



## PAIA MANUAL

**Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)**

### Introduction

BetterGuest.io is a software platform offering web applications to assist our accommodation establishment clients with managing their bookings and communication with their staff and guests.

We respect your right of access to information. This manual will help you (the requester of information) to exercise that right and help you know how you may get access to our records. The Promotion to Access of Information Act 2 of 2000 as amended from time to time (known as PAIA) requires us to draft and make this PAIA manual available to you.

### Contact details & Information Officer

#### Chief Information Officer

Name: Duncan Houston  
Telephone: 021 762 1409  
Email: [ceo@betterguest.io](mailto:ceo@betterguest.io)

## Company details

Name: Mochaware t/a BetterGuest  
Postal address: 2 Smithers Road, Kenilworth, Cape Town, 7708  
Physical address: 2 Smithers Road, Kenilworth, Cape Town, 7708  
Telephone: 021 762 1409  
Email: ceo@betterguest.io  
Website: betterguest.io

## Further guidance from the Information Regulator

For further guidance, contact the Information Regulator. They have compiled a PAIA guide in each official language of South Africa on how to exercise your rights under PAIA.

Website: [www.inforegulator.org.za](http://www.inforegulator.org.za)  
Postal address: P.O. Box 3153, Braamfontein, Johannesburg, 2017  
Physical address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001  
Telephone: 010 023 5200  
Enquiries: [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)  
Complaints: [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)

## Records which we make automatically available

The records listed below are automatically available without a formal request.

Type of record	How you can access it
Memorandum of incorporation (MOI)	<a href="http://www.bizportal.gov.za">www.bizportal.gov.za</a>
Member's names	<a href="http://www.bizportal.gov.za">www.bizportal.gov.za</a>
Documents of incorporation	<a href="http://www.bizportal.gov.za">www.bizportal.gov.za</a>
Banking details	Request by email
Information on our website	Visit our website

## Records we hold to function

We hold the following subjects and categories of records in electronic or physical format, which we do not make automatically available. You may request access to them. These are records that most organisations have. Please note that some records may be disclosed, others may require limited disclosure, and some may not be disclosed at all.

- Establishment records
- Customer and Supplier information
- Business records
- Financial records
- Insurance records
- Tax records
- Personal records
- Agreements & contracts
- Regulatory documents

## Records we hold to comply with the law

We hold records that all organisations are required by law to hold. We also hold records that the law specifically requires organisations like ours to retain. Please ask our information officer for details.

## How you can request access

We have appointed our information officer to deal with all matters relating to PAIA so we can comply with our PAIA obligations. To request access to a record, please complete [Form 2](#).

Please submit the completed form (together with the relevant request fee we explain below) to our information officer's email address, our physical address.

(Note: the regulator updates the forms from time to time. For a complete list of forms, please visit the [PAIA forms page](#) on the regulator's website)

### **Please ensure that the completed form:**

- has enough information for the information officer to identify you, the requested records, and the form of access you require
- specifies your email address, postal address, or fax number,
- describes the right that you seek to exercise or protect,

- explains why you need the requested record to exercise or protect that right,
- provides any other way you would like to be informed of our decision other than in writing, and
- provides proof of the capacity in which you are making the request if you are making it on behalf of someone else (we will decide whether this proof is satisfactory).

**If you do not use the standard form, we may:**

- reject the request due to lack of procedural compliance,
- refuse it if you do not provide sufficient information, or
- delay it.

## **How we will give you access**

We will evaluate and consider all requests we receive. If we approve your request, we will decide how to provide access to you – unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

## **Grounds for us to refuse access**

We may have to refuse you access to certain records in terms of PAIA to protect:

1. Somebody else's privacy
2. Another company's commercial information
3. Someone else's confidential information
4. Research information
5. The safety of individuals and property
6. Records privileged from production in legal proceedings

## **Our decision on giving you access**

We will notify you in writing whether your request has been approved or denied within 30 calendar days after receiving your request. If we cannot find the record you asked for or it does not exist, we will notify you by way of affidavit that it is not possible to give access to that record. Our response will be a completed [Form 3](#).

# How much it will cost you

## Request fees

When submitting your request, you must pay us a request fee as the law prescribes. You must pay us the prescribed fees before we give you access. You will receive a notice from our information officer upon your request, setting out the application procedure.

## Access fees

If we grant the request, you will have to pay us a further access fee the law prescribes that includes a fee for the time it takes us to handle your request, or if the time has exceeded the prescribed hours to search and prepare the record for disclosure. Our information officer will notify you if you need to pay a deposit for the access fee. The deposit may be up to one third of the prescribed access fee.

The access fee will provide for:

1. The costs of making the record, or transcribing the record
2. A postal fee (if applicable), and
3. The reasonable time we need to search for the record and prepare the record for you

If you paid the deposit and we refused your request, we will refund you the deposit amount. Until you have paid the fees, we may withhold the record you requested.

## Fee schedule for accessing records under Promotion of Access to Information Act, 2 of 2000 ("PAIA")

	Activity / Item	Fee
1	Request fee, payable by every requester	R140
2	Copy per A4 page	R2.00 per page or part of the page
3	Printing per A4 page	R2.00 per page page or part of the page
4	A digital copy of the record: <ul style="list-style-type: none"><li>• Copy on a flash drive (provided by requester)</li><li>• Copy on a CD (provided by requester)</li><li>• Copy on a CD (if we provided the CD)</li></ul>	R40 R40 R60

5	Transcription of visual images per A4 page	This service will be outsourced. The fee will depend on the quotation from the service provider.
6	Copy of a visual image	This service will be outsourced. The fee will depend on the quotation from the service provider.
7	Transcription of audio recording per A4 page	R24 per page
8	Copy of an audio recording: <ul style="list-style-type: none"> <li>• Copy on a flash drive (provided by requester)</li> <li>• Copy on a CD (provided by requester)</li> <li>• Copy on a CD (if we provided the CD)</li> </ul>	R40 R40 R60
9	Search and preparation of the record for disclosure	R145 per hour or part thereof, excluding the first hour, reasonably required for the search and preparation. The fee cannot exceed R435
10	Deposit: if the search exceeds 6 hours	One-third of the amount per request. It is calculated in terms of items 2 to 8 above.
11	Postage	Actual cost

## Remedies available if we refuse to give you access

If we deny your request for access, you may:

- apply to a court with appropriate jurisdiction
- complain to the Information Regulator

for the necessary relief within 180 calendar days of us notifying you of our decision.

## **How we process and protect personal information**

We process the personal information of various categories of people for various purposes. Please refer to our website for our Privacy Policy or ask our information officer for a copy.

## **Availability of this Manual**

This manual is available in English in electronic format on our website and in physical format at the reception of our company offices. A fee for a copy of the Manual, shall be payable per each A4-size photocopy made.

## **Updating this Manual**

We will update this manual whenever we make material changes to it.

Issued by: Duncan Houston

Date of last revision: 1 May 2024

### **Attribution:**

This manual was compiled with assistance from free documentation sourced from SAICA ([saica.org.za](http://saica.org.za)) and Michalsons ([michalsons.com](http://michalsons.com)).