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PAIA MANUAL

Prepared in terms of Section 51 of the Promotion of Access to Information Act ("PAIA")

For:

1. INTRODUCTION

The Society for Animals in Distress ("SAID") is committed to transparency, accountability, ethical governance, and the protection of personal information in accordance with applicable South African legislation.

This manual is prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2000 ("PAIA"), to facilitate requests for access to records held by SAID.

SAID further recognises the importance of lawful and responsible processing of personal information in accordance with the *Protection of Personal Information Act ("POPIA")*.

2. ORGANISATION DETAILS

Name of Organisation

The Society for Animals in Distress

Registration Details

- NPO Registration Number: NPO 001-249
- PBO Number (if applicable): 930012662

Physical Address

95 Anton Hartmann Str, Vorna Valley, 1686

Postal Address

95 Anton Hartmann Str, Vorna Valley, 1686

Telephone

011 466 0261

Email

animals@animalsindistress.org.za

DRIVING ACCESS TO VETERINARY CARE

Non-Profit Organisation No: 001-249 NPO | Public Benefit Organisation No: PBO 930012662

Website

www.animalsindistress.org.za

3. INFORMATION OFFICER

The Information Officer appointed in terms of PAIA and POPIA is:

Information Officer

Meg Harvey
Chief Executive Officer

Contact Details

Email: meg@animalsindistress.org.za
Telephone: 083 640 8824

Deputy Information Officers may be appointed from time to time.

4. GUIDE ON HOW TO USE PAIA

A guide on how to use PAIA is available from the Information Regulator.

Contact Details:

Information Regulator South Africa

Email: PAIAComplaints@info regulator.org.za

5. APPLICABLE LEGISLATION

SAID retains records in accordance with, among others, the following legislation:

- Nonprofit Organisations Act
- Companies Act
- Labour Relations Act
- Basic Conditions of Employment Act
- Occupational Health and Safety Act
- Income Tax Act
- Value Added Tax Act
- Promotion of Access to Information Act
- Protection of Personal Information Act
- Animal Protection legislation
- Veterinary and animal welfare related legislation
- Electronic Communications and Transactions Act

6. CATEGORIES OF RECORDS HELD

Records held by SAID may include:

Governance Records

- Founding documents
- Board resolutions
- Policies and procedures
- Meeting minutes

Financial Records

- Audited financial statements
- Budgets
- Bank records
- Donor funding records
- Payroll records

Human Resources Records

- Employment contracts
- Leave records
- Performance records
- Training records

Operational Records

- Veterinary records
- Outreach programme records
- Animal welfare reports
- Incident reports

Donor and Fundraising Records

- Donation records
- Sponsorship agreements
- Campaign reports
- Marketing records

Information Technology Records

- Website records
- Email communications
- Cloud-based systems

- Cybersecurity logs
- AI-assisted content generation records where applicable

7. PROCESSING OF PERSONAL INFORMATION (POPIA)

SAID processes personal information in a lawful and responsible manner for purposes including:

- Donor administration
- Volunteer management
- Employment administration
- Veterinary and welfare operations
- Marketing and communication
- Fundraising activities
- Service delivery
- Regulatory compliance

Personal information is processed only where appropriate legal justification exists.

SAID takes reasonable technical and organisational measures to protect personal information against loss, misuse, unauthorised access, disclosure, or destruction.

8. USE OF ARTIFICIAL INTELLIGENCE (AI)

SAID may utilise Artificial Intelligence (“AI”) tools and technologies to improve operational efficiency, communication, administration, fundraising, marketing, reporting, content development, data analysis, and strategic planning.

AI may be used for purposes including:

- Drafting communications and reports
- Data organisation and analysis
- Content generation
- Workflow automation
- Donor engagement support
- Administrative assistance
- Strategic planning support

SAID remains committed to:

- Human oversight of AI-assisted outputs
- Ethical and responsible AI usage
- Protection of confidential and personal information
- Compliance with POPIA and applicable laws
- Avoiding unlawful discrimination, bias, or misuse of AI technologies

No AI-generated content or recommendation shall replace required professional, legal, veterinary, financial, or governance oversight where such oversight is legally or ethically required.

Where third-party AI platforms are utilised, reasonable steps will be taken to ensure that service providers maintain appropriate privacy and security standards.

9. REQUEST PROCEDURE

Requests for access to records must:

- Be made in writing
- Provide sufficient detail to identify the requested records
- Include contact details of the requester
- Specify the format in which access is required where applicable

Requests may be submitted to the Information Officer using the prescribed PAIA request forms where required.

10. FEES

Applicable request fees and access fees may be charged in accordance with PAIA regulations.

Fees will be communicated to the requester before processing where applicable.

11. GROUNDS FOR REFUSAL OF ACCESS

Access to records may be refused on grounds permitted under PAIA, including but not limited to:

- Protection of personal information
- Commercial confidentiality
- Protection of safety or welfare
- Legal privilege
- Protection of confidential donor or veterinary records
- Protection of sensitive organisational information

12. AVAILABILITY OF THE MANUAL

This manual:

- Is available on request
- May be published on SAID's website
- May be updated from time to time

13. APPROVAL

This PAIA Manual has been approved by the authorised representative:

Signed at:

Midrand

On this day:

7 May 2026

Name:

Meg Harvey

Position:

Chief Executive Officer

Signature:

A handwritten signature in black ink that reads "Meg Harvey". The letter "M" is large and stylized, with a loop at the top. The rest of the name is written in a cursive, flowing script.