

1. Introduction & Purpose of PAIA

The Promotion of Access to Information Act, No. 2 of 2000 ("PAIA") gives effect to the constitutional right of access to any information held by the State or by another person/body required for the exercise or protection of any rights.

This PAIA Manual has been compiled in accordance with Section 51 of PAIA as amended by the Protection of Personal Information Act 4 of 2013 ("POPIA"). Its purpose is to outline the categories of records held by Appointnet (Pty) Ltd and the procedure to request access to such records.

2. Details of Appointnet (Pty) Ltd & Information Officer

Appointnet (Pty) Ltd is a registered South African private company providing cloud-based appointment management software for service businesses.

2.1 Entity Details

- Company Name: Appointnet (Pty) Ltd
- Registered Office: Johannesburg, Gauteng, South Africa
- Email Contact: support@appointnet.co.za
- Website: <https://appointnet.co.za>

2.2 Information Officer Details

- Designated Information Officer: Managing Director / Head of Operations
- Information Officer Email: support@appointnet.co.za
- Physical Address: Johannesburg, Gauteng, South Africa

3. Guide on how to use PAIA

The Information Regulator of South Africa has compiled a comprehensive guide containing information required by any person wishing to exercise any right contemplated in PAIA and POPIA. The guide is available in all official languages on the Information Regulator's website (<https://inforegulator.org.za/paia-guidelines/>).

4. Records Automatically Available (Section 51(1)(b)(ii))

The following categories of records are automatically available for inspection, download, or purchase without requiring a formal PAIA request:

- Public website content, landing pages, and product overview brochures
- Pricing plans, public service documentation, and online FAQ material
- Published Privacy Policy, Terms of Service, Cookie Policy, and Refund Policy
- Marketing materials and public company announcements

5. Records Kept in Accordance with Other Legislation (Section 51(1)(b)(iii))

Where applicable, Appointnet keeps records in accordance with South African legislation, including but not limited to:

- Companies Act 71 of 2008
- Protection of Personal Information Act 4 of 2013 (POPIA)
- Value Added Tax Act 89 of 1991
- Income Tax Act 58 of 1962
- Electronic Communications and Transactions Act 25 of 2002 (ECTA)
- Basic Conditions of Employment Act 75 of 1997
- Labour Relations Act 66 of 1995

6. Categories of Records Held by Appointnet (Section 51(1)(b)(iv))

Appointnet maintains records under the following operational subjects:

6.1 Client & Business Records

Business registration records, user account profiles, subscription tier details, appointment schedules, booking transaction logs, customer support tickets, and service usage logs.

6.2 Financial & Accounting Records

Tax invoices, proof of payment receipts, financial statements, banking audit records, tax filings, and subscription billing history.

6.3 Personnel & Staff Records

Employment contracts, internal policies, payroll records, performance reviews, training logs, and staff identification documentation.

6.4 Information Technology & System Infrastructure

System architecture documentation, source code repositories, API integration logs, security audit logs, domain registrations, and cloud service configuration files.

7. Access Request Procedure (Form 2)

To request access to a non-public record held by Appointnet, the requester must follow these steps:

7.1 Submission of Form 2 Request

The requester must complete the prescribed Form 2 (Request for Access to Record of Private Body) issued by the Information Regulator and email it directly to support@appointnet.co.za.

7.2 Required Request Information

The request must include: (a) Sufficient details to enable the Information Officer to identify the requested record; (b) Full proof of identity of the requester; (c) Clear indication of the right being exercised or protected; (d) The preferred format of access (e.g. digital PDF or hard copy).

7.3 Prescribed Fees

In terms of PAIA Regulations, a request fee (R140.00) is payable upon submission, unless exempted by law. If the request is granted, an access fee is charged for reproduction, searching, and preparation time in accordance with the prescribed tariff published by the Information Regulator.

8. Grounds for Refusal of Access

Appointnet may refuse a request for access to records under PAIA on mandatory grounds, including:

- Protection of personal privacy of a third party (POPIA alignment)
- Mandatory protection of commercial confidentiality or trade secrets of Appointnet or third parties
- Protection of confidential legal communications or legal professional privilege
- Protection of safety of individuals and physical or cyber infrastructure security
- Requests that are clearly frivolous, vexatious, or involve unreasonable diversion of resources

Official Compliance Notice

This document is maintained by Appointnet (Pty) Ltd. For official inquiries, access to records, or privacy requests, please contact our Information Officer at support@appointnet.co.za.