

PAIA MANUAL

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

DATE OF COMPILATION: 28 June 2026

ATLANTIC FIRE AND RESCUE NPC

Trading as Atlantic Fire Services

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1. LIST OF ACRONYMS AND ABBREVIATIONS

Acronym	Description
CEO	Chief Executive Officer
IO	Information Officer
PAIA	Promotion of Access to Information Act No. 2 of 2000
POPIA	Protection of Personal Information Act No. 4 of 2013
Regulator	Information Regulator
PBO	Public Benefit Organisation
SARS	South African Revenue Service
NPC	Non-Profit Company

2. PURPOSE OF THE PAIA MANUAL

This PAIA Manual is useful for the public to:

- Understand how to request access to records held by Atlantic Fire Services.
 - Understand the categories of records held by the organisation.
 - Access contact details of the Information Officer.
 - Understand how personal information is processed.
 - Understand the rights available under PAIA and POPIA.
 - Access information that is automatically available without a formal request.
 - Understand the organisation's information security and privacy measures.
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3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

Information Officer

Name: Paul Krüger

Position: Information Officer

Telephone: +27 82 940 8336

Email: info@atlanticfireservices.org.za

General Contact Details

Postal Address:

20 Gordon Road

Hout Bay

Cape Town

7806

South Africa

Physical Address:

20 Gordon Road

Hout Bay

Cape Town

7806

South Africa

Telephone: +27 82 940 8336

Email: info@atlanticfireservices.org.za

Website: <https://atlanticfireservices.org.za>

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

The Information Regulator has compiled a Guide in terms of Section 10 of PAIA to assist persons wishing to exercise rights under PAIA and POPIA.

The Guide may be obtained:

- From the offices of the Information Regulator.
- From the Information Regulator website: <https://www.justice.gov.za/inforeg/>
- Upon request from the Information Officer.

The Guide is available in all official South African languages.

5. CATEGORIES OF RECORDS AVAILABLE WITHOUT FORMAL REQUEST

Category of Records	Available on Website	Available Upon Request
Public Information	Yes	Yes
News Articles and Media Releases	Yes	Yes
Annual Reports	Yes	Yes
Community Impact Reports	Yes	Yes
Policies and Governance Documents	Yes	Yes
Fire Safety Educational Material	Yes	Yes
Donation and Fundraising Information	Yes	Yes

6. RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION

Category of Record	Applicable Legislation
Memorandum of Incorporation	Companies Act 71 of 2008
NPO Registration Documents	Nonprofit Organisations Act 71 of 1997
Employment Records	Basic Conditions of Employment Act
Health and Safety Records	Occupational Health and Safety Act
Financial Records	Income Tax Act, VAT Act
PAIA Manual	Promotion of Access to Information Act
Personal Information Records	Protection of Personal Information Act

7. DESCRIPTION OF RECORDS HELD

Governance Records

- Memorandum of Incorporation
- Constitution
- Board meeting minutes
- Governance policies

Financial Records

- Annual financial statements
- Audit reports
- Bank records
- Donation records
- SARS documentation

Human Resources Records

- Employee records
- Volunteer records
- Employment contracts
- HR policies and procedures

Operational Records

- Community programme reports
- Fire response reports
- Training records

- Incident reports
- Risk assessments

Donor and Fundraising Records

- Donor information
- Sponsorship agreements
- Donation receipts
- Section 18A certificates

Marketing and Communications Records

- Website content
- Social media records
- Photographs and videos
- Media coverage

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Atlantic Fire Services processes personal information for purposes including:

- Volunteer recruitment and management.
- Employment administration.
- Community programme implementation.
- Donor management and fundraising.
- Issuing Section 18A certificates.
- Training administration.
- Communication with stakeholders.
- Compliance with legal and regulatory obligations.

8.2 Categories of Data Subjects

Category	Information Processed
Donors	Names, contact details, ID numbers (where required), donation history
Volunteers	Personal details, emergency contacts, qualifications
Employees	Employment information, qualifications, banking details
Beneficiaries	Names, contact details and programme participation information
Service Providers	Company details, banking details, contact information

8.3 Recipients of Personal Information

Personal information may be shared with:

- SARS.
 - Auditors and accountants.
 - Banking institutions.
 - Regulatory authorities.
 - Service providers assisting with operational activities.
 - Payment gateway providers.
 - Government departments where legally required.
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8.4 Information Security Measures

Atlantic Fire Services undertakes to:

- Secure all personal information against loss, unauthorised access, disclosure, alteration or destruction.
 - Implement reasonable organisational and technical safeguards.
 - Restrict access to authorised personnel only.
 - Maintain secure electronic and physical storage systems.
 - Regularly review and update security controls.
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9. AVAILABILITY OF THE MANUAL

A copy of this Manual is available:

- On the Atlantic Fire Services website.
- At the organisation's head office during normal business hours.
- Upon written request to the Information Officer.
- To the Information Regulator upon request.

A reasonable fee may be charged for printed copies.

10. UPDATING OF THE MANUAL

Atlantic Fire and Rescue NPC trading as Atlantic Fire Services will review and update this Manual periodically to ensure continued compliance with applicable legislation and operational requirements.

