



PAIA Manual

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

Version 2.2 | Effective 8 August 2026

Public access document

This manual explains the records held by DeskFlow and how a person may request access to records under PAIA. It should be kept available on the DeskFlow website and at DeskFlow's principal place of business as required.

1. Details of the private body

Field	Detail
Private body	DeskFlow (Pty) Ltd
Registration number	2026/460177/07
Head / Information Officer	Calvin Murray
Street / principal business address	19 Kiaat Place, Amanzimtoti, Durban, KwaZulu-Natal, 4126, South Africa
Email for PAIA and privacy requests	calvin@deskflow.software
General business email	info@deskflow.software
Website	deskflow.software
Telephone	DeskFlow currently uses email as its primary public contact channel; a dedicated public PAIA telephone number is not published.

2. Purpose of this manual

This manual is prepared in terms of section 51 of PAIA to assist persons who wish to request access to records held by DeskFlow and to describe categories of records and personal information processed by DeskFlow. It should be read with PAIA, POPIA and the Information Regulator's current PAIA Guide and prescribed forms.

3. Information Regulator guide and forms

The Information Regulator publishes a Guide on how to use PAIA and prescribed forms, including Form 2 for a request for access to a record. These are available from the Information Regulator at info regulator.org.za and its eServices portal.

A request for access to a DeskFlow record should be submitted to the Information Officer using the prescribed form where required, with sufficient detail to identify the requester, the record, the form of access requested and the right the requester seeks to exercise or protect.

4. Records available without a formal PAIA request

- public pages and materials available on deskflow.software;
- DeskFlow Privacy Policy, Website Terms of Use, Caller & SMS Privacy Notice and this PAIA Manual when published;
- public company information available through lawful public registries; and
- other records DeskFlow may voluntarily make available without requiring a formal PAIA request.

5. Records created or available under legislation

Category of records	Applicable legislation / framework
Company incorporation and governance records	Companies Act 71 of 2008
Tax and accounting records	Income Tax Act 58 of 1962, Tax Administration Act 28 of 2011, and other applicable tax legislation
Employment records, if applicable	Basic Conditions of Employment Act 75 of 1997, Labour Relations Act 66 of 1995 and related employment legislation
POPIA compliance and personal-information records	Protection of Personal Information Act 4 of 2013
PAIA Manual and access-request records	Promotion of Access to Information Act 2 of 2000
Electronic contracting and communications	Electronic Communications and Transactions Act 25 of 2002

6. Subjects and categories of records held

Subject	Examples of records
Corporate and governance	Company registration, director/company records, policies, contracts, insurance and corporate correspondence.
Clients and sales	Client enquiries, onboarding submissions, agreements, orders, support records, service configuration and account information.
Service operations	CRM/workflow configuration, call/SMS records, summaries, transcripts where enabled, opportunities, reports, logs and troubleshooting records.
Telecommunications compliance	Phone-number orders, authorised representative details, identity/business verification documents and provider submissions/approvals.
Finance and accounting	Invoices, usage statements, expenses, receipts, bank/payment records, tax/accounting records.
Suppliers and technology	Supplier contracts/terms, security/privacy material, support records, service configuration and billing.
POPIA / security	Policies, risk and impact assessments, data-flow records, access-control records, incident logs, data-subject requests, deletion/export logs and supplier registers.
Human resources, if applicable	Employee/contractor records, confidentiality agreements, training and access records.
Marketing and website	Website content, campaign assets, enquiry records, analytics/cookie records where enabled, brand materials.

7. Processing of personal information

7.1 Purposes

DeskFlow processes personal information for client onboarding, service delivery, caller/enquiry workflows, support, telecom verification, billing, security, legal compliance, supplier management and business administration, as described in the DeskFlow Privacy Policy.

7.2 Categories of data subjects and information

Data subjects	Information categories
Prospective/current clients and representatives	Names, contact details, business details, contracts, billing/support information, verification documents where

Data subjects	Information categories
	required.
Client staff/users	Names, work contact details, roles, user/account/access information, support communications.
Callers/customers/patients	Contact details, enquiry reason, communication records, summaries/classifications, potential urgency information, transcripts where enabled.
Suppliers/professional advisers	Business contact details, contractual and billing information.
Employees/contractors, if any	Employment/contract records, contact details, payroll/access/training information.

7.3 Recipients / categories of recipients

Information may be shared with the relevant client and authorised staff; technology, cloud, telephony, SMS/email, accounting, document-storage and support providers; professional advisers; and regulators/law-enforcement/courts where lawfully required.

7.4 Cross-border flows

Some service providers may process or store personal information outside South Africa. DeskFlow addresses such transfers in its Privacy Policy and DPA with regard to POPIA section 72.

7.5 Security measures

DeskFlow uses reasonable technical and organisational safeguards, including access controls, individual accounts, multi-factor authentication where available, limited data collection, controlled verification-document handling, separate client workspaces where supported, incident response and supplier/security review.

8. How to request access

1. Obtain and complete the current prescribed PAIA Form 2 from the Information Regulator website/eServices portal.
2. Send the request to the DeskFlow Information Officer at calvin@deskflow.software.
3. Provide enough detail to identify the record, requester, requested form of access, and - for a private-body request - the right to be exercised or protected and why the requested record is required for that purpose.
4. Provide proof of authority if requesting on behalf of another person and identity information reasonably necessary to verify the requester.
5. Pay any prescribed request/access/reproduction fee if lawfully applicable after DeskFlow gives the required notice.

DeskFlow will process requests within the periods and procedures required by PAIA, subject to lawful extensions and grounds for refusal.

9. Grounds for refusal and protection of third parties

Access may be refused where PAIA requires or permits refusal, including to protect the privacy of third parties, confidential information, commercial information, safety/security, legally privileged records or other protected interests. Where only part of a record may lawfully be withheld, DeskFlow will consider severing the protected portion where required by PAIA.

10. Remedies and complaints

A requester who is dissatisfied with a private body's response may have rights to lodge a complaint with the Information Regulator or approach a court in accordance with PAIA. Current Regulator information is available at infoeregulator.org.za. The Regulator lists PAIAComplaints@infoeregulator.org.za for PAIA complaints and provides an eServices complaints process.

11. Availability and updates

This manual will be made available on the DeskFlow website and for public inspection at the principal business address during reasonable business hours, subject to practical access arrangements. DeskFlow will update the manual when material information changes.

DeskFlow will periodically review applicable PAIA manual publication and language-availability requirements and will make additional versions available where required by applicable law or current Information Regulator guidance.

12. Approval

Approved for publication by Calvin Murray, Head / Information Officer of DeskFlow (Pty) Ltd, on 8 August 2026.