

PAIA MANUAL EDSERV (PTY) Ltd

Prepared in terms of Section 51 of the Promotion of Access to Information Act, 2 of 2000

1. INTRODUCTION

This Manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 ("PAIA").

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

This Manual outlines the categories of records held by EDSERV (PTY) LTD and explains how a person may request access to such records.

2. OVERVIEW

EDSERV (PTY) LTD is a private company registered in South Africa under registration number 2021/114033/07.

The company operates in the EDUCATION industry and provides educational/training/support services.

Whilst every effort is made to ensure that information held by the company is accurate and up to date, no representation is made regarding the completeness or accuracy of such information.

3. CONTACT DETAILS

Name of Business: EDSERV (PTY) LTD
Information Officer: PHILIPPA FABBRI
Physical Address: 20 THOMAS ROAD, WALMER, PE
Postal Address: 20 THOMAS ROAD, WALMER, PE
Telephone Number: 069 202 7267
Email Address: info@educationservices.co.za
Website: www.educationservices.co.za

4. GUIDE ON HOW TO USE PAIA

The Information Regulator has published a guide explaining how to use PAIA and POPIA.

The guide is available from:

Information Regulator
<https://inforegulator.org.za/>

The guide may also be requested directly from the Information Officer of the company.

5. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

- 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
- Unemployment Insurance Act 63 of 2001
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Occupational Health and Safety Act 85 of 1993
- Protection of Personal Information Act 4 of 2013
- Promotion of Access to Information Act 2 of 2000

6. SUBJECTS AND CATEGORIES OF RECORDS HELD

Subject	Categories of Records
Student Administration	Student records, registration forms
Finance and Accounting	Financial records, invoices
Human Resources	Employment contracts, payroll records, leave records, employee information
Marketing	Website enquiries, mailing lists
Suppliers and Service Providers	Supplier agreements, invoices, banking details
Training Material	Course material, attendance records

7. REQUEST PROCEDURE

A requester must complete the prescribed request form and submit it to the Information Officer at the contact details provided in this Manual.

The request must contain sufficient detail to identify the record requested, identify the requester, explain the right being exercised or protected, and explain why access to the requested record is required.

Proof of identity may be required before access is granted.

The company will process requests in accordance with PAIA.

8. FEES

A requester requesting access to records containing personal information relating to themselves will not be charged a request fee.

Other requesters may be required to pay the prescribed request fee before the request is

processed.

Additional fees may apply for searching, preparing, reproducing, or providing access to records.

The requester will be informed of any applicable fees before the request is processed further.

9. PROCESSING OF PERSONAL INFORMATION

9.1 Purpose of Processing Personal Information

The company may process personal information for purposes including:

- student registration and administration,
- communication with students and parents,
- providing educational and support services,
- attendance and progress tracking,
- billing and collections,
- employee administration,
- compliance with legal and regulatory obligations,
- supplier and service provider management,
- and internal record keeping.

9.2 Categories of Data Subjects and Personal Information Processed

Categories of Data Subjects	Personal Information Processed
Students	Names, ID numbers, dates of birth, contact details, attendance records, academic information
Parents / Guardians	Names, contact details, addresses, billing information
Employees	Names, ID numbers, addresses, payroll information, employment records
Service Providers / Tutors	Contact details, banking information, company registration details
Website Users	Contact information submitted through website forms

9.3 Recipients of Personal Information

Personal information may be shared with payment service providers, payroll service providers, regulatory authorities where required, software and cloud service providers, professional advisors, and third-party service providers assisting the company in delivering its services.

9.4 Transborder Flow of Personal Information

Certain cloud service providers used by the company may store or process personal information outside the Republic of South Africa.

9.5 Information Security Measures

The company implements reasonable security measures to protect personal information, including:

- password-protected systems,
- controlled user access,
- antivirus and malware protection,
- cloud security controls,
- secure storage of records,
- secure disposal of records where applicable
- and restricted access to sensitive information.

10. AVAILABILITY OF THE MANUAL

This Manual is available:

- at the company's offices for inspection,
- on the company website,
- upon request to the Information Officer,
- and to the Information Regulator upon request.

11. UPDATING OF THE MANUAL

The company may update this Manual from time to time as required.

Issued by:



PHILIPPA FABBRI

Date: 4 June 2026