

PROMOTION OF ACCESS TO INFORMATION MANUAL

(PAIA MANUAL)

MAKE EVERY CHILD HAPPY (MECH) ORGANIZATION

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

1. INTRODUCTION

Make Every Child Happy (MECH) Organization is a registered non-profit, community-based organization established to assist children and disadvantaged communities through charitable and educational initiatives. This manual explains how members of the public may request access to records held by MECH in accordance with the Promotion of Access to Information Act, 2000 ("PAIA"), subject to justifiable limitations protecting privacy and confidentiality, and in compliance with the Protection of Personal Information Act, 2013 ("POPIA").

2. ORGANIZATION DETAILS

Name: Make Every Child Happy (MECH) Organization

Registration Number: 2025/464075/08

Physical Address: B 1312 Msolwa Road, Mpumalanga Township, Hammarsdale, 3699

Telephone: 067 022 6846

Email: Founder.MECH@outlook.com

Website: <https://mechorg.netlify.app>

3. CONTACT DETAILS OF THE INFORMATION OFFICER

Information Officer: Mr T.S.T. Kheswa
Deputy Information Officer: Mr K Myende
Telephone: 067 022 6846
Email: Founder.MECH@outlook.com

The Information Officer is responsible for:

- Facilitating PAIA requests
- Handling data subject rights under POPIA
- Ensuring compliance with record-keeping and disclosure obligations

4. GUIDE ON HOW TO USE PAIA

In terms of Section 10 of PAIA, the Human Rights Commission has compiled a guide on how to use the Act. You can obtain a copy of this guide from:

South African Human Rights Commission (SAHRC)
PAIA Unit
Private Bag 2700
Houghton
2041
Tel: 011 484 8300
Website: www.sahrc.org.za

5. RECORDS AVAILABLE WITHOUT REQUEST

The following records are automatically available to the public without a formal PAIA request:

- MECH's constitution and founding documents
- Annual reports (as published)
- Approved policy documents (Code of Conduct, for example)
- Program brochures or newsletters
- Public event notices

These can be accessed by contacting the Information Officer or visiting the MECH website (if available).

6. RECORDS HELD BY MECH (ON REQUEST)

6.1. Personnel Records

- Volunteer records
- Employment records (if any)
- Appointment letters
- Disciplinary records

6.2. Beneficiary Records

- Application forms
- Program participation records
- Consent forms
- Support case files (confidential, limited access)

6.3. Financial Records

- Audited financial statements
- Annual budgets
- Donation records

6.4. Governance Records

- Board resolutions
- Meeting minutes
- Membership registers

6.5. Other

- Project files
- Partnership agreements
- Policies and procedures

7. HOW TO REQUEST ACCESS TO A RECORD

Anyone wishing to request access to records must:

- ✓ Submit a completed **PAIA Form C** (available on www.sahrc.org.za)
- ✓ Send the form to the Information Officer by email or deliver to the physical address
- ✓ Pay the prescribed request fees (if applicable)

The Information Officer will confirm receipt, process the request, and respond within 30 calendar days as prescribed in PAIA. In exceptional cases, this period may be extended by a further 30 days.

Requests may be refused under certain circumstances as permitted by PAIA — for example, to protect personal privacy, trade secrets, or legal privilege.

8. FEES

A requester who is not a personal requester (meaning someone requesting their own information) may be required to pay a request fee. Fees are set by the Minister of Justice from time to time. The Information Officer will advise if fees apply.

9. GROUNDS FOR REFUSAL

In terms of PAIA, MECH may refuse access to a record if:

- It contains personal information about a third party
- It is confidential commercial information
- Disclosure would harm the safety of individuals
- It is privileged from legal proceedings

If access is refused, the requester will receive written reasons and may lodge an internal appeal or approach a court for review.

10. INFORMATION SUBJECT TO POPIA

MECH will process personal information in accordance with the Protection of Personal Information Act (POPIA) to safeguard privacy rights. Data subjects may request to:

- Access their own personal information
- Correct or delete personal data
- Object to certain processing
- Withdraw consent

Requests must follow the same PAIA process and use the same contact details.

11. AVAILABILITY OF THE MANUAL

A copy of this manual is available for inspection at MECH's office free of charge, and also available electronically upon request. It can also be published on the MECH website if applicable.

Approved by the Board of Directors on [insert approval date]

APPROVED BY:

***BOARD OF DIRECTORS
MAKE EVERY CHILD HAPPY ORG
REG NO: 2025/464075/08***

ADOPTED ON: 27 JUNE 2025