

MANUAL

Prepared in terms of section 51 of the
Promotion of Access to Information Act, 2 of 2000

CHAYAH KALAHARI PROJECT NPC

Registration number: 2025/268702/08

*(This manual also incorporates information required under the Protection of Personal Information Act,
4 of 2013)*

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Contents

1. Introduction.....	3
2. Particulars of the private body.....	3
3. The Information Regulator’s Guide.....	4
4. Records held by Chayah.....	4
5. How to request access to a record.....	5
6. Fees.....	6
7. Grounds on which access may or must be refused.....	7
8. Remedies.....	7
9. Requests relating to personal information (POPIA).....	7
10. Availability of this manual.....	8
11. Updating of this manual.....	8
Approval.....	8

1. Introduction

- 1.1 This manual is published in terms of section 51 of the Promotion of Access to Information Act, 2 of 2000 ("PAIA"). PAIA gives effect to the constitutional right of access to information held by the State and by private bodies, where that information is required for the exercise or protection of any right.
- 1.2 Chayah Kalahari Project NPC ("Chayah", "the organisation" or "we") is a non-profit company incorporated under the Companies Act, 71 of 2008, and an approved Public Benefit Organisation. It is a "private body" as defined in PAIA. This manual describes the records Chayah holds and explains how a person may request access to them.
- 1.3 This manual also reflects relevant requirements of the Protection of Personal Information Act, 4 of 2013 ("POPIA"), which governs how Chayah processes personal information and how a data subject may exercise rights in respect of that information.
- 1.4 This is a public document. It is freely available as set out in section 10 below, and it will be updated whenever Chayah's particulars or records change materially, and otherwise as PAIA requires.

2. Particulars of the private body (section 51(1)(a))

2.1 The organisation

- **Registered name:** Chayah Kalahari Project NPC
- **Type of entity:** Non-profit company (NPC) under the Companies Act, 71 of 2008
- **Registration number:** 2025/268702/08
- **Income tax reference number:** 9223987273
- **PBO / section 18A exemption reference number:** 930088229
- **Nature of activities:** wildlife conservation; the care and rehabilitation of animals; and environmental education in the Kalahari

2.2 Information Officer (Head of the Private Body)

Under PAIA and POPIA, the head of a private body is its Information Officer.

- **Name:** Alma-Celesté Jeppe
- **Capacity:** Chairperson / Head of the Private Body / Information Officer
- **Physical address:** Farm Lentlandspan, Askham District, Red Dune Route, Kalahari, Northern Cape, 8814
- **Postal address:** Farm Lentlandspan, Askham District, Red Dune Route, Kalahari, Northern Cape, 8814
- **Telephone:** +27 83 388 0898
- **Email:** info@meerkatrescue.org

2.3 Deputy Information Officer(s)

None designated at the date of this manual. Chayah may, if it wishes, designate one or more Deputy Information Officers (for example, a fellow director) to assist the Information Officer.

2.4 Address for requests

All requests for access to records, and all requests or objections relating to personal information, must be directed to the Information Officer at the details set out in 2.2 above.

3. The Information Regulator's Guide (section 10)

- 3.1 The Information Regulator has compiled a Guide, in terms of section 10 of PAIA, which contains the information a person may need to exercise their rights under PAIA and POPIA. A person who needs more general guidance than this manual provides should consult that Guide.
- 3.2 The Guide, and the prescribed forms referred to in this manual, may be obtained from the Information Regulator:
 - Website: <https://inforegulator.org.za>
 - Physical address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
 - Postal address: P.O. Box 31533, Braamfontein, Johannesburg, 2017
 - General enquiries: enquiries@inforegulator.org.za
 - PAIA complaints: PAIAComplaints@inforegulator.org.za
 - POPIA complaints: POPIAComplaints@inforegulator.org.za

4. Records held by Chayah

4.1 Records available without a formal PAIA request (section 51(1)(d))

The following records are available without lodging a formal PAIA request:

- General information about Chayah, its conservation work and how to support it, published on its website at <https://meerkatrescue.org>.
- This PAIA manual.
- Chayah's registration particulars as filed with, and published by, the Companies and Intellectual Property Commission (CIPC).
- A section 18A donation tax certificate, which is provided to the donor to whom it relates.

A person may request a copy of any of these records by contacting the Information Officer. No request fee is payable for these records, although an access (reproduction) fee may apply where copies are made.

4.2 Categories of records held (section 51(1)(e))

Chayah holds records in the following categories. Listing a category does not mean the records in it will automatically be released; access remains subject to the grounds for refusal in section 7.

- **Governance and statutory records:** the Memorandum of Incorporation and founding documents; the certificate of incorporation and CIPC notices and filings; statutory registers (including directors and beneficial ownership); and minutes and resolutions of the board.
- **Financial and accounting records:** annual financial statements; accounting records, ledgers, bank statements, invoices and vouchers; budgets; and any independent review records.

- **Tax records:** the PBO exemption and section 18A approval; income tax returns (IT12EI); IT3(d) donor-data submissions; and PAYE and UIF records.
- **Donor and funding records:** donation records; section 18A certificates issued; grant agreements and correspondence with funders; and related donor information.
- **Employment and human-resources records:** employment contracts; payroll and remuneration records; leave, disciplinary and related records; UIF records; and employee personal information.
- **Conservation and operational records:** animal care, rehabilitation, welfare and veterinary records; research and monitoring data; conservation project records; and permits and authorisations issued under environmental and biodiversity legislation.
- **Contracts and general administration:** agreements with suppliers, service providers and partners; lease and insurance records; policies and procedures (including the organisation's privacy policy); and correspondence.

4.3 Records held in terms of other legislation (section 51(1)(c))

Chayah holds records in order to comply with, and that may be accessible under, among others, the following legislation (where applicable to it from time to time):

- Companies Act, 71 of 2008
- Income Tax Act, 58 of 1962
- Value-Added Tax Act, 89 of 1991 (if and when registered)
- Basic Conditions of Employment Act, 75 of 1997
- Labour Relations Act, 66 of 1995
- Employment Equity Act, 55 of 1998 (if and when applicable)
- Unemployment Insurance Act, 63 of 2001, and Unemployment Insurance Contributions Act, 4 of 2002
- Compensation for Occupational Injuries and Diseases Act, 130 of 1993
- Skills Development Act, 97 of 1998, and Skills Development Levies Act, 9 of 1999 (if and when applicable)
- Protection of Personal Information Act, 4 of 2013
- National Environmental Management Act, 107 of 1998
- National Environmental Management: Biodiversity Act, 10 of 2004
- Animals Protection Act, 71 of 1962
- Nonprofit Organisations Act, 71 of 1997 (if and when registered with the Department of Social Development)

This list is not exhaustive.

5. How to request access to a record (section 53)

- 5.1 A requester must complete the prescribed request form for a private body — currently Form 2 (Request for Access to a Record of a Private Body) under the PAIA Regulations — obtainable from the Information Regulator's website (inforegulator.org.za) or from the Information Officer on request.

- 5.2 The completed form must be sent to the Information Officer at the address or email in 2.2, and must:
- (a) provide enough particulars to enable the Information Officer to identify the record and the requester;
 - (b) identify the right the requester seeks to exercise or protect, and explain why the requested record is required for that purpose (section 53(2)(d));
 - (c) state the form of access required; and
 - (d) give an address and contact details in the Republic, and state whether the requester wishes to be informed of the decision in any manner in addition to writing.
- 5.3 If the request is made on behalf of another person, the requester must submit proof of the capacity in which the request is made, to the Information Officer's satisfaction.
- 5.4 The request fee (see section 6) must be paid before the request is processed further.
- 5.5 The Information Officer will decide on the request, and notify the requester, within 30 days of receipt. This period may be extended by a further period of not more than 30 days in the circumstances allowed by PAIA (for example, where the request is for, or requires a search through, a large number of records), in which case the Information Officer will notify the requester of the extension and the reasons for it.
- 5.6 If access is granted, the access fee (see section 6) must be paid before the records are made available.

6. Fees (section 54)

- 6.1 PAIA allows a private body to charge two kinds of fee: a request fee (payable before the request is processed) and an access fee (payable, if the request is granted, for searching for, preparing, reproducing and delivering the records). Both are prescribed in the PAIA Regulations.
- 6.2 Request fee: **R140.00**, payable before the request is processed further. No request fee is payable for the records listed in section 4.1, or in the limited circumstances in which PAIA or its Regulations provide that no fee is payable.
- 6.3 Access fees (as prescribed in Annexure B to the PAIA Regulations published in Government Gazette No. 45057 of 27 August 2021):

Description	Amount
Photocopy or printed copy of an A4-size page (or part thereof)	R1.50
Copy in computer-readable form on a flash drive or compact disc	R40.00 – R60.00 (as prescribed)
Transcription of an audio record, per A4-size page	R24.00
Transcription of visual images	Actual cost (by quotation)
Search and preparation, for each hour (or part) reasonably required, excluding the first hour (the first hour is free)	Prescribed hourly rate, subject to the cap in Annexure B
Postage, email or other electronic transfer	Actual cost, if any

- 6.4 Deposit: where the search for and preparation of records is likely to exceed the prescribed hours, the Information Officer may require a deposit of not more than one third of the access fee that would be payable if the request is granted.
- 6.5 Chayah is not a VAT vendor, so no VAT is added to the prescribed fees. The Information Officer retains the discretion to reduce or waive any fee in an appropriate case.
- 6.6 *The fees above are those prescribed in Annexure B to the 2021 Regulations and may be updated from time to time; the current gazetted amounts prevail.*

7. Grounds on which access may or must be refused (Chapter 4 of Part 3 of PAIA)

- 7.1 A request for access may be refused only on the grounds set out in Chapter 4 of Part 3 of PAIA. These include the mandatory protection of:
- (a) the personal information of a third party (section 63);
 - (b) the commercial information of a third party (section 64);
 - (c) information supplied in confidence by a third party (section 65);
 - (d) the safety of individuals and the protection of property (section 66);
 - (e) records that would be privileged from production in legal proceedings (section 67);
 - (f) the commercial information of Chayah (section 68); and
 - (g) research information of a third party or of Chayah (section 69).
- 7.2 Access must be refused where disclosure is prohibited under PAIA or any other law. Where only part of a record falls within a ground of refusal, access will be given to the remainder if it can reasonably be severed.

8. Remedies

- 8.1 There is no internal appeal against a decision of a private body. A requester (or an affected third party) who is dissatisfied with a decision of the Information Officer may, within 180 days:
- (a) lodge a complaint with the Information Regulator, using the prescribed form (Form 5), at the contact details in section 3; or
 - (b) apply to a court of competent jurisdiction for appropriate relief.
- 8.2 When notifying a requester of a decision, the Information Officer will set out the available remedies and the procedure (including time limits) for pursuing them.

9. Requests relating to personal information (POPIA)

- 9.1 In terms of POPIA, a data subject may:
- (a) request confirmation of whether Chayah holds personal information about them, and request access to it (such a request follows the PAIA access procedure in section 5);

- (b) request that Chayah correct or delete personal information about them that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained; and
 - (c) object, on reasonable grounds, to the processing of their personal information.
- 9.2 Objections to processing must be made on the prescribed POPIA form (Form 1), and requests for correction or deletion on the prescribed POPIA form (Form 2). The Information Officer will provide these forms on request.
- 9.3 Chayah processes personal information about, among others, its donors and supporters, its employees, and its suppliers and service providers, for purposes connected with its conservation work, its governance, and its legal and tax obligations. Chayah's privacy policy, where published, sets out further detail.

10. Availability of this manual (section 51(3))

- 10.1 This manual is available:
- (a) on Chayah's website at <https://meerkatrescue.org>;
 - (b) at Chayah's principal place of business, for inspection during normal business hours, free of charge;
 - (c) from the Information Regulator; and
 - (d) to any person on request to the Information Officer (a reasonable copying fee may apply where a paper copy is posted).
- 10.2 Copies of the Information Regulator's section 10 Guide may also be obtained as set out in section 3.

11. Updating of this manual

- 11.1 This manual will be reviewed and updated whenever there is a material change to Chayah's particulars, records or activities, and otherwise as required by PAIA. The version number and date on the cover page reflect the current version.

Approval

This manual is issued in terms of section 51 of the Promotion of Access to Information Act, 2000, and has been approved by the Information Officer of Chayah Kalahari Project NPC.

Issued by: Alma-Celesté Jeppe

Capacity: Chairperson / Information Officer

Date: 19 June 2026