

## PAIA MANUAL

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

Faith Questions Ministries NPC

### 1. INTRODUCTION

Faith Questions Ministries NPC is a registered non-profit Christian organisation dedicated to providing Bible-based teaching, guidance, and spiritual support to the public.

This PAIA Manual has been prepared to outline the procedures for requesting access to records held by the organisation, as required under the Promotion of Access to Information Act (PAIA).

The manual also briefly reflects the organisation's obligations under the Protection of Personal Information Act (POPIA) regarding the lawful processing of personal information.

### 2. ORGANISATIONAL DETAILS

Registered Name: Faith Questions Ministries NPC

CIPC Registration Number: (2025/841344/08 )

Type of Entity: Non-Profit Company (NPC)

Information Officer:

Johan Gerhard Helberg (CEO)

Email: [admin@faithquestionsministries.org](mailto:admin@faithquestionsministries.org)

Cell: 074 072 7628

Physical Address:

361 Du Toit Street

Wierda Park

Centurion

0157

### 3. GUIDE OF THE INFORMATION REGULATOR

The Information Regulator has compiled a guide to assist individuals in understanding how to submit requests for information under PAIA.

Information Regulator Contact Details:

JD House, 27 Stiemens Street, Braamfontein, Johannesburg

Email: [PAIAComplaints.IR@justice.gov.za](mailto:PAIAComplaints.IR@justice.gov.za)

Website: <https://www.inforegulator.org.za>

Tel: 010 023 5207

This guide is available in all official languages upon request.

### 4. RECORDS AVAILABLE WITHOUT REQUEST

The following records are publicly accessible and do not require a PAIA request:

- Website content
- Bible teachings, sermons, and ministry articles
- Public newsletters (if applicable)
- General organisational information
- Public statements and ministry announcements

### 5. CATEGORIES OF RECORDS HELD (AVAILABLE ON REQUEST)

(Required by Section 51(1)(d) of PAIA)

#### A. Governance Records

- NPC registration documents
- Founding documents
- Resolutions
- Policies and procedures

#### B. Financial Records

- Non-confidential financial statements
- Bank confirmation letters (redacted if necessary)

- Donation records (without personal donor details unless consented)

#### C. Administrative Records

- Internal correspondence
- Planning documents
- Meeting minutes (where permissible)

#### D. Ministry / Operational Records

- Project documentation
- Community outreach info
- Event planning records

#### E. Agreements & Contracts

- Service provider agreements
- Supplier documentation
- Ministry partnership agreements

#### F. Website / Digital Records

- Cookies & privacy policy
- Website analytics (non-identifying)
- IT system logs (limited access)

#### G. HR Records (if applicable)

- Employee or volunteer documents
- Training records

Access may be limited due to POPIA.

### 6. POPIA COMPLIANCE STATEMENT

Faith Questions Ministries NPC processes personal information in accordance with POPIA.

Personal data will not be shared, sold, or disclosed except where legally required or with valid consent.

Access to any records containing personal information will only be granted:

- With the consent of the data subject

- If legally required
- If justified under a PAIA ground of access

## 7. REQUEST PROCEDURE

To request access to information:

1. Complete PAIA Form 2 (available from the Information Regulator).
2. Submit the form to the Information Officer via email or physical address.
3. Pay any applicable request or reproduction fees.
4. A written acknowledgment and response will be provided within the statutory time period.

## 8. FEES

Fees may apply in accordance with PAIA regulations.

Non-profit organisations may be exempt from certain fees at the Information Officer's discretion.

The requester will be notified of any fees before processing the request.

## 9. ACCESS DECISIONS

The Information Officer may decide as follows:

- Full access granted
- Partial access granted (with redactions)
- Access refused

Reasons for refusal may include:

- Protection of personal information (POPIA)
- Third-party confidentiality
- Legal privilege
- Sensitive ministry or operational information

## 10. INTERNAL APPEAL / REMEDIES

If access is refused, the requester may:

1. Request written reasons for refusal
2. Lodge a complaint with the Information Regulator

## 11. AVAILABILITY OF THIS MANUAL

This PAIA Manual is available:

- As a downloadable PDF on our website
- On request via email
- At our physical office (on request)

## 12. UPDATES TO THIS MANUAL

This manual will be updated whenever organisational details or legislation change.

Last Updated: December 2025