



PAIA MANUAL

In terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)

INTRODUCTION

This manual has been prepared in accordance with the Promotion of Access to Information Act (PAIA) to facilitate access to records held by Acraa Creative Agency (Pty) Ltd.

PAIA gives effect to the constitutional right of access to information held by private bodies that is required for the exercise or protection of any rights.

COMPANY OVERVIEW

Company Name: Acraa Creative Agency (Pty) Ltd

Registration Number: 2021 / 537469 / 07

Business Address:

Witch-hazel Avenue, Centurion, Pretoria
0157
South Africa

Nature of Business:

Acraa Creative Agency is a full-service creative and marketing agency providing services such as:

- Brand strategy and corporate identity design
- Digital marketing and content creation
- Events management and coordination
- Advertising and creative development

INFORMATION OFFICER

The Information Officer is responsible for ensuring compliance with PAIA.

Information Officer: Aisha Khan

Email: info@acraa.africa

Background information of the Company can be found at www.acraa.africa

GUIDE ON HOW TO USE PAIA

The Information Officer is responsible for ensuring compliance with PAIA.

A guide on how to use PAIA is available from the:

Information Regulator (South Africa)

Website: <https://www.justice.gov.za/infoereg/>

The guide explains:

- How to access records
- How to complete request forms
- Available remedies if access is denied



Exceptional quality work, trusted results

RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Acraa Creative Agency retains records in accordance with the following legislation (where applicable):

- Companies Act No. 71 of 2008
- Income Tax Act No. 58 of 1962
- Value Added Tax Act No. 89 of 1991
- Labour Relations Act No. 66 of 1995
- Basic Conditions of Employment Act No. 75 of 1997
- Employment Equity Act No. 55 of 1998
- Protection of Personal Information Act (POPIA)

RECORDS HELD BY ACRAA CREATIVE AGENCY

6.1 Company Records

- Company registration documents
- Memorandum of Incorporation (MOI)
- Shareholder agreements

6.2 Financial Records

- Financial statements
- Tax records
- Invoices and receipts

6.3 Human Resources Records

- Employment contracts
- Payroll records
- Disciplinary records

6.4 Client and Project Records

- Contracts with clients
- Project proposals and briefs
- Marketing and branding materials

6.5 Operational Records

- Policies and procedures
- Supplier agreements
- Service level agreements

REQUEST PROCEDURE

To request access to records:

1. Complete the prescribed Form C (Request for Access to Record).
2. Submit the form to the Information Officer via email or physical address.
3. Pay the prescribed request fee (if applicable).



FEES

Fees are charged in accordance with PAIA regulations:

- Request fee (if applicable)
- Access fee (depending on type and size of record)

The requester will be informed of applicable fees before processing.

GROUNDINGS FOR REFUSAL OF ACCESS

Access to records may be refused on the following grounds:

- Protection of personal information of third parties
- Confidential commercial information
- Protection of company trade secrets
- Legal privilege

REMEDIES AVAILABLE

If a request is denied, the requester may:

- Lodge an internal appeal (if applicable)
- File a complaint with the Information Regulator
- Approach a court for relief

AVAILABILITY OF THE MANUAL

This manual is available:

- On request from Acraa Creative Agency
- At the company's physical address
- In electronic format upon request

UPDATING OF THE MANUAL

This PAIA Manual will be updated periodically to reflect changes in legislation or company operations.