

Who is exempt from having a PAIA manual?

All private bodies are exempt from having a PAIA manual until at least 31 December 2021, except for certain companies. Before reading any further, we suggest you check whether you are [exempt](#).

A record of your processing activities

In South Africa [section 17 of POPIA](#) requires a responsible party to maintain a [record](#) of all processing operations (or activities or functions) under its responsibility in a manual. This means that POPIA requires you to provide additional information in your PAIA manual.

Actions you can take

- Determine whether you are [exempt](#) by asking Michalsons to do an assessment on your organisation.
- If you already have a manual, make sure it is up-to-date by asking Michalsons to review it to check that it complies with the latest law.
- Update your PAIA manual to [comply with POPIA](#) by asking us to make the necessary changes.
- Comply with your legal obligation to have a PAIA manual by asking Michalsons to draft a manual for you.

What about an online PAIA manual template?

Online PAIA templates simply can't do the job properly. Those templates are often created to cover the bare minimum requirements for PAIA manuals and could really only help you with about 50% compliance with PAIA. Based on the amount of time we have worked on it, a manual we draft for you is close to complete compliance with the law.

We have created a PAIA manual template over a number of years that is tried and tested. We use this template to create a customised PAIA manual specifically for you. There is actually quite a bit of tailoring that is required. One size does not fit all. You can do a cut and paste job from another organisation's manual, but it will not be suitable for you. How will you know what applies to you and what doesn't? Most organisations' manuals that you will find on the internet are out-of-date and do not comply with the latest laws.

The more records you have as an organisation, the greater the task is to draft the PAIA manual. Also, the more personal information you process, the greater the task.

When is the PAIA manual deadline?

There isn't really a [PAIA deadline](#). If [exempt](#), you don't need one. If you are not currently exempt, you needed a PAIA manual from 19 years ago. And you'll probably never be exempt.

The risk of non-compliance

If you do not have a PAIA manual, your [information officer](#) could be fined or imprisoned for a period not exceeding two years.

How you benefit

- Save time.
- Establish a procedure for people to request information from you in a structured way.
- Reduce your admin burden.
- Build trust with your customers and stakeholders.
- Project a good public image. Demonstrate that you comply with the law.
- Avoid regulatory investigations and fines.

What you get?

The manual will be:

- drafted in [plain language](#) so you can understand it
- up-to-date with the latest law
- relevant to your organisation
- in editable format so you can make changes
- well structured
- comprehensive

We will answer your questions and ensure that you do it correctly.

What is the process?

1. We will ask you various **questions** and gather the necessary information.
2. We create the necessary **document** customised for you. You review and approve it.
3. We send you a final version for use.
4. We help you to put a link to it on your website.

The relationship between a PAIA manual and a privacy policy

Considering that there is a close relationship between the PAIA manual and a privacy policy, you might want us to [draft a privacy policy](#) for you at the same time. Outsource this task and get it done right.

Enquire Now

- First Name*

- Last Name*

- Phone*

- Email address*

- Message



- CAPTCHA

We will contact you to find out more about your requirements or give you a quote. We respect your privacy. See our [Privacy Policy](#).



Let us help
you with
POPI

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