Suppliers, vendors, and external training providers.
- Donors, sponsors, and community project stakeholders.
- Members of the public requesting counselling referrals or information.
- Visitors to the Association's physical premises or digital portals.
- Regulators, inspectors, and statutory health and safety representatives.

12.3 Categories of Personal Information Processed

The Association may process the following categories of personal information:

- General Identifiers: Names, surnames, identity numbers, passport details, and photographs.
- Contact Details: Telephone numbers, email addresses, residential addresses, and business addresses.
- Financial Information: Bank account details, membership fee statements, invoices, and tax/VAT numbers.
- Professional & Academic Records: Employment history, training logs, academic qualifications, and examination results.
- Special Personal Information: Health, medical history, or wellness data related to body stress assessments (processed strictly with explicit consent or as legally permitted).
- Compliance Records: Criminal background checks (for practitioner registration) and disciplinary tribunal findings.
- Digital & Security Data: CCTV footage, physical access logs, IP addresses, and digital correspondence/communication records.

12.4 Recipients of Personal Information

Personal information may be shared with the following entities, strictly where lawful, contractually safeguarded, and necessary:

- Executive committee members and internal administrative staff.

- Affiliated local or international health and wellness bodies (where contractually aligned).
- Financial institutions and banking platforms for payment processing.
- Professional auditors, legal advisors, and tax consultants.
- Technology service providers, cloud storage operators, and membership portal hosts.
- Physical security providers and digital system administrators.
- Statutory health bodies, regulators, and law enforcement agencies.
- The general public (strictly limited to public-facing practitioner directory details, with explicit practitioner consent).

12.5 Transborder Flows of Personal Information

The Association may transfer personal information to service providers or international wellness bodies located outside South Africa where necessary for technological, operational, or global professional alignment. Such transfers shall only occur if:

- The recipient country offers an adequate level of data protection substantially similar to POPIA.
- Appropriate contractual safeguards (such as Data Transfer Agreements) have been executed with the recipient.
- The data subject has explicitly consented to the transfer, or the transfer is otherwise permitted under Chapter 9 of POPIA.

12.6 Information Security Measures

The Association implements appropriate, reasonable technical and organisational safeguards to protect personal information against loss, unauthorised access, misuse, disclosure, alteration, or destruction. Security measures include:

- Strict logical access controls and role-based user permissions.
- Mandatory password protection and multi-factor authentication for digital platforms.
- Encryption of data in transit and at rest where operationally viable.
- Network security controls, secure firewalls, and regularly updated anti-malware systems.
- Secure physical access controls, lockable storage, and CCTV monitoring at administrative offices.
- Committee member confidentiality undertakings.
- Secure physical document shredding and permanent digital data destruction procedures.
- Established incident response and data breach management protocols.

The Association continuously reviews and updates its security measures in alignment with industry best practices and legal developments.

12.7 Rights of Data Subjects

In terms of Chapter 5 of POPIA, data subjects have the right to:

- Request confirmation of whether the Association holds their personal information and request access to such records.

- Request the correction, amendment, or destruction of inaccurate, irrelevant, excessive, or outdated personal information.
- Object to the processing of their personal information at any time on reasonable grounds, unless legislation provides otherwise.
- Object to the processing of their personal information for purposes of direct marketing.
- Withdraw consent at any time where the processing was originally based on such consent.
- Lodge a formal complaint regarding the processing of their information with the Information Regulator of South Africa.
- Institute civil proceedings regarding alleged interference with the protection of their personal information.

All requests or objections relating to personal information must be directed in writing to the designated Information Officer of the Association.

13. DECISION-MAKING PROCESS

The Information Officer shall consider each request for access to information on its own merits and in accordance with the provisions of PAIA, POPIA and any other applicable legislation.

Upon receipt of a request, the Information Officer shall take reasonable steps to determine:

- Whether the requested record exists;
- Whether the Association is in possession or control of the requested record;
- Whether the requester has complied with the procedural requirements prescribed by PAIA;
- Whether the requester has demonstrated that the record is required for the exercise or protection of a right;
- Whether any grounds for refusal apply;
- Whether any third parties should be notified of the request.

The Information Officer may consult with legal advisors, compliance officers, security personnel, external consultants or any other relevant persons when considering a request. Where a record contains information relating to a third party, the Association may notify such third party and afford the third party an opportunity to make representations regarding disclosure of the requested information. The Information Officer shall make a decision as soon as reasonably practicable and within the time periods prescribed by PAIA. If the Information Officer is unable to locate the requested record after taking all reasonable steps, the Information Officer shall provide the requester with an affidavit or affirmation describing the steps taken to locate the record and confirming that the record cannot be found or does not exist. For purposes of PAIA, such a response shall be deemed to constitute a refusal of access. Should the record subsequently be located, the requester shall be afforded access to the record unless a lawful ground for refusal exists.

13.1 Time Period for Responding to Requests

The Information Officer must notify the requester of the decision on the request within thirty (30) days after receipt of a valid request.

The thirty-day period may be extended once for a further period not exceeding thirty (30) days where:

- The request is for a large number of records;
- The request requires a search through records located at different premises;
- Consultation with third parties is required;
- The request involves complex legal or technical considerations;
- Compliance within the original period would unreasonably interfere with the operations of the Association.

Where an extension is required, the requester shall be notified in writing of:

- The reasons for the extension;
- The period of the extension;
- The right to lodge a complaint with the Information Regulator or apply to court.

13.2 Decisions Granting Access

If access is granted, the notice to the requester shall state:

- That the request has been granted;
- The form in which access will be provided;
- Any access fees payable;
- The manner in which payment must be made;
- The procedure to be followed to obtain access.

Access shall only be provided once all prescribed fees have been paid.

13.3 Decisions Refusing Access

If access is refused, the notice to the requester shall:

- State that access has been refused;
- Provide adequate reasons for the refusal;
- Identify the provisions of PAIA relied upon;
- Inform the requester of the available remedies.

14. COMPLAINTS TO THE INFORMATION REGULATOR

A requester who is dissatisfied with the outcome of a request may lodge a complaint with the Information Regulator in accordance with PAIA and POPIA.

Complaints may relate to:

- Refusal of access;
- Delays in responding to requests;
- Access fees;
- The form of access granted;
- Processing of personal information;
- Alleged infringements of PAIA or POPIA.

The Information Regulator has powers to investigate complaints and may issue enforcement notices where appropriate. Nothing in this Manual prevents a requester from exercising any rights available under PAIA, POPIA or any other applicable legislation.

15. AVAILABILITY OF THE PAIA MANUAL

A copy of this Manual shall be made available:

- At the premises of the Association;
- On the Association website, where applicable;
- Upon request from the Information Officer;
- In any other manner prescribed by law.

The Association reserves the right to amend this Manual from time to time to reflect changes in legislation, regulatory requirements or business operations. The most recent version of the Manual shall supersede all previous versions.

16. REQUEST FOR ACCESS TO RECORDS

Any person seeking access to records held by the Association must complete Form 2 as prescribed by the Information Regulator. The completed form must be submitted to the Information Officer at the contact details contained in this Manual.

The prescribed request form must contain sufficient information to enable the Association to:

- Identify the requester;
- Verify the identity of the requester;

- Identify the requested record;
- Determine the form of access requested;
- Assess the rights sought to be exercised or protected.

Where necessary, the Information Officer may request additional information before processing the request. Failure to provide adequate information may result in the request being delayed or refused.

17. OUTCOME OF REQUEST AND FEES PAYABLE

The Information Officer shall communicate the outcome of a request using the prescribed Form 3 (Outcome of Request and Fees Payable) or such other form as may be prescribed from time to time.

The notice shall specify:

- Whether the request has been granted or refused;
- The reasons for the decision;
- The applicable fees payable;
- The form of access granted;
- The manner in which access will be provided;
- The remedies available to the requester.

The Association shall retain records of all requests received and decisions taken in accordance with its internal record management and compliance procedures.

18. PROCESSING OF SPECIAL PERSONAL INFORMATION

The Association acknowledges that certain categories of personal information receive enhanced protection under the Protection of Personal Information Act. To the extent necessary and lawful, the Association may process special personal information relating to the health, medical history, or wellness data of individuals, which is processed strictly with explicit consent from data subjects for body stress assessments, research initiatives, or practitioner training logs. Furthermore, the Association processes criminal behaviour and background information where required to perform fit-and-proper background checks for practitioner registration, student admissions, or internal disciplinary tribunals. Biometric information may also be processed where necessary for physical access control, security authentication, or digital portal protection. Finally, the Association processes information for legal proceedings to establish, exercise, or defend its legal rights in administrative, regulatory, or civil matters. Such information shall only be processed where a strict lawful basis exists under Part B of Chapter 3 of the Protection of Personal Information Act, and appropriate, enhanced technical safeguards have been implemented.

19. RECORD RETENTION AND DESTRUCTION

The Association retains records in accordance with applicable legislative, regulatory, contractual, and operational requirements. Records shall be retained for such periods as may be required by the Income Tax Act and the Value-Added Tax Act. Retention periods are also dictated by relevant health and wellness sector frameworks, voluntary association constitutional requirements, internal operational directives, student curriculum timelines, active practitioner registration cycles, and binding contractual obligations executed with suppliers, members, and international bodies. Once these statutory and operational retention periods have expired, records may be destroyed, anonymised, or de-identified in accordance with applicable legal requirements and the Association's records management policies. The Association shall take reasonable, definitive steps to ensure that records containing personal information are destroyed securely and in a manner that permanently prevents unauthorised access, retrieval, or reconstruction.

20. VERSION CONTROL AND REVIEW

This Manual shall be reviewed periodically, and at least annually, to ensure continued compliance with the Promotion of Access to Information Act, the Protection of Personal Information Act, and all applicable Regulations and Notices promulgated under both Acts. The review process will also take into account all formal Guidance and Enforcement Notices issued by the Information Regulator of South Africa, alongside any evolution in the Association's constitutional mandates, membership criteria, and operational workflows. The designated Information Officer shall bear ultimate responsibility for ensuring that the Manual remains accurate, structurally functional, and up to date at all times.

21. APPROVAL OF THE MANUAL

This Manual has been formally approved and adopted by the Executive Committee of the Body Stress Release Association of South Africa. The Information Officer confirms that this Manual has been prepared in accordance with the statutory requirements of section 51 of the Promotion of Access to Information Act and accurately reflects the categories of records held by the Association as at the date of publication. The document is executed by the Information Officer.

Issued by

Ingeborg Muhsfeldt
Information Officer