

OE HUB Promotion of Access to Information Act (PAIA) Manual

1. Introduction

This manual is prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2000 (PAIA), as amended by the Protection of Personal Information Act, 2013 (POPIA). It aims to provide the public with comprehensive information regarding their right to access information held by OE HUB and the processes involved in exercising that right.

2. Upholding Transparency and Accountability

OE HUB recognizes the importance of transparency and accountability in fostering trust with the public and stakeholders. We believe that access to information empowers individuals to participate effectively in society and hold organizations like ours accountable for our decisions and actions. PAIA forms a cornerstone of this commitment to transparency, granting individuals the right to access a wide range of information held by public and private bodies.

3. Understanding PAIA

The Promotion of Access to Information Act of 2000, as amended, establishes a legal framework for individuals to access records held by public and private bodies in South Africa. This includes various types of information, including:

- **Policy and Procedural Documents:**

OE HUB's internal policies, procedures, and guidelines that govern our operations, decision-making processes, and service delivery.

- **Decision-Making Records:**

Documentation pertaining to decisions made by OE HUB, including the rationale behind these decisions and any supporting evidence or data.

- **Financial and Operational Records:**

Information related to OE HUB's financial activities, budgets, operational performance metrics, and other relevant data.

- **Communication Records:**

Documentation arising from OE HUB's communication with individuals or organizations, such as emails, letters, and meeting minutes.

- **Other Information:**

Any additional information held by OE HUB, subject to specific limitations outlined in PAIA, such as personal information protected by POPIA or commercially sensitive information.

4. Exercising Your Right to Access Information

OE HUB is committed to facilitating a transparent and accessible process for individuals to exercise their right to access information. You can submit a PAIA request in various ways:

- **Electronically:**

Download and complete the PAIA Request Form available on our website at inforagulator.org.za and submit it via email to: legal@oe-hub.com

- **By Post:**

Send a written request containing the necessary information to the following address:
P. O. Box 119, Letaba, 0870.

5. Information Required in Your Request

To ensure efficient processing of your PAIA request, we recommend including the following information:

- **Your full name and contact details:**

This includes your email address and phone number, if applicable, to facilitate communication regarding your request.

- **A clear and specific description of the information you are requesting:**

The more specific your request is, the faster we can locate the relevant information. This description should detail the type of information you are seeking, the timeframe

you are interested in, and any relevant keywords or identifiers that might assist in the search process.

- **Any additional information:**

Providing any additional details you may have about the information you are seeking, such as file references, dates, or names of individuals involved, can significantly expedite the search process.

6. Processing of PAIA Requests

OE HUB is committed to processing PAIA requests promptly and efficiently. We will strive to:

- Acknowledge receipt of your request within 5 business days.
- Respond to your request within 30 days of receipt, providing the requested information or informing you of our decision regarding access.
- If the information retrieval requires additional time due to its complexity or volume, we will notify you within 30 days and provide an estimated timeframe for the final response.

7. Fees Associated with PAIA Requests

In accordance with PAIA regulations, OE HUB may charge a reasonable fee for processing your request. This fee covers the time and resources required to locate, retrieve, and copy the requested information. The fee structure will be transparent and available upon request. We will inform you of any applicable fees before processing your request and provide you with the opportunity to withdraw your request if the fees are not agreeable.

8. Accessing Granted - Receiving the Information

If your PAIA request is granted, you can choose the method of receiving the information:

- **Physical Copies:**

You can visit our office and access the information in person. We will provide a designated space and assistance if needed.

- **Electronic Copies:**

We can email you the information in a suitable format, such as PDF or document files.

- **Alternative Formats:**

If you require the information in an alternative format due to a disability, please inform us in your initial request, and we will strive to accommodate your needs.

9. Right to Appeal - Challenging a Decision

If your PAIA request is denied or you are dissatisfied with the response, you have the right to appeal the decision within 30 days of receiving the response. The appeal should be submitted in writing to the Information Officer at ellen@oe-hub.com or by post to P. O. Box 119, Letaba, 0870.

Your appeal should clearly state:

- Your name and contact information.
- The date of the original PAIA request and the reference number (if provided).
- A concise explanation of why you are appealing the decision.
- Any additional information or evidence to support your appeal.

The Information Officer will review your appeal and provide a written response within 30 days, outlining the final decision regarding your access request.

10. Internal Review Process

If the appeal is unsuccessful, you can escalate your request to the South African Information Regulator (SAIR) for an internal review. The SAIR acts as an independent body responsible for overseeing the implementation of PAIA and POPIA. You can access the SAIR website at [Insert Link to SAIR Website] for further information and guidance on filing an internal review.

11. External Review Process - Taking it to Court

As a final recourse, you have the right to apply to the High Court for an order compelling OE HUB to grant access to the requested information. This option should be considered only after exhausting all internal and internal review avenues.

12. Protecting Personal Information and Confidentiality

OE HUB is committed to upholding the provisions of POPIA and protecting the privacy of individuals. While fulfilling PAIA requests, we ensure that any personal information contained within the requested records is redacted or anonymized before disclosure. We will only disclose personal information in accordance with the exemptions outlined in POPIA and PAIA.

13. Frequently Asked Questions (FAQs)

This section provides answers to commonly asked questions regarding PAIA and accessing information from OE HUB:

- **What information can I request access to under PAIA?**

You can request access to any information held by OE HUB, subject to the limitations outlined in PAIA and POPIA.

- **What are the fees associated with making a PAIA request?**

OE HUB may charge a reasonable fee based on the time and resources required to process your request. You will be informed of any applicable fees before processing your request.

- **How long will it take to receive a response to my PAIA request?**

We strive to respond to PAIA requests within 30 days of receipt. However, complex requests may require additional time, and you will be notified if this is the case.

- **What happens if my request is denied?**

You have the right to appeal the decision to the Information Officer and then potentially seek an internal review by the SAIR or take legal action in court.

14. Conclusion

OE HUB encourages individuals to actively exercise their right to access information as established by PAIA. This manual provides a comprehensive guide to the process, and we are committed to facilitating transparency and accountability through swift and efficient processing of PAIA requests in accordance with the legal framework.

PAIA Manual

If you have any further questions or require assistance in submitting a PAIA request, please do not hesitate to contact the Information Officer at: legal@oe-hub.com

Download PAIA Forms

Form 2: [Request access to record](#)

Form 3: [Outcome of request and of fees payable](#)