

LEGAL DOCUMENTS

PAIA MANUAL

Promotion of Access to Information Act 2 of 2000 | Section 51 private-body manual

Private body	Woblar (Pty) Ltd
Registration number	2026/589740/07
PAIA and POPIA email	hello@woblar.com
Information Regulator	inforegulator.org.za

1. Definitions and interpretation

“PAIA” means the Promotion of Access to Information Act 2 of 2000; “POPIA” means the Protection of Personal Information Act 4 of 2013; “record” means recorded information in any form or medium held by, or under the control of, Woblar; “requester” means a person requesting access to a record; and “Information Officer” means the person responsible for Woblar’s PAIA and POPIA obligations.

“Personal information” has the meaning given in POPIA. “Client data” means information Woblar processes for a client while delivering consulting or implementation services. Headings are for convenience and do not limit the meaning of this manual.

2. Purpose of this manual

This manual is prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA). PAIA gives effect to the constitutional right to access records held by a private body where the record is required for the exercise or protection of a right, subject to justifiable limitations including privacy, commercial confidentiality, and legal privilege.

The manual explains the records Woblar may hold, how to request access, and how personal information is processed under the Protection of Personal Information Act 4 of 2013 (POPIA). Each request is considered on its merits under PAIA.

3. Legal status and application

This manual must be read with PAIA, POPIA, the Information Regulator’s PAIA guide, and any applicable law. If there is a conflict, the applicable law prevails. The manual does not create a right of access beyond PAIA and does not replace a client service agreement, data-processing agreement, or another statutory access process.

PAIA does not apply to a record requested for criminal or civil proceedings after those proceedings have commenced where access is provided for by another law. A request is assessed individually, with due regard to the rights of the requester, Woblar, clients, employees, and third parties.

4. Company and contact details

Private body: Woblar (Pty) Ltd | Registration number: 2026/589740/07

Registered and postal address: 18 Spantou Avenue, Wapadrand, Pretoria, Gauteng, 0051 | Telephone: +27 83 418 5501 | Email: hello@woblar.com | Website: woblar.com.

Direct PAIA requests, POPIA access requests, objections, corrections, deletions, and complaints to the Information Officer at hello@woblar.com. Company contact person: E Taljaard.

5. Availability of this manual and the PAIA guide

This manual is available on woblar.com/paia, as a downloadable PDF, and on request from the Information Officer during ordinary business hours. It may be inspected without charge at Woblar's registered address by prior arrangement.

The Information Regulator's PAIA guide and current prescribed forms are available at inforegulator.org.za.

Official PAIA guides and current prescribed forms are available from the [Information Regulator](#).

6. Records automatically available

Generally available records include this PAIA manual, the Privacy Policy, Terms of Use and Service, website content, published contact details, and publicly released marketing or educational material. Woblar has not published a section 52 notice identifying additional automatically available records.

7. Nature of business and company structure

Woblar is a South African private company providing AI consulting, implementation, governance, and fractional Chief AI Officer services. It helps small and medium-sized businesses assess AI opportunities, design client-specific agentic experiences and workflows, configure supporting tools, and improve those solutions over time.

This manual applies to Woblar (Pty) Ltd. Woblar does not presently operate as part of a group structure or publish a list of connected companies. If this changes, the manual will be updated.

8. Record categories held by Woblar

Company and governance: CIPC incorporation and registration records, memorandum of incorporation, statutory registers, governance records, and corporate policies.

Financial and tax: Accounting records, invoices, quotations, proposals, payment records, tax records, supplier records, and banking-related records.

Client and consulting: Enquiries, proposals, statements of work, service agreements, data-processing agreements, project correspondence, implementation records, agentic workflow configurations, reports, support records, and deliverables.

Personnel and applicants: Recruitment applications, CVs, contractor records, employment records if applicable, training records, and remuneration-related records.

Operational, sales, and marketing: Business plans, service descriptions, marketing content, research, lead records, client relationship records, and communications.

Information technology and security: Website records, consent records, system and access logs, security incident records, backups, technical documentation, and records held by authorised service providers.

9. Records available under other legislation

Depending on Woblar's activities and the record requested, records may also be held under the Companies Act 71 of 2008, Income Tax Act 58 of 1962, Value-Added Tax Act 89 of 1991 (if applicable), Basic Conditions of Employment Act 75 of 1997, Labour Relations Act 66 of 1995, Electronic Communications and Transactions Act 25 of 2002, Copyright Act 98 of 1978, and POPIA. This list is not exhaustive.

10. POPIA: processing information

Woblar processes personal information to respond to enquiries, manage client relationships and consulting engagements, deliver and support client-specific AI workflows, administer invoices and records, recruit where applicable, secure its systems, and comply with legal obligations.

Data subjects and information: website visitors and enquiries (contact, business, consent, and analytics information); clients and representatives (contact, role, contractual, billing, and project information); client end-customers (only as operator, on client instruction); and applicants, personnel, and contractors (application, professional, employment, contractor, and payment information where applicable).

Recipients may include authorised personnel and contractors, relevant clients, professional advisers, infrastructure and communications providers, AI model providers selected for an engagement, and authorities where required by law. Cross-border processing may occur; Woblar uses safeguards required by POPIA. Woblar uses reasonable technical and organisational security measures. See the Privacy Policy for more detail.

11. Records held by contractors and protected information

For PAIA purposes, a record held by an independent contractor in the course of performing work for Woblar may be regarded as a Woblar record. Woblar may also hold records that belong to, concern, or were supplied by clients, suppliers, AI model providers, or other third parties.

Woblar will protect personal information, confidential client information, trade secrets, security information, legally privileged communications, and other protected records as PAIA and POPIA require.

12. How to request access

Send a written request to hello@woblar.com, using the current prescribed PAIA request form where applicable. Identify the record, provide enough detail to locate it, state the right to be exercised or protected, and specify the form of access requested. Include proof of authority when acting for another person.

Woblar will decide a request within the period prescribed by PAIA, ordinarily 30 days, subject to a lawful extension. A personal requester may need to verify identity but need not show that the record is required for the exercise or protection of a right. An extension may be used only where PAIA permits it. If a record contains disclosable and protected material, Woblar will consider severing and providing the disclosable part.

Use the current prescribed form published by the [Information Regulator](#); Annexure C is a preparation worksheet and not a substitute form.

13. Fees, access, and records that cannot be found

PAIA request and access fees may apply. A personal requester is not charged a request fee, but access or reproduction fees may apply. Woblar will notify a requester of fees before access is provided. If a record cannot be found or does not exist, Woblar will provide the affidavit or affirmation required by PAIA.

14. Refusal, third parties, and remedies

PAIA requires or permits refusal in defined circumstances, including privacy, confidential commercial information, safety and security, legal privilege, trade secrets, computer programs, and confidential research. Woblar may notify affected third parties. A requester dissatisfied with a decision may complain to the Information Regulator or apply to a court for appropriate relief.

The Information Regulator's complaint process and contact details are published at info regulator.org.za.

15. Updates

Woblar will review and update this manual when its record categories, processing activities, contact details, or legal obligations change. Effective date: 26 July 2026.

SUPPORTING SCHEDULES

ANNEXURES

The following schedules apply the PAIA framework to Woblar's present operations. They are reviewed as Woblar's records and services evolve.

Annexure A. Company and access details

Private body	Woblar (Pty) Ltd
Registration number	2026/589740/07
Registered and postal address	18 Spantou Avenue, Wapadrand, Pretoria, Gauteng, 0051
PAIA and POPIA email	hello@woblar.com
Telephone	+27 83 418 5501
Company contact person	E Taljaard
Website	woblar.com

Annexure B. Record availability matrix

Record category	How it is available
Public policies and published material	Available without a PAIA request: this manual, Privacy Policy, Terms of Use and Service, website content, and public marketing or educational materials.
Business and operational records	Available only on a PAIA request and subject to PAIA: company, financial, client, consulting, personnel, operational, technology, security, and confidential business records.
Protected or third-party records	May require third-party consultation or be lawfully refused: client data, personal information, trade secrets, security records, privileged communications, confidential contracts, and provider records.

Annexure C. Access-request checklist

This is a preparation worksheet only. It does not replace the current prescribed PAIA request form (Form 2). Obtain the current form from the [Information Regulator](#).

Requester details	Full name, email address, telephone number, and identity verification.
Authority to act	If acting for another person, attach proof of authority.
Record requested	Describe the record, relevant date range, and any known reference number.
Right and purpose	State the right to be exercised or protected and why the record is required (not required for a request for your own personal information).
Requested access	Preferred form of access and correspondence method.
Submit to	hello@woblar.com with the subject line "PAIA request".

Annexure D. Outcome, fees, and delivery process

Step	What Woblar will provide
Acknowledgement and assessment	Confirmation of a valid request, or a request for clarification, proof of authority, or a prescribed request fee where applicable.
Decision	A written outcome stating whether access is granted, partly granted, refused, or extended and the applicable legal basis.
Fees and delivery	Any fee or deposit, the form of access, and how access will be supplied. Woblar uses current statutory fees and notices rather than publishing fixed amounts that may change.
Remedies	Details of the available remedy, including a complaint to the Information Regulator or an application to court where appropriate.

Annexure E. POPIA processing and protected-information matrix

Personal and client information	Access is assessed against POPIA, client instructions, confidentiality commitments, and the rights of affected data subjects.
Special and children's information	Not intentionally collected through general website enquiries. If processed for a client, it is handled only under the relevant client instruction, agreement, and legal safeguards.
Cross-border processing	May occur through infrastructure or AI model providers selected for an engagement. Woblar applies the safeguards required by POPIA.
Security and privileged records	Access may be limited where disclosure would compromise systems, reveal legally privileged material, or unlawfully disclose confidential information.