

PAIA Manual



Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

Date of compilation: 15 October 2026 · Date of revision: 15 October 2026

1. Acronyms and abbreviations

"Edweb Media", "we"	Edweb Media (Pty) Ltd, registration number 2025/928202/07
"IO"	Information Officer
"PAIA"	Promotion of Access to Information Act 2 of 2000 (as amended)
"POPIA"	Protection of Personal Information Act 4 of 2013
"Regulator"	Information Regulator (South Africa)
"Republic"	Republic of South Africa

2. Purpose of this manual

This manual helps anyone who wants information from Edweb Media to:

- see which records are available without a formal request;
- understand how to request access to a record, and which subjects and categories of records we hold;
- find the contact details of our Information Officer;
- find the Regulator's guide on how to use PAIA;
- know why we process personal information, about whom, which information, who receives it, whether it leaves the Republic, and how we keep it secure.

3. Key contact details

Information Officer	Edgar Eugen Ramsauer, Director (registered with the Regulator as Information Officer on 15 October 2026)
Deputy Information Officer	None designated
Telephone	084 620 4583
Email for access requests	info@edwebmedia.com
Physical address	71 6th Avenue, Boston, Bellville, Cape Town, 7530
Postal address	71 6th Avenue, Boston, Bellville, Cape Town, 7530
Website	https://edwebmedia.com

4. The Regulator's guide on how to use PAIA

The Regulator has, in terms of section 10(1) of PAIA, updated and made available a guide on how to use PAIA and POPIA ("the Guide"). It describes the objects of PAIA and POPIA, the contact details of information officers, how to request access to a record of a public or a private body, the help available from information officers and from the Regulator, the remedies available (an internal appeal, a complaint to the Regulator, an application to court), the duty to compile a manual, voluntary disclosure, the fees, and the regulations.

The Guide is available in each official language and in braille. It can be obtained from the Regulator's website (<https://infoeregulator.org.za>), and on request from our Information Officer, who will send you the Guide in English or Afrikaans as the Regulator publishes it.

5. Records available without a request

CATEGORY	TYPE OF RECORD	HOW TO GET IT
Services and prices	Website design, hosting and management packages and their prices	edwebmedia.com
Legal documents	Terms and conditions, privacy policy, this manual	edwebmedia.com, or by email on request
Company details	Name, registration number, director, address and contact details	edwebmedia.com (terms, section 17)

6. Records kept in terms of other legislation

CATEGORY OF RECORDS	APPLICABLE LEGISLATION
Memorandum of incorporation, registration certificate, register of directors, beneficial ownership records	Companies Act 71 of 2008
Tax registration, returns, invoices and supporting records	Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011
Website disclosures and electronic transaction records	Electronic Communications and Transactions Act 25 of 2002
Consumer agreements and records	Consumer Protection Act 68 of 2008
Records about personal information processing, this manual	POPIA; PAIA

7. Subjects on which we hold records

SUBJECT	CATEGORIES OF RECORDS
Company and statutory	Incorporation documents, director records, registrations with CIPC, SARS and the Regulator
Finance and tax	Invoices issued and received, payment records, bank statements, tax records
Clients	Enquiries, proposals, quotes, agreements, invoices, correspondence, website content and project files
Clients' websites (as operator)	Form, chat and order data our clients' websites collect, held on their behalf
Prospective clients	Business names, published business contact details, website assessments, correspondence and consent records
Service providers	Agreements, account records, invoices
Website	Enquiries and chat messages sent through edwebmedia.com; visit totals from a counter that identifies no one

8. Processing of personal information

8.1 Purpose of processing

We process personal information to design, build, host and manage websites for our clients; to answer enquiries; to quote, invoice and receive payment; to market our services lawfully; to keep our systems secure; to count visits to our website in total; and to meet our legal and tax obligations.

8.2 Categories of data subjects and their information

DATA SUBJECTS	PERSONAL INFORMATION THAT MAY BE PROCESSED
Clients and their staff	Names, business name and registration details, contact details, billing and payment confirmation details, correspondence, content and access details supplied for their websites
Our clients' website visitors and customers	Whatever our clients' websites collect (for example form messages, chat messages, orders), processed on the client's behalf as their operator
Visitors to edwebmedia.com	Details sent through the contact form or the chat; page-level visit totals that do not identify anyone
Prospective clients (businesses)	Business name, published business contact details, notes on their public website
Service providers	Names, contact details, account and banking details

8.3 Recipients of personal information

CATEGORY OF INFORMATION	RECIPIENTS
Website, form and email data	Vercel (website hosting); Hostinger (email, and hosting for some client websites)
Business records, project notes and website code	Microsoft (OneDrive for records and notes; GitHub for website code)
Chat messages on edwebmedia.com, and project files and client records read while we build and look after websites	Anthropic (the chat's language model, and Claude, the AI assistant we use for the work)
Website visit totals	Cloudflare (Cloudflare Web Analytics)
Messages we exchange on WhatsApp	Meta (WhatsApp)
Social media images made from clients' own photos; research on prospective clients' public websites	Magnific (images); Firecrawl (web research)
Our Google account and Business Profile; fonts and maps on our demo sites	Google
Online payments	Payfast (Pty) Ltd
Statutory information	SARS, CIPC and the Regulator, where the law requires it
Records needed for advice	Our accountant or attorney, where needed, under confidentiality

8.4 Planned transborder flows

Yes. Vercel, Cloudflare, Anthropic, Microsoft, Google, Meta and Firecrawl are United States companies; Hostinger International Ltd is in Cyprus and Magnific in Spain, both in the European Union. Website, form, chat and email data, business records, project files, client photos used for social media, research on prospects and visit totals are therefore processed outside the Republic, under each provider's published data protection terms. Payfast (Pty) Ltd is a South African company.

8.5 Security measures

- All our websites are served over HTTPS only.
- Within Edweb Media, access to client systems and records is limited to our director and the tools named in section 8.3.
- Two-factor authentication is on for our Google, Vercel and Payfast accounts.
- Card details are entered only on Payfast's PCI DSS compliant checkout; we never see or store them.
- Passwords and keys are kept out of website code; hosting providers keep backups.
- If personal information is lost or accessed without authority, we notify the Regulator and the people affected as section 22 of POPIA requires, and, where we act as operator, the client concerned immediately.

9. How to request access to a record

Use the prescribed request form (Form 2 of the PAIA regulations, available from the Regulator's website) and send it to our Information Officer at info@edwebmedia.com or the address above. State the record you want, the right you want to exercise or protect, and how you would like to receive it. The prescribed fees apply. We reply within 30 days, as PAIA requires. If access is refused, you may complain to the Regulator or apply to court.

10. Availability of this manual

This manual is available on edwebmedia.com; as a printed copy at our address, on request; to anyone on request, against the prescribed fee for a copy; and to the Regulator on request.

11. Updating this manual

The head of Edweb Media reviews this manual at least once a year and whenever our processing changes.

Issued by

Edgar Eugen Ramsauer, Director and Information Officer, Edweb Media (Pty) Ltd