
PAIA MANUAL

Prepared in terms of section 51 of PAIA | AI Automated Solutions (Pty) Ltd | Website version: 4 June 2026

Website publication version

This document is intended for publication on the AI Automated Solutions website. It should be reviewed and updated when the business changes its processing activities, service providers, contact details or legal obligations.

1. List of acronyms and abbreviations

Term	Meaning
Data Subject	The person to whom personal information relates.
Information Officer	The head of the private body or the person authorised to perform the information officer functions.
Manual	This PAIA Manual prepared for AI Automated Solutions (Pty) Ltd.
PAIA	Promotion of Access to Information Act, 2 of 2000, as amended.
POPIA	Protection of Personal Information Act, 4 of 2013, as amended.
Private Body	AI Automated Solutions (Pty) Ltd for purposes of this Manual.
Record	Any recorded information held by AI Automated Solutions, including personal information.
Requester	A person requesting access to a record of AI Automated Solutions or a person acting on behalf of that person.
Regulator	The Information Regulator established under POPIA.

2. Purpose of this PAIA Manual

This Manual has been prepared for AI Automated Solutions (Pty) Ltd in terms of section 51 of PAIA and relevant POPIA requirements. Its purpose is to help members of the public understand the categories of records held by AI Automated Solutions, how to request access to records, what records may be available without a formal PAIA request, and how personal information is processed.

Where this Manual refers to the Private Body, it refers to AI Automated Solutions (Pty) Ltd.

3. Key contact details for access to information

Private Body	AI Automated Solutions (Pty) Ltd
Information Officer	Evert Vorster
Deputy Information Officer	Not applicable / not designated
General PAIA and privacy email	ai@aiautomatedsolutions.net
Telephone	067 158 9421

Website	https://aiautomatedsolutions.co.za/
Postal address	20 Hoheizen Crescent, Hoheizen, Western Cape, 7530
Physical address	20 Hoheizen Crescent, Hoheizen, Western Cape, 7530

Address check

Before publishing, confirm that the postal and physical address above is the address you want displayed publicly. If the business has a separate registered office or business address, replace it here.

4. Guide on how to use PAIA

The Information Regulator has published a Guide on how to use PAIA. The Guide explains the objects of PAIA and POPIA, the contact details of information officers, the manner and form of requests for access to records, assistance available from information officers and the Regulator, remedies available in law, applicable fees and other procedural matters.

The Guide is available from the Information Regulator at <https://inforegulator.org.za/> and may also be requested from the Information Officer of AI Automated Solutions. The Guide is available in official languages and in accessible formats where made available by the Regulator.

5. How to request access to a record

- A requester must use the prescribed **Form 2: Request for Access to Record**. This form should be available as a separate download on the AI Automated Solutions website.
- The completed form must be sent to the Information Officer at ai@aiautomatedsolutions.net, together with proof of identity and, where applicable, proof of authority to act on behalf of another person.
- The request must provide enough detail to identify the record requested, the form of access required, the preferred method of delivery, and the right that the requester seeks to exercise or protect.
- AI Automated Solutions may request the prescribed request fee and any applicable access, search, preparation or reproduction fees before processing or releasing records.
- Access may be granted or refused in accordance with PAIA. Reasons may include mandatory or discretionary grounds of refusal recognised by PAIA, such as privacy, confidentiality, commercial information, security, legal privilege or other protected interests.
- Where a request is granted, records will be made available in the form reasonably available and subject to payment of applicable fees, verification requirements and legal restrictions.

6. Categories of records available without a formal PAIA request

Category	Records	Available on website	Available on request
Company	Company contact details, website information, about information, service descriptions, public pricing where published, reviews/testimonials where published.	Yes	Yes
Legal and compliance	Privacy Notice, PAIA Manual, website terms or service terms where published.	Yes	Yes
Client / customer	Quotations, invoices, contracts, project records and support records relating to the requester, subject to verification and applicable confidentiality restrictions.	No	Yes

Category	Records	Available on website	Available on request
Supplier / service provider	Purchase orders, supplier invoices, service agreements and supplier records relating to the requester, subject to verification and confidentiality restrictions.	No	Yes
Company verification	Business registration details, bank confirmation letter, tax compliance information or similar records where disclosure is appropriate for a lawful business purpose.	No	Yes

7. Records available in accordance with other legislation

Category of record	Relevant legislation
Memorandum of Incorporation, company records and statutory company records	Companies Act, 71 of 2008
PAIA Manual and access-to-information records	Promotion of Access to Information Act, 2 of 2000
Privacy Notice and personal information processing records	Protection of Personal Information Act, 4 of 2013
Tax, VAT, accounting and SARS records	Income Tax Act, 58 of 1962; Value-Added Tax Act, 89 of 1991; Tax Administration Act, 28 of 2011
Electronic communications, website and online transaction records	Electronic Communications and Transactions Act, 25 of 2002
Customer and consumer records where applicable	Consumer Protection Act, 68 of 2008
Employment, contractor, payroll and HR records where applicable	Labour Relations Act, 66 of 1995; Basic Conditions of Employment Act, 75 of 1997; Employment Equity Act, 55 of 1998; Unemployment Insurance Act, 63 of 2001; Compensation for Occupational Injuries and Diseases Act, 130 of 1993; Skills Development Act, 97 of 1998; Skills Development Levies Act, 9 of 1999
Health and safety records where applicable	Occupational Health and Safety Act, 85 of 1993

8. Subjects on which AI Automated Solutions holds records

Subject	Categories of records
Strategic, company and governance records	Company registration records, Memorandum of Incorporation, policies, business plans, internal procedures, compliance records, insurance records, legal agreements and statutory records.
Client, sales and project records	Leads, enquiries, CRM records, proposals, quotations, invoices, contracts, service level agreements, NDAs, project briefs, requirements, approvals, support records, training records and implementation notes.
AI, automation and technology records	AI agent instructions, workflow designs, integration records, prompts and outputs where retained, automation logs, chatbot conversations, call/transcript records, system configuration records, testing records and quality assurance records.
Financial records	Accounting records, bank records, tax invoices, VAT records, management accounts, financial statements, payment records, purchase orders, supplier invoices and audit records.
Supplier and service provider records	Supplier contracts, contact details, service descriptions, invoices, purchase orders, B-BBEE certificates or affidavits where collected, and banking details.

Subject	Categories of records
Human resources and contractor records	Employment or contractor agreements, payroll records, tax records, UIF and PAYE records, leave records, disciplinary records, training records, identity and contact information and emergency contact details where applicable.
Marketing and website records	Website analytics, contact form submissions, email marketing lists, campaign records, social media enquiries, opt-in and opt-out records, cookie and tracking records.
Compliance, security and legal records	POPIA records, PAIA requests, incident records, access logs, data processing agreements, operator agreements, confidentiality records and legal correspondence.

9. Processing of personal information

AI Automated Solutions processes personal information for lawful business purposes, including service delivery, client support, CRM and workflow management, AI and automation implementation, accounting, billing, compliance, marketing where permitted, security, recordkeeping and internal operations. More detail is provided in the AI Automated Solutions Privacy Notice.

Data subject category	Personal information that may be processed	Purpose
Clients / customers / leads	Name, surname, business name, contact details, enquiry details, CRM records, communications, project records, billing information, banking or payment details where needed, service requirements, uploaded files, WhatsApp/email/chatbot/call records.	To respond to enquiries, provide services, manage projects, bill clients, provide support, comply with law and maintain records.
Suppliers / service providers	Names, company details, contact details, registration numbers, VAT numbers, B-BBEE records, contracts, invoices and banking details.	To transact, contract, pay suppliers, manage service providers and comply with law.
Employees / contractors / applicants	Names, identity numbers, contact details, addresses, qualifications, employment history, payroll details, tax/UIF information, next-of-kin information and contractor records.	To recruit, contract, manage work, pay, comply with labour and tax laws, and keep business records.
Website visitors and users	IP address, browser/device details, cookies, analytics, pages visited, forms submitted and security logs.	To operate the website, improve performance, measure marketing, prevent abuse and maintain security.

10. Recipients of personal information

Category of personal information	Recipients / categories of recipients
Client, website and communication information	CRM providers, email providers, WhatsApp/business messaging providers, telephony providers, AI providers, automation providers, website hosting providers, analytics providers, support providers and approved project partners.
Financial and transaction information	Banks, payment processors, accountants, auditors, SARS, payroll administrators, debt collection or legal advisers where necessary.
Employee / contractor information	SARS, Department of Employment and Labour, UIF, payroll providers, accountants, compliance advisers and other legally required recipients.
Compliance and legal information	Information Regulator, courts, regulators, law enforcement, professional advisers or other parties where required or permitted by law.

11. Planned transborder flow of personal information

AI Automated Solutions may use cloud, AI, CRM, communication, hosting, analytics, payment and support providers that process or store information outside South Africa. Where personal information is transferred

outside South Africa, AI Automated Solutions will take reasonable steps to ensure lawful transfer and appropriate safeguards in line with POPIA, including appropriate contractual, confidentiality and security measures.

12. Security measures

AI Automated Solutions takes reasonable technical and organisational measures to preserve the confidentiality, integrity and availability of personal information. These measures may include access controls, computer and network security, secure communications, role-based access, monitoring access and usage, retention and disposal practices, acceptable-use controls, confidentiality obligations, security obligations in supplier contracts, and procedures for investigating and responding to security incidents.

13. Availability of this Manual

- This Manual is available on the AI Automated Solutions website at <https://aiautomatedsolutions.co.za/>.
- A copy may be inspected at the head office of AI Automated Solutions during normal business hours by prior arrangement.
- A copy may be requested from the Information Officer at ai@aiautomatedsolutions.net.
- A copy may be provided to the Information Regulator upon request.
- A fee may be charged for copies of the Manual or records where permitted by PAIA and the applicable regulations.

14. Updating of this Manual

AI Automated Solutions will update this Manual when required to reflect changes in law, business operations, records, service providers, processing activities, contact details or other relevant information.

Issued by: Evert Vorster - Information Officer / CEO

Version date: 4 June 2026

Annexure A: Fees applicable to requests for records

The table below summarises the prescribed private body fees that may apply to requests for records. Fees may be updated if the applicable regulations or Information Regulator fee structure changes.

Item	Description	Amount
1	Request fee payable by every requester	R 140.00
2	Photocopy or printed black and white copy of A4-size page	R 2.00 per page or part thereof
3	Printed copy of A4-size page	R 2.00 per page or part thereof
4(i)	Copy in computer-readable form on flash drive provided by requester	R 40.00
4(ii)(a)	Copy in computer-readable form on compact disc, if provided by requester	R 40.00
4(ii)(b)	Copy in computer-readable form on compact disc, if provided to requester	R 60.00
5	Transcription of visual images per A4-size page	Service to be outsourced; quotation dependent
6	Copy of visual images	Service to be outsourced; quotation dependent
7	Transcription of an audio record per A4-size page	R 24.00
8(i)	Copy of audio recording on flash drive provided by requester	R 40.00
8(ii)(a)	Copy of audio recording on compact disc, if provided by requester	R 40.00
8(ii)(b)	Copy of audio recording on compact disc, if provided to requester	R 60.00
9	Search and preparation of record for disclosure, for each hour or part of an hour excluding the first hour, reasonably required for search and preparation	R 145.00 per hour; not to exceed R 435.00
10	Deposit if search exceeds six hours	One third of the amount per request calculated in terms of applicable items
11	Postage, email or any other electronic transfer	Actual expense, if any

Annexure B: Website forms

The following forms should be made available as separate downloads together with this Manual:

- **Form 2 - Request for Access to Record [Regulation 7]:** to be completed by the requester when asking for access to a record.
- **Form 3 - Outcome of Request and Fees Payable [Regulation 8]:** to be used by AI Automated Solutions to communicate the outcome of a request and any fees payable.

Publishing safeguard

Do not publish a Form 2 completed with the Information Officer's personal ID number or requester details. The requester details must remain blank for website publication.