



PAIA Manual - Fonopolee

1. Company Details

Company Name: Fonopolee

Information Officer: Yolandi van Wyk

Contact Number: 072 656 5046

Physical Address: 3 Lower Road, Morningside, Sandton

2. Categories of Records Held

Fonopolee maintains records related to:

- Learner information
- Client information

3. Procedures for Access to Records

Requests for access to records must be made in writing and directed to the Information Officer. The request should include sufficient details to identify the record and the requester. Access will be granted in accordance with the Promotion of Access to Information Act (PAIA), subject to applicable exemptions and fees.

4. Grounds for Refusal of Access

Access to records may be refused on grounds including but not limited to:

- Protection of personal information
- Commercial confidentiality
- Legal privilege

5. Remedies Available

If access is refused, the requester may lodge an internal appeal or submit a complaint to the Information Regulator.

6. POPIA Compliance

Fonopolee complies with the Protection of Personal Information Act (POPIA) by implementing appropriate security measures to safeguard personal data and ensuring lawful processing of information.



7. Security Measures

Security measures include:

- Restricted access to sensitive records
- Password-protected systems
- Regular data backups
- Staff training on data protection

Policy and SOP - POPIA

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