



PAIA MANUAL

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

Organisation	Futurelect NPC.
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Section 1 – Acronyms and Abbreviations.

Acronym	Meaning
CEO.	Chief Executive Officer.
COO.	Chief Operating Officer.
DIO.	Deputy Information Officer.
IO.	Information Officer.
Minister.	Minister of Justice and Correctional Services.
NPC.	Non-Profit Company.
NPO.	Non-Profit Organisation.
PAIA.	Promotion of Access to Information Act No. 2 of 2000 (as amended).
POPIA.	Protection of Personal Information Act No. 4 of 2013.
Regulator.	Information Regulator of South Africa.
Republic.	Republic of South Africa.
SARS.	South African Revenue Service.

Section 2 – Purpose of This Manual.

Who We Are.

Futurelect NPC is a non-profit organisation registered under the Non-Profit Organisations Act No. 71 of 1997. Futurelect is a non-partisan, nonprofit public benefit organisation operating in South Africa, Kenya, and the United Kingdom, with expansion planned in West Africa in 2026.

Our non-partisan, interdisciplinary public leadership programmes in Southern, East, and soon West Africa are designed to increase the participation of African women and youth in government by addressing the unique challenges they face when running for office and by helping them build the skills and networks to lead with integrity and impact. Our online Civic Education Programme in South Africa is designed to build vibrant, engaged electorates by equipping them with the knowledge to participate in civic life.

Why this Manual exists.

This Manual has been compiled because the law requires it. Section 51 of the Promotion of Access to Information Act No. 2 of 2000 (PAIA) requires all private bodies, including non-profit organisations, to compile and make available a manual that helps members of the public access information held by the organisation. Transparency and accountability are core to who we are as an organisation, and this Manual reflects that commitment.

What this Manual will help you do. After reading this Manual, you will be able to:

1. Understand which information is freely available from us without submitting a formal request.
2. Know how to submit a formal request for records, which form to use, where to send it, and what it costs.
3. Understand how long we have to respond to your request, and what happens if we do not.
4. Understand the reasons why a request may be refused, and what you can do if that happens.
5. Find out what other legislation gives you access to certain records we hold.
6. Know what personal information we collect, why we collect it, who we share it with, and how we protect it.
7. Contact the right people in our organisation for assistance.

Section 3 – Key Contact Details.

3.1 Information Officer (IO).

The Information Officer is the person legally responsible for receiving and processing all formal requests for access to information under PAIA.

Name.	Lindiwe Mazibuko.
Title.	Chief Executive Officer (CEO).
Telephone.	+27 10 599 0301.
Email.	info@futurelect.org

3.2 Deputy Information Officer (DIO).

The Deputy Information Officer has been designated under Section 17(1) of PAIA to assist the Information Officer.

Name.	Khurshed Moakes.
Title.	Chief Operating Officer (COO).
Telephone.	+27 10 599 0301.
Email.	info@futurelect.org

3.3 General Enquiries.

Email.	info@futurelect.org
Telephone.	+27 10 599 0301.
Website.	www.futurelect.org

3.4 Head Office.

Physical Address.	10th Floor, 16 Baker Street, Rosebank, 2196, Johannesburg, South Africa.
Postal Address.	10th Floor, 16 Baker Street, Rosebank, 2196, Johannesburg, South Africa.

3.5 Information Regulator of South Africa.

The Information Regulator is the independent public body that oversees compliance with both PAIA and POPIA. If you are unhappy with how we have handled your request, you may contact the Regulator.

Physical Address.	Woodmead North Office Park, 54 Maxwell Drive. Woodmead, Johannesburg, 2191.
Postal Address.	P.O. Box 31533, Braamfontein, Johannesburg, 2017.
Telephone.	+27 (0)10 023 5200.
Complaints Email.	complaints.IR@inforegulator.org.za
General Email.	inforeg@inforegulator.org.za
Website.	https://www.inforegulator.org.za

Section 4 – Guide on How to Use PAIA.

Under Section 10(1) of PAIA, the Information Regulator has published a Guide that explains how to use PAIA in plain, accessible language. The Guide is available in all eleven official languages of South Africa, as well as in Braille.

What the Guide covers:

- The purpose and objects of PAIA and POPIA.
- How to make a formal request for access to records.
- What assistance is available from Information Officers and the Regulator?
- All legal remedies are available if your request is refused or ignored.
- Information about applicable fees.
- Regulations made under PAIA.

How to get the Guide:

- Download it from the Information Regulator's website <https://www.inforegulator.org.za>

Section 5 – Records Available Without a Formal Request.

The following information is publicly available on the organisational website www.futurelect.org. You do not need to submit a formal PAIA request to access this information.

Category	What Is Available
Organisational Information.	About us, our board of directors, senior management, and contact details.
Public Leadership Programmes.	Programme overviews and descriptions.
Public-Facing Policies.	Our Privacy Policy and this PAIA Manual.
Media and Publications.	Media releases, newsletters, thought leadership articles, and research publications.

Section 6 – How to Submit a Formal Request for Access to Records.

If the records you need are not listed in Section 5 above, you will need to submit a formal PAIA request. This section explains exactly how to do that.

6.1 Who May Submit a Request.

Any person, including a South African citizen, permanent resident, or a company or other legal entity, may submit a formal request for access to records held by Futurelect NPC. This right is set out in Section 50 of PAIA. Important: Access will only be granted if the records are required for the exercise or protection of a right. You will need to explain what right you are seeking to exercise or protect when you submit your request.

6.2 Which Form to Use.

All formal requests must be submitted on Form 2, as prescribed under Section 53(1) of PAIA and the PAIA Regulations. Requests submitted in any format other than the specified format cannot be processed.

How to get Form 2:

- Request a copy from our Information Officer (see Section 3.1)
<https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf>
- Download it from the Information Regulator's website.
<https://www.inforegulator.org.za>.

6.3 What Information to Include in Your Request.

Your completed Form 2 must include:

1. Your full name and contact details.
2. If you are requesting on behalf of someone else, you must provide written proof of your authority to act on their behalf (for example, a letter of authority or power of attorney).
3. A clear description of the record(s) you are requesting should be sufficient for us to identify them.
4. The format in which you would like access (for example, i a photocopy, or an electronic copy).
5. A statement of the right you are seeking to exercise or protect.
6. An explanation of why the record is necessary to exercise or protect that right.

6.4 Where to Submit Form 2.

Submit your completed Form 2 and proof of payment of the request fee (see Section 7) to our Information Officer using any of the following methods:

Method.	Details.
Email.	info@futurelect.org.
Physical delivery.	10th Floor, 16 Baker Street, Rosebank, 2196, Johannesburg.
Post.	10th Floor, 16 Baker Street, Rosebank, 2196, Johannesburg.

6.5 Requests Submitted on Behalf of Another Person.

If you are submitting a request on behalf of another person, you must include written proof that you are authorised to act on their behalf. This could be a signed letter of authority or a power of attorney.

Section 7 – Request and Access Fees.

7.1 Request Fee.

Before we can process your request, you must pay a fee of R50.00. This fee is prescribed in Annexure B of the PAIA Regulations and applies to all private bodies. Proof of payment must be submitted with your Form 2, or before processing begins.

7.2 Access Fee.

If your request is approved, you will be required to pay an access fee before the records are released to you. This fee covers the cost of reproducing the records (for example, photocopying or printing). It is calculated in accordance with the tariff set out in Annexure B of the PAIA Regulations.

7.3 Deposit.

If we estimate that searching for and preparing the records will take more than six hours, we may require you to pay a deposit of up to one-third of the estimated access fee before we continue with the request.

7.4 Exemption for Persons Who Cannot Afford the Fees.

If you are unable to pay the request fee due to financial hardship, you may apply in writing to the Information Officer for an exemption. Your application must include supporting documentation. We will consider your application and inform you of the outcome in writing.

7.5 Summary of Fees.

The summary of PAIA fees is available as follows. [PAIA Fees Structure](#)

Fee Type.	When It Applies.	Amount.
Request Fee.	Before processing begins.	R50.00.
Access Fee.	When access is granted.	As per Annexure B of the PAIA Regulations.
Deposit.	If the search or preparation exceeds 6 hours.	Up to one-third of the estimated access fee.
Indigent Exemption.	If you cannot afford the request fee.	Apply in writing with supporting documents.

Section 8 – Response Timeframes.

8.1 Standard Response Period.

Once we have received a valid, complete Form [2 Request for Access to Record](#), along with the applicable request fee, we will respond to your request within 30 days.

8.2 Extension of the Response Period.

In terms of Section 56(3) of PAIA, we may extend the 30 days by a further 30 days in the following circumstances:

- Your request involves a large number of records or extensive record searches.
- The records are stored at a remote or off-site location.
- We need to consult a third party or another public body before making a decision.

If we need to extend the period, we will notify you in writing before the original 30 days expire, and explain the reason for the extension.

8.3 What Happens If We Do Not Respond in Time?

If we fail to respond within the prescribed timeframe (including any extension), the law treats this as an automatic refusal of your request. You may then make use of the remedies set out in Section 10 of this Manual.

8.4 Summary of Timeframes.

Action.	Timeframe.
Acknowledgement of receipt.	Within a reasonable period of receipt.
Decision on request.	Within 30 days of receiving a valid request and fee payment.
Extension of the decision period (if applicable).	Up to an additional 30 days, with written notice before the original deadline.
Deemed refusal.	Upon expiry of the 30 days (or extended period) without a decision.

Section 9 – Grounds for Refusing a Request.

We may refuse access to records on one or more of the following grounds, as provided for under PAIA. If we refuse your request, we will inform you in writing of the specific grounds for refusal and cite the relevant section of PAIA.

Ground for Refusal.	Relevant PAIA Section.
The record contains personal information about a third party.	Sections 63–64.
The record contains commercially sensitive or confidential information belonging to a third party.	Section 64.
The record contains trade secrets or confidential financial, technical, or scientific information.	Section 64.
The record is protected by legal professional privilege (for example, legal advice).	Section 67.
Disclosure would be in contempt of court.	Section 68.
Disclosure could endanger an individual's life or safety.	Section 66.
Disclosure would be an unreasonable invasion of someone's privacy.	Section 63.
We do not hold the record.	Section 55.
The record relates to third-party research.	Section 69.

Section 10 – What You Can Do If Your Request Is Refused.

If you are unhappy with the outcome of your request, or if we fail to respond within the required timeframe, the following options are available to you:

10.1 Internal Escalation.

You may write to the Information Officer to request a review of the decision. While PAIA does not require private bodies to offer a formal internal appeal process, Futurelect NPC is committed to considering any such written request in good faith. This is always a good first step.

10.2 Complaint to the Information Regulator.

You may lodge a formal complaint with the Information Regulator in terms of Section 74 of PAIA. The Regulator has the authority to investigate the complaint and take appropriate action.

Physical Address.	Woodmead North Office Park, 54 Maxwell Drive. Woodmead, Johannesburg,2191.
Complaints Email.	complaints.IR@inforegulator.org.za
Telephone.	+27 (0)10 023 5200
Website.	https://www.inforegulator.org.za

10.3 Application to Court.

You may apply to a court of competent jurisdiction for appropriate relief under PAIA. This is available where:

- We have refused your request.
- We have failed to respond within the prescribed period (deemed refusal).
- You are disputing the fees we have charged.

Section 11 – Records Available Under Other Legislation.

In terms of Section 51(1)(d) of PAIA, certain records held by Futurelect NPC are also accessible under other South African legislation. These are listed below:

Category of Records	Applicable Legislation
Memorandum of Incorporation / Constitution.	Companies Act 71 of 2008; NPO Act 71 of 1997.
NPO Registration Certificate.	Non-Profit Organisations Act 71 of 1997.
PAIA Manual	Promotion of Access to Information Act 2 of 2000.
POPIA Privacy Notice / Information Officer Registration.	Protection of Personal Information Act 4 of 2013.
Employee Records and Contracts.	Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995.
Financial Statements.	Companies Act 71 of 2008; Income Tax Act 58 of 1962.
Tax Exemption / PBO Certificate.	Income Tax Act 58 of 1962.
Health and Safety Records.	Occupational Health and Safety Act 85 of 1993.

Section 12 – Subjects and Categories of Records Held.

In terms of Section 51(1)(e) of PAIA, the following describes the subjects on which Futurelect NPC holds records, and the categories of records held for each subject:

Subject	Categories of Records Held
Governance and Strategy.	Board resolutions, board meeting minutes, organisational strategy documents, annual performance plans, and annual reports.
Human Resources.	Employment contracts, leave records, performance appraisals, HR policies and procedures, recruitment and payroll records.
Finance and Compliance.	Financial statements, budgets, and procurement records.
Stakeholder and Donor Relations.	Donor correspondence, funding proposals, funder reports, MoUs with partner organisations.
Communications and Marketing.	Newsletters, social media content, press releases, and website content.
Legal and Regulatory.	PAIA Manual, POPIA compliance documentation, NPO registration records, and regulatory correspondence.
Public Leadership Programmes.	Programme frameworks and curricula, participant application forms and records, programme schedules and facilitator notes, assessments and evaluations, certificates of completion, partnership and accreditation agreements.

Section 13 – How We Process Personal Information (POPIA).

This section explains how Futurelect NPC handles personal information in compliance with the Protection of Personal Information Act No. 4 of 2013 (POPIA).

13.1 Why We Collect and Use Personal Information.

We process personal information for the following purposes:

- To administer and deliver our public leadership programmes and related activities.
- To manage applications, selection, and participation in programmes.

- To communicate with participants, alumni, facilitators, donors, partners, and other stakeholders.
- To comply with our legal and regulatory obligations.
- To process payments and manage financial transactions.
- To conduct research, monitoring, and evaluation to assess programme impact.
- To maintain employment and contractor records.

13.2 Categories of People Whose Information We Hold, and What We Collect.

Category of Person	Personal Information That May Be Processed
Programme Participants / Applicants.	Full name, ID number, contact details, employer details, professional background, gender, race, qualifications, application documents, and assessment results.
Programme Alumni.	Full name, contact details, employment history, programme participation records.
Employees.	Full name, ID number, address, qualifications, employment history, gender, race, salary and banking details, performance records, leave records.
Facilitators / Trainers / Consultants.	Full name, contact details, qualifications, banking details, and contractual records.
Partner Organisations.	Organisation name, registration details, contact person details, and agreement terms.
Service Providers / Suppliers.	Company or individual name, registration number, VAT number, address, banking details, and agreements.
Website Visitors.	IP address, browser type, pages visited (via cookies and analytics tools).

13.3 Who We Share Personal Information With.

We will only share personal information with third parties where required by law, where you have given consent, or where it is necessary for a legitimate operational purpose.

Category of Information	Recipients
Banking details (for payment processing).	Relevant banking institutions.
Statutory employment information.	Department of Employment and Labour.
Tax information and employee records.	South African Revenue Service (SARS).

13.4 Transfers of Personal Information Outside South Africa.

We may, in the ordinary course of our operations, transfer personal information to service providers located outside South Africa. Where this occurs, we ensure that those service providers have appropriate security safeguards in place. In particular, personal information may be stored and processed using cloud-based platforms, including Google Workspace, which may host data on servers outside South Africa. The types of information stored in this way include names, contact details, and organisational records required for operational and administrative purposes. All transborder data flows are conducted in compliance with POPIA and applicable data protection requirements.

Section 14 – Information Security Measures.

Futurelect NPC takes the security of personal information seriously. We have implemented the following measures to protect the confidentiality, integrity, and availability of all personal information in our care:

Security Measure.	Description.
Access Controls.	Password-protected systems with role-based access rights, so that staff can only access information they need to do their jobs.
Antivirus and Anti-Malware.	Active monitoring and protection against unauthorised access and malicious software.
Secure Document Storage.	Physical and digital documents are stored securely, and access is restricted.
Incident Response.	Documented procedures for responding to data breaches, including notifying the Information Regulator and affected individuals as required by law.

Section 15 – Availability of This Manual.

This Manual is available in English and can be accessed in the following ways:

- On our website at www.futurelect.org
- On request: A copy can be provided to any person upon payment of the prescribed fee (as contemplated in Annexure B of the PAIA Regulations, applicable per A4-sized page).
- To the Regulator: A copy will be made available upon request to the Information Regulator.

Section 16 – Updates to This Manual.

The Information Officer will review and update this Manual at least once every two years to ensure it remains accurate and up to date. If there are material changes to our operations, information processing activities, or the law, this Manual will be reviewed and updated immediately. The version number and date on the cover page will reflect any changes made.

Issued by:



Lindiwe Mazibuko, Information Officer | Chief Executive Officer, Futurelect NPC.

Date: 30 April 2026.

This Manual was compiled in terms of Section 51 of the Promotion of Access to Information Act No. 2 of 2000 (as amended). All references to legislation in this Manual must be read as references to those Acts as amended from time to time.