



WEBSITE **PAIA MANUAL**



ACCESS TO INFORMATION

PAIA Manual

This PAIA Manual explains how requesters may access records held by Knowledge X Change and how information-access requests are managed under South African access-to-information law.

Purpose Of This Manual

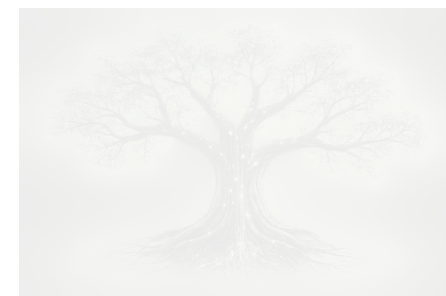
This manual is prepared as a practical access-to-information guide for Knowledge X Change in line with the Promotion of Access to Information Act and related Information Regulator guidance.

The manual describes categories of records held by Knowledge X Change, how records may be requested, what information is required from requesters, possible fees, possible grounds for refusal and available remedies.

Availability Of The Information Regulator Guide

The Information Regulator publishes a guide to assist persons who wish to exercise rights under PAIA.

Requesters are encouraged to consult the Information Regulator's PAIA Guide, prescribed forms and fee information where applicable.



Entity And Information Officer Details

Entity name: Knowledge X Change.

Website: www.knowledgexchange-global.com.

General contact: info@knowledgexchange-global.com.

Information Officer: To be confirmed by Knowledge X Change.

Deputy Information Officer: To be confirmed by Knowledge X Change, if applicable.

Registered address and further company particulars should be inserted once confirmed for formal publication.

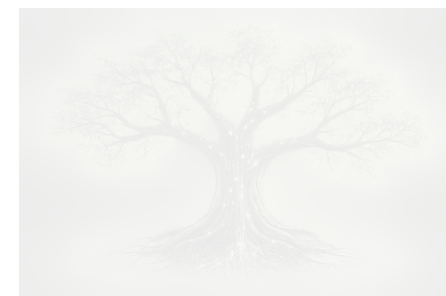
How To Request Access To A Record

A requester should submit a written request using the prescribed PAIA request form where applicable, or by providing sufficient detail for Knowledge X Change to identify the record and the requester.

The request should describe the record requested, the preferred form of access, the right the requester wishes to exercise or protect, and why the record is required for that right.

If the requester acts on behalf of another person, proof of authority may be required.

Knowledge X Change may request clarification if the request is vague, overly broad or does not identify the record with reasonable certainty.



Categories Of Records Held

Corporate and governance records may include company registration documents, governance records, policies, agreements, strategy documents, insurance records and compliance records.

Financial and tax records may include invoices, quotes, purchase orders, payment records, financial statements, tax records, audit records and supplier accounts.

Human resources records may include employee information, contractor information, recruitment records, training records, performance records, policies and payroll-related records where applicable.

Client and service records may include proposals, service agreements, project records, learning programme records, attendance registers, feedback, reports, implementation documentation and client communication.

Platform and technology records may include system access records, support tickets, usage reports, security logs, platform configuration records and analytics outputs.

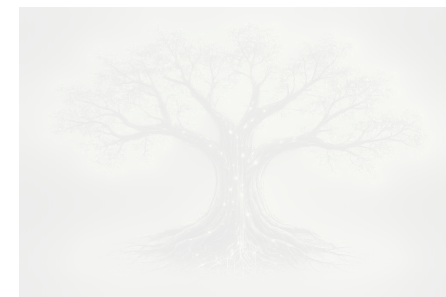
Marketing and website records may include newsletters, campaign records, website analytics, enquiry forms, event records, downloadable resource records and public communication material.

Legal and compliance records may include contracts, data protection records, PAIA and POPIA records, complaints, risk records, incident records and regulatory correspondence.

Records Automatically Available

Certain records may be available without a formal PAIA request, including publicly available website pages, published service information, corporate profile documents, public brochures, downloadable resources and public contact details.

Knowledge X Change may update the list of automatically available records from time to time.



Records Available Under Other Legislation

Records may be retained or made available where required by legislation applicable to companies, tax, labour, consumer protection, electronic communications, data protection, access to information, skills development, accounting and other relevant business obligations.

The applicable legislation will depend on the nature of the record and the relationship involved.

Grounds For Refusal

Access may be refused where PAIA permits or requires refusal, including where disclosure would unreasonably reveal personal information of another person, confidential third-party information, commercial information, privileged information, safety or security information, research information or records protected by law.

Access may also be refused where the request is manifestly frivolous or vexatious, would involve unreasonable diversion of resources or does not comply with PAIA requirements.

Fees

Prescribed request, access, reproduction, search, preparation or postage fees may be payable where permitted by PAIA regulations.

Knowledge X Change may require payment of applicable fees before processing a request or providing access to records.

Decision And Form Of Access

Knowledge X Change will consider the request and respond within the periods prescribed by PAIA, subject to any lawful extension.

If access is granted, the record may be made available through inspection, copy, electronic copy, transcript or another appropriate form, subject to practicality, fees and lawful restrictions.



Remedies

If a requester is dissatisfied with a decision, delay, fee or form of access, the requester may use remedies available under PAIA, including lodging a complaint with the Information Regulator or approaching a court where applicable.

POPIA And Personal Information Requests

Requests relating to personal information, including access, correction, deletion, objection or restriction, may also be dealt with under POPIA and the Knowledge X Change POPIA Policy.

Knowledge X Change may require proof of identity before disclosing personal information.

Manual Availability And Updates

This manual may be made available on the Knowledge X Change website and at the company's principal place of business where applicable.

The manual should be reviewed periodically and updated when company details, record categories, legislation, prescribed forms or regulator guidance changes.

