

PAIA Manual – ServiceGurus

Purpose: To comply with the Promotion of Access to Information Act (PAIA, 2000).

Key Points:

1. Contact Information:

- Information Officer: Michelle Page
- Email: michelle@servicegurus.co.za
- Phone +27 716023133

2. Access to Records:

- Available records include company policies, training records, employee data, and financial reports.

3. Procedures to Request Information:

- Submit written request via email or post to Information Officer.
- Include name, contact details, description of requested records, and preferred format.

4. Fees:

- Request fees charged per PAIA regulations; small requests may be free.

5. Response Time:

- ServiceGurus will respond within 30 days of receipt of request.

6. Exemptions:

- Certain records may be withheld if disclosure would harm privacy, commercial interests, or legal compliance.

Note: Full PAIA Manual prepared separately with section 51 disclosures for internal records and external access.