

PAIA Manual

Manual in terms of section 51 of the Promotion of Access to Information Act, 2 of 2000

SA-ArchPro (Pty) Ltd

Registration number	2026/049810/07
Information Regulator registration	2026-064032 (registered 9 August 2026)
Information Officer	Calvin Rogers (appointed 20 January 2026)
Manual version	1.0
Effective date	28 August 2026
Next review	28 August 2027

1. Purpose of this manual

The Promotion of Access to Information Act, 2 of 2000 ("**PAIA**") gives effect to the constitutional right of access to information. Section 51 of PAIA requires every private body to compile a manual describing the records it holds and how a person may request access to them.

This manual also records how SA-ArchPro (Pty) Ltd ("**SA-ArchPro**", "**we**", "**us**") processes personal information, as required by section 51(1)(c) of PAIA read with the Protection of Personal Information Act, 4 of 2013 ("**POPIA**").

SA-ArchPro operates a practice-management platform for South African architectural practices at **sa-archpro.com**. This manual applies to all records held by SA-ArchPro in that capacity.

2. Particulars of the private body — section 51(1)(a)

Name	SA-ArchPro (Pty) Ltd
Registration number	2026/049810/07
Type	Private company
Head of the private body	Calvin Rogers
Information Officer	Calvin Rogers
Registered with the Information Regulator	Yes — reference 2026-064032, 9 August 2026
Address	Dana Bay, Mossel Bay, Western Cape, South Africa
Email	info@mail.sa-archpro.com
Website	https://sa-archpro.com

All requests, questions and complaints under PAIA or POPIA must be directed to the Information Officer at info@mail.sa-archpro.com.

3. The Information Regulator's Guide — section 51(1)(b)

The Information Regulator has published a guide, in terms of section 10 of PAIA, containing information reasonably required by a person who wishes to exercise a right under PAIA. The guide is available in each official language.

The guide may be obtained from the Information Regulator:

Information Regulator (South Africa)	
Address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Postal	P.O. Box 31533, Braamfontein, Johannesburg, 2017
Website	https://inforegulator.org.za
PAIA enquiries	PAIAComplaints@inforegulator.org.za
POPIA enquiries	POPIAComplaints@inforegulator.org.za

4. Categories of records held — section 51(1)(e)

SA-ArchPro holds records in the following categories. Listing a category here does not mean the records in it will be released; every request is assessed against the grounds for refusal in section 9 below.

4.1 Company and corporate records

Founding documents, CIPC records, shareholder and director records, minutes and resolutions, statutory registers.

4.2 Financial and tax records

Accounting records, financial statements, banking records, SARS returns and assessments, invoices, payment records, and platform billing records.

4.3 Personnel records

Employment contracts, remuneration records, leave and disciplinary records, and recruitment records.

4.4 Customer and account records — SA-ArchPro as Responsible Party

Records relating to the architectural professionals and practices who subscribe to the platform: name, email address, telephone number, SACAP registration number and professional designation, practice details, account and authentication records, subscription and billing records, and support correspondence.

4.5 Practice data — SA-ArchPro as Operator

Data that a subscribing practice loads into the platform about **its own** employees, clients, consultants and projects. SA-ArchPro processes these records **on behalf of and under the authority of the subscribing practice**, which remains the Responsible Party for them.

A request for access to these records should be directed to the practice concerned, not to SA-ArchPro. Where a request is made to SA-ArchPro for records belonging to a subscribing practice, SA-ArchPro will refer the requester to that practice.

4.6 Technical and operational records

System logs, audit trails, security and access records, backup records, incident records, and service-provider records.

4.7 Legal and compliance records

Contracts with customers and suppliers, insurance records, policies, and regulatory correspondence.

5. Records available without a request — section 52

The following are freely available on **sa-archpro.com** and do not require a PAIA request:

- Privacy Policy
- Terms of Service
- Pricing information
- Public product and marketing information
- This PAIA manual

6. Records held under other legislation — section 51(1)(d)

SA-ArchPro holds records in terms of, among others:

- Companies Act, 71 of 2008
- Income Tax Act, 58 of 1962
- Value-Added Tax Act, 89 of 1991
- Tax Administration Act, 28 of 2011
- Basic Conditions of Employment Act, 75 of 1997
- Labour Relations Act, 66 of 1995
- Protection of Personal Information Act, 4 of 2013
- Electronic Communications and Transactions Act, 25 of 2002
- Consumer Protection Act, 68 of 2008

7. Processing of personal information — section 51(1)(c) read with POPIA

7.1 Purpose of processing

To provide, support, secure and bill the SA-ArchPro platform; to authenticate users; to comply with legal obligations; and to communicate with customers about the service.

7.2 Categories of data subjects and their personal information

DATA SUBJECT	PERSONAL INFORMATION
Subscribing architectural professionals	Name, email address, telephone number, SACAP registration number, professional designation, account credentials, subscription and billing records
Employees of subscribing practices	As loaded by the practice — identity, role and work records
Clients, consultants and contacts of subscribing practices	As loaded by the practice — identity and contact details
SA-ArchPro employees and applicants	Employment and recruitment records
Suppliers and service providers	Contact and contracting details

7.3 Recipients and operators

Personal information may be shared with the operators SA-ArchPro engages to run the service — cloud hosting and infrastructure, email delivery, payment processing, accounting integration, and AI processing. The current list of these third parties is maintained in the **Privacy Policy at sa-archpro.com/privacy**, which is updated as they change and should be read as part of this manual.

Personal information is not sold, and is not shared for third-party marketing.

7.4 Cross-border transfers

Some operators process personal information outside the Republic. Such transfers are made in accordance with section 72 of POPIA.

7.5 Retention

Records are retained for as long as necessary for the purpose for which they were collected, or for the period required by law, whichever is longer.

7.6 Security safeguards

SA-ArchPro maintains appropriate, reasonable technical and organisational measures as required by section 19 of POPIA, including access control, tenant isolation, encryption in transit, audit logging and backup.

7.7 Rights of data subjects

A data subject may request access to, correction of, or deletion of their personal information, object to processing, and complain to the Information Regulator. Requests are made to the Information Officer at info@mail.sa-archpro.com.

8. How to request access to a record

8.1 Procedure — section 53

1. Complete **Form 2** (Request for Access to Record), prescribed under the PAIA Regulations, obtainable from <https://inforegulator.org.za>.
2. Send the completed form to the Information Officer at info@mail.sa-archpro.com.
3. Provide sufficient particulars to identify the record and the requester, state the form of access required, and state the right you seek to exercise or protect and why the record is required for that purpose.
4. If the request is made on behalf of another person, submit proof of that authority.
5. Pay the prescribed request fee. A deposit may be payable where preparation is expected to exceed six hours.

SA-ArchPro will respond **within 30 days**. That period may be extended in the circumstances allowed by section 57, in which case the requester will be notified.

8.2 Prescribed fees

The fees below are those prescribed under the PAIA Regulations. **Confirm the current schedule with the Information Regulator before payment**, as it is amended from time to time.

ITEM	FEE
Request fee (payable by every requester)	R140.00
Photocopy or printed copy, per A4 page or part thereof	R2.00
Copy on flash drive (requester provides the drive)	R40.00
Copy on compact disc (requester provides the disc)	R40.00
Copy on compact disc (supplied by SA-ArchPro)	R60.00
Transcription of audio, per A4 page	R24.00
Audio copy on flash drive or disc (requester provides)	R40.00
Audio copy on compact disc (supplied by SA-ArchPro)	R60.00
Search and preparation, per hour excluding the first hour	R145.00, capped at R435.00 per request
Deposit where preparation is estimated to exceed six hours	One third of the calculated access fee
Postage, email or electronic transfer	Actual expense

Transcription and copying of visual images is outsourced and charged at the service provider's quoted rate.

9. Grounds for refusal — sections 62 to 69

Access to a record may be refused where PAIA requires or permits it, including to protect:

- the privacy of a third party who is a natural person (s 63);
- the commercial information of SA-ArchPro or a third party (s 64);
- information held in confidence, where disclosure would breach a duty of confidence (s 65);
- the safety of individuals, or the protection of property (s 66);
- records privileged from production in legal proceedings (s 67);
- research information of SA-ArchPro or a third party (s 69).

A request that is manifestly frivolous or vexatious, or that would involve a substantial and unreasonable diversion of resources, may be refused under section 45.

Where a request is refused, SA-ArchPro will give written reasons and inform the requester of the remedies available.

10. Remedies

There is **no internal appeal** against a decision of the head of a private body.

A requester who is dissatisfied may:

1. **Complain to the Information Regulator** in terms of section 77A of PAIA, using the prescribed form, at PAIAComplaints@inforegulator.org.za; or
 2. **Apply to a court** with jurisdiction in terms of section 78 of PAIA, within 180 days of the decision.
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11. Availability of this manual — section 51(3)

This manual is available:

- on the SA-ArchPro website at sa-archpro.com/privacy, as a downloadable PDF;
- from the Information Officer on request, at info@mail.sa-archpro.com;
- for inspection at SA-ArchPro's address during normal business hours, by prior arrangement.

It is available free of charge in electronic form. A printed copy is charged at the prescribed rate in section 8.2.

12. Review

This manual is reviewed at least annually, and whenever there is a material change to the records SA-ArchPro holds, the way it processes personal information, or the applicable law.

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