

**PBC: Promotion of Access to Information Act (PAIA), No. 2 of 2000**

**Registration Number:** 2025/420658/08

**Prepared in accordance with:** Section 51 of the Promotion of Access to Information Act, Act 2 of 2000 (PAIA)

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### 1. Introduction

This manual is prepared to assist members of the public, members, and other stakeholders to request access to records held by Professionals and Business for Change NPC (“PBC”). It is available on our website and at our registered office.

PBC is a registered Non-Profit Company (NPC) committed to transparency and accountability. This manual is updated annually.

### 2. Contact Details

Item	Information
Organisation name	Professionals and Business for Change NPC
Registration number	2025/420658/08
Information Officer Registration No.	2026-008089
Website	<a href="http://www.pbforchange.org">www.pbforchange.org</a>
Information Officer (CEO)	Vuso Majija
Email (Information Officer)	<a href="mailto:vuso@pbforchange.org">vuso@pbforchange.org</a>
Deputy Information Officer	Sandile Mkhize
Email (Deputy)	<a href="mailto:sandile@pbforchange.org">sandile@pbforchange.org</a>
Physical address	12 Pomona Crescent, Kyalami Estates, Kyalami, Gauteng, 1684
Postal address	Same as above
Telephone	+27(0)82 868 2699

### 3. Guide on How to Use PAIA

The Information Regulator has compiled a guide explaining how to exercise rights under PAIA and POPIA. The guide is available in all official languages and may be obtained from the Information Regulator:



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## Information Regulator

Physical Address: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg

Postal Address: P.O. Box 31533, Braamfontein, Johannesburg, 2017

General Enquiries Email: [enquiries@infoeregulator.org.za](mailto:enquiries@infoeregulator.org.za)

Complaints Email: [PAIAComplaints@infoeregulator.org.za](mailto:PAIAComplaints@infoeregulator.org.za)

Website: [www.infoeregulator.org.za](http://www.infoeregulator.org.za)

The guide is also available on the Information Regulator's website.

## 4. Records Held by PBC

### 4.1. Categories of records available without a formal request (automatically available)

Category	Description
Founding documents	Constitution (adopted 3 June 2025), CIPC registration certificate (COR14.3), Tax certificate (9766528195)
Governance policies	Code of Conduct, Conflict of Interest Policy, Register of Interests template, Board Charter (draft), Executive Role Descriptions, Delegation of Authority Matrix
Membership information	Membership Value Proposition, Standing Rules for Membership Criteria, Founding Members Register (summary)
Newsletter and publications	Monthly newsletter (Issue 1 - December 2025), Cost of Living Report summary, position papers
Event information	The Provocation (past and upcoming events), PBC Talks (planned)

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#### 4.2. Categories of records that may be requested under PAIA

Category	Sub-category	Description	Location	Access restrictions
<b>1. Company &amp; Administrative</b>	Legal registration	Certificate of Incorporation, MOI, CIPC annual returns	Governance drive	None (public)
	Constitution	Signed constitution, amendments	Governance drive	None (public)
	Policies	Code of Conduct, Conflict of Interest, POPIA policies, Privacy Policy, Data Breach Plan	Governance drive	None (public)
	Meeting minutes	Executive Team minutes, AGM minutes, resolutions	Governance drive	May be limited to members
<b>2. Financial</b>	Annual financial statements	Audited statements (when available)	Financial folder	May be limited to members/ funders
	Budgets	Annual budgets, budget vs actual reports	Financial folder	Internal only
	Management accounts	Monthly / quarterly management accounts	Financial folder	Internal only
	Tax records	SARS returns (Income Tax, VAT), tax compliance certificates	Financial folder	Confidential (tax purposes)
	Bank records	Bank statements, payment records, dual signatory mandates	Financial folder	Confidential
	Audit records	Internal and external audit reports	Financial folder	May be limited
<b>3. Operational &amp; Internal</b>	SOPs	Standard Operating Procedures (events, research, communications)	Operations folder	Internal only
	Risk register	Organisational risk register, mitigation plans	Operations folder	Internal only
	Insurance	D&O liability insurance, other policies	Operations folder	Internal only
	Contracts	Service provider agreements, MoUs, partnership agreements	Operations folder	Subject to confidentiality



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<b>4. Human Resources</b>	Volunteer/ staff records	Personal files, contracts, role descriptions (Executive Team)	HR folder	Confidential (POPIA)
	Training records	Training materials, attendance logs	HR folder	Internal only
<b>5. Information Technology</b>	IT security policies	Password policies, access controls, backup procedures	IT folder	Internal only
	Data processing agreements	Agreements with third-party processors (website host, CRM, etc.)	IT folder	Confidential
	Systems logs	Access logs, breach incident logs	IT folder	Confidential
<b>6. Membership</b>	Member database	Individual and corporate member details (names, contact, payment history)	Membership folder	Restricted (POPIA - only authorised personnel)
	Founding Members Register	List of founding members as at 3 June 2025	Membership folder	Restricted (POPIA)
	Member applications	Submitted application forms, supporting documents	Membership folder	Restricted (POPIA)
	Member communications	Email correspondence, newsletter subscription list	Membership folder	Restricted (POPIA)
<b>7. Strategic &amp; Planning</b>	Strategic plan	3-year strategic plan (when developed)	Strategy folder	Internal only
	Programme architecture	Programme Architecture Document, logic models	Strategy folder	Internal only
	Gap analysis	Institutional Gap Analysis (Week 1 deliverable)	Strategy folder	Internal only
	Programme roadmap	12-month programme roadmap (2026)	Strategy folder	Internal only
<b>8. Communications &amp; Brand</b>	Brand guidelines	Logo, tone of voice, messaging guide	Comms folder	Internal only
	Media plans	Media engagement strategy, press release templates	Comms folder	Internal only
	Social media	Content calendar, post history	Comms folder	Public (once published)
	Website	Website content, analytics	Comms folder	Public (once published)

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#### **4.3. Records that are not available (exemptions)**

Some records may be refused under PAIA Sections 62-70, including:

- Personal information of third parties (protected by POPIA), Section 63
- Commercial confidential information, Section 64
- Records subject to legal privilege, Section 65
- Records that would endanger the safety or security of individuals or property, Section 68
- Records that would unreasonably disclose trade secrets, Section 64

#### **4.4. Processing of Personal Information**

PBC processes personal information in accordance with the Protection of Personal Information Act, 4 of 2013 ("POPIA").

The categories of data subjects whose personal information may be processed include:

- Members;
- Prospective members;
- Employees;
- Volunteers;
- Executive Team members;
- Service providers;
- Event attendees;
- Stakeholders and donors.

Categories of personal information processed may include:

- Identification information;
- Contact details;
- Employment and professional information;
- Membership records;
- Financial and payment information;
- Communications and correspondence;
- Website and digital interaction data.

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Personal information may be shared with:

- Professional advisors;
- Regulatory authorities;
- Service providers acting on behalf of PBC;
- Auditors and accountants;
- Technology service providers.

PBC implements reasonable technical and organisational measures to safeguard personal information against loss, unauthorised access, disclosure, alteration or destruction.

## 5. Request Procedure

### 5.1. Submission of a request

A requester must complete and submit the prescribed request form published by the Information Regulator from time to time in accordance with said legislation. The prescribed forms are available from the Information Regulator's website ([www.inforegulator.org.za](http://www.inforegulator.org.za)) and must be submitted to the Information Officer.

Submission methods:

- **Email (preferred):** [vuso@pbforchange.org](mailto:vuso@pbforchange.org) (cc: [sandile@pbforchange.org](mailto:sandile@pbforchange.org), [itu@pbforchange.org](mailto:itu@pbforchange.org), [matlhodi@pbforchange.org](mailto:matlhodi@pbforchange.org))
- **Physical delivery:** 12 Pomona Crescent, Kyalami Estates, Kyalami, Gauteng, 1684 (by appointment)

### 5.2. Fees

Fee type	Amount	Notes
<b>Request fee</b>	As prescribed by the Department of Justice (currently R50-R150)	Payable before processing
<b>Access fee</b>	As prescribed (copying, printing, postage, etc.)	Payable before release of records
<b>Deposit</b>	Up to one-third of access fee	May be required for large requests



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Fees are prescribed from time to time under PAIA and Regulations. Requesters will be advised of any fees payable before processing or releasing records. PBC will notify the requester of any fees before processing the request.

### **5.3. Timeframe**

PBC will respond within 30 days of receiving a completed request. If a deposit is required, the 30-day period starts after the deposit is paid.

Extensions may be granted for up to 30 additional days if the request is for a large volume of records or requires consultation with third parties.

### **5.4. Grounds for refusal**

PBC may refuse a request if:

- The record is exempt under PAIA (Sections 62-70)
- The request is manifestly frivolous
- The record does not exist or cannot be found after a reasonable search
- The requester has failed to pay the prescribed fees

The requester will be notified in writing, with reasons for refusal.

### **5.5. Complaints and Remedies**

If a requester is dissatisfied with the outcome of a PAIA request, including a refusal of access, the charging of fees, the extension of time periods, or any other decision taken by the Information Officer, the requester may lodge a complaint with the Information Regulator.

Complaints must be submitted in the prescribed manner and form as required by the Information Regulator.

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## 6. Other Information

Item	Information
Annual turnover	Not applicable (non-profit company)
Number of employees	2 (volunteer-led; Executive Team members are volunteers)
Number of volunteers	8 Executive Team members + ad hoc volunteers
Description of activities	Organising and activating professionals and businesses for positive societal change; research, advocacy, events (The Provocation), community projects, membership services.

## 7. Updates to this Manual

This manual is reviewed annually and updated as required by the Information Regulator. Changes are approved by the Information Officer.

Version	Date	Summary of changes
1.2	29 June 2026	Initial version

**Last updated:** 30 June 2026

**Next review date:** 30 June 2027

## 8. Approval

This PAIA manual is adopted by the Information Officer of PBC.

**Vuso Majija**



Information Officer / CEO

Date: 30.06.2026

**Sandile Mkhize**



Deputy Information Officer

Date: 30 / June / 2026