PAIA manual

Cyber V (Reg No 2021/995067/07) · Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended) · Compiled and reviewed: 16 October 2026

1. Purpose of this manual

This manual helps members of the public to:

- see which records we hold that are available without a formal PAIA request;
- understand how to make a request for access to a record we hold;
- know which of our records are available under other legislation;
- find the contact details of our Information Officer;
- find the Guide on how to use PAIA and how to obtain it;
- understand how we process personal information — its purpose, the categories of data subjects and information, the recipients of personal information, any processing outside South Africa, and our security measures (the detail lives in our privacy policy).

2. Key contact details for access to information

Information Officer	**Piet Nhlanganiso Mche**, registered with the Information Regulator as our Information Officer (organisation registration number 2026-069514). Contact: admin@cyberv.co.za or WhatsApp +27799332306 (messages only).
Deputy Information Officer	**Esther Tanzile Omo Aikpehae**, registered with the Information Regulator as our Deputy Information Officer — contactable through admin@cyberv.co.za.
Postal & physical address	Mams Mall, Cnr Tsamaya and Solomon Mahlangu, Mamelodi East, Pretoria, South Africa
General email & website	info@cyberv.co.za · cyberv.co.za
Office hours	Weekdays, 08:00–17:00 (SAST)

3. The Guide on how to use PAIA

- The Information Regulator has, in terms of section 10 of PAIA, updated and made available the Guide on how to use PAIA and POPIA, in an easily comprehensible form and manner.
- The Guide is available in every official language and in braille.
- You can inspect or copy the Guide at our offices during office hours, request it from our Information Officer, or obtain it from the Information Regulator at inforegulator.org.za.

4. Records available without a formal PAIA request

These records are available automatically, as contemplated in section 52 of PAIA:

Category of records	Types of records
Company & policy information	Company details, terms of service, privacy policy, this PAIA manual
Products & pricing	Hosting plans, features and prices
A client's own records	Invoices, payments and statements, service and domain details, support tickets
PAIA information	The PAIA Guide, the prescribed request form (Form 2) and this manual

5. Records available in accordance with other legislation

Category of records	Applicable legislation
Registration and company records	Companies Act 71 of 2008
PAIA manual, request and complaint records	Promotion of Access to Information Act 2 of 2000
Personal information processing records	Protection of Personal Information Act 4 of 2013
Online trading disclosures and terms	Electronic Communications and Transactions Act 25 of 2002
Consumer-facing terms and records	Consumer Protection Act 68 of 2008
Financial and tax records	Tax Administration Act 28 of 2011

6. Subjects on which we hold records, and the categories of records

Subject	Categories of records
Clients & accounts	Account and contact details, registrant details, portal account records, correspondence
Billing & finance	Invoices, payment and receipt records, credit balances, reminders and dunning records, bank reconciliation records

Subject	Categories of records
Domains	Domain orders, registrant details, registrar and registry correspondence, renewal records
Services & support	Service allocations and provisioning records, support tickets, records of mailbox, database, FTP, DNS and file changes
Technical & security	Server logs, sign-in and session records, audit logs, security incident records
Company & legal	Registration documents, financial records, policies, agreements
Suppliers & service providers	Provider accounts and correspondence
Employees & contractors	Employment and engagement records, where applicable

7. How to request access to a record

- Submit the prescribed request form — **Form 2** (Regulation 7 of the PAIA regulations), available from the Regulator at inforegulator.org.za — to our Information Officer at admin@cyberv.co.za, or at our address above.
- A request must give enough detail to identify you and the record you want — and, because this is a request to a private body, **the right you are seeking to exercise or protect, and why the record is required for that purpose**.
- A request fee of **R140.00** is payable before a request is processed; access fees (section 9) follow once your request is granted.
- We will notify you of the outcome, in the prescribed form, within **30 days**. Where a request is large or requires extensive search, that period may be extended by a further 30 days, and you will be told why.
- A request may be refused on the grounds set out in PAIA — for example where a record contains another person's personal information, commercially confidential information, legally privileged material, or where disclosure would breach a duty of confidence or endanger someone. If refused, we will give reasons.

8. How we process personal information

A summary — the full detail lives in our privacy policy:

- **Purpose of processing:** providing and running the hosting, email and domain services; billing and payment collection; support; security and abuse prevention; and meeting our legal duties.
- **Categories of data subjects and information:** clients — name, company, contact and address details, registrant details, billing and payment records, service and support records; service providers — business contact and payment details; employees and

contractors, where applicable — engagement records; website visitors — technical and security logs.
- **Recipients or categories of recipients:** our data-centre and infrastructure providers, domain registration partners, payment gateway and DNS providers, and recipients where the law requires it (never sold, never given for others' marketing).
- **Cross-border processing:** some of our services may be run in countries outside of South Africa, on the grounds set out in section 72 of POPIA.
- **Security measures:** hashed passwords, two-factor authentication, TLS encryption, access control and audit logging.

9. Remedies

- There is no internal appeal against a decision of the head of a private body. If your request is refused, or you do not receive an answer within 30 days, you may lodge a complaint with the Information Regulator (Form 5) within 180 days of the refusal or of the 30 days lapsing, or apply to a court for appropriate relief.
- Information Regulator (South Africa): JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001 · complaints@inforegulator.org.za · www.inforegulator.org.za.

10. Fees

The fees prescribed for requests to a private body (per the PAIA regulations, as published by the Regulator):

Request fee, payable by every requester	**R140.00**
Search and preparation, per hour or part of an hour (excluding the first hour) — capped at R435.00	**R145.00 per hour**
Photocopy or printed black & white copy, per A4 page or part of a page	**R2.00**
Copy in computer-readable form — flash drive or CD you provide	**R40.00**
Copy in computer-readable form — CD we provide	**R60.00**
Transcription of an audio record, per A4 page	**R24.00**
Deposit where the search exceeds 6 hours	**One third of the amount per request**
Postage, email or other electronic transfer	**Actual cost, if any**

11. Availability of this manual

- On this website: cyberv.co.za/paia-manual — also available as a downloadable PDF.
- At our head office for inspection during office hours: Mams Mall, Cnr Tsamaya and Solomon Mahlangu, Mamelodi East, Pretoria, South Africa.

- On request — a copy is available at the prescribed fee of R2.00 per A4 page, and to the Information Regulator on request.
- Published in English; copies in other official languages are available on request.

12. Updating of this manual

This manual is reviewed and, where necessary, updated regularly — at least once a year — by the head of the organisation, and is submitted to the Information Regulator as required. Last reviewed: 16 October 2026.

Issued by the Information Officer, Cyber V (Reg No 2021/995067/07), in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended).

South African web hosting, email and domains.
Managed with care from Pretoria.

Hosting

Web hosting
Reseller hosting
Email hosting

Company

Contact
Terms of service
Privacy policy
PAIA manual

Get in touch

info@cyberv.co.za
WhatsApp (messages only)
cyberv.co.za
Webmail

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