PAIA Manual

Prepared under section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA), read with the Protection of Personal Information Act 4 of 2013 (POPIA). Version 1.0.

1. About this manual

This manual explains what records Trusted Tradies keeps, how anyone can ask for access to them, and how we handle personal information. It follows the structure of the Information Regulator's PAIA manual template for private bodies.

Trusted Tradies provides independent pre-contract background checks on building contractors for homeowners in the Western Cape. Clients order and pay online and receive a written report.

2. Contact details

Private body	Richard Jackson, trading as Trusted Tradies (sole proprietor)
Head of the private body and Information Officer	Richard Jackson (registered with the Information Regulator)
Physical and postal address	6 Rooiels Close, Parow, Cape Town, 7500
Email	hello@trustedtradies.com
Phone	084 993 3607
Website	https://trustedtradies.com

We have not appointed a Deputy Information Officer.

3. Guide on how to use PAIA

The Information Regulator has published a Guide on how to use PAIA, in each official language. It explains your rights under PAIA and POPIA and how to exercise them. You can get it:

- on the Regulator's website, inforegulator.org.za
- by emailing the Regulator at enquiries@inforegulator.org.za
- from us on request, free of charge, by emailing hello@trustedtradies.com

If you're unhappy with how we handled a request or your personal information, you can complain to the Information Regulator through its website.

4. Records available without a request

These are available to anyone on our website, with no PAIA request needed:

- Terms of Service and Privacy Notice
- service descriptions and prices
- the free "7 checks before you pay a builder" checklist
- this manual

5. Records kept under other laws

We keep records where these laws require us to:

- Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011
- Consumer Protection Act 68 of 2008
- Electronic Communications and Transactions Act 25 of 2002
- Protection of Personal Information Act 4 of 2013
- Promotion of Access to Information Act 2 of 2000

6. Records we hold

Subject	Categories of records
Clients	Orders, contact details, quotes and documents supplied by clients, terms acceptance records, correspondence, reports issued
Contractors checked	Information from public registers and public sources, notes made during checks, correction requests
Finance	Payment confirmations from Paystack, refunds, invoices, tax records, bank statements
Suppliers	Agreements and account records with our service providers
Business	Marketing material, website content, compliance records (including this manual and our Information Officer registration)

We have no employees, so we hold no employment records.

7. How to request access

1. Complete **Form 2** (Request for access to a record), which is available on the Information Regulator's website or from us on request.
2. Email it to hello@trustedtradies.com, or post it to the address in section 2.
3. Give enough detail for us to identify the record, say how you want to receive it, and if you're asking on someone else's behalf, show that you're authorised to do so.

We'll reply within 30 days. If we need more time, we'll tell you before the 30 days are up, as PAIA allows.

You don't need a PAIA request to see your own personal information. You can ask for it by email under POPIA.

8. Fees

PAIA lets a private body charge a request fee and an access fee (for example for copies and preparation time) at the rates set in the PAIA Regulations. We'll tell you any fee before we do the work. Requests for your own personal information carry no request fee.

9. Grounds for refusal

We may refuse access only on the grounds set out in Chapter 4 of Part 3 of PAIA. These include protecting another person's privacy, commercial information of third parties, confidential information, and records privileged from production in legal proceedings. For example, we won't give one client's report to anyone

else, including the contractor checked, unless the law requires it. We'll give our reasons in writing if we refuse.

10. How we process personal information

Purpose. To carry out the checks clients order, take payment, deliver reports, handle complaints and corrections, keep financial and tax records, and, only with consent, send tips and offers.

Data subjects and their information

Data subjects	Information
Clients	Name, email, phone, property area, project details, quotes and documents supplied, payment status (not card details)
Contractors checked	Name, business name and registration details, contact details, information from public registers, public reviews and public sources
Suppliers	Contact and account details

Recipients. Our service providers, who process information on our behalf: Google (storage), Tally (forms), Make (automation), Paystack (payments), Anthropic (AI drafting, with every report reviewed by a person), PDFMonkey (PDF creation), Meta (WhatsApp delivery) and Zoho (email). We share information with authorities only where the law requires it. We don't sell personal information.

Transfers outside South Africa. Some of these providers store or process information outside South Africa. We use providers bound by data protection laws or agreements that give protection similar to POPIA, as section 72 of POPIA requires, and clients consent to this when they order.

Security. Accounts are protected by strong passwords and two-step verification. Access is limited to the Information Officer. Card details are handled only by Paystack. Reports are generated files kept in a private Drive folder, and we keep records for 3 years. If there's a data breach, we'll notify affected people and the Information Regulator as section 22 of POPIA requires.

11. Availability and updates

This manual is available on trustedtradies.com and, free of charge, by email from hello@trustedtradies.com or at the address in section 2. We'll review it at least once a year and whenever our services or service providers change.

Issued by Richard Jackson, Information Officer, Trusted Tradies. Date: 27 November 2026.