JANE DOE DESIGNS (PTY) LTD
trading as JD DESIGN STUDIO
Registration number: 2021/548888/07

PAIA MANUAL

Prepared in terms of section 51 of the
Promotion of Access to Information Act 2 of 2000 (as amended)

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1 “CEO” Chief Executive Officer;

1.2 “DIO” Deputy Information Officer;

1.3 “IO” Information Officer;

1.4 “JD Design Studio” or “the Company” Jane Doe Designs (Pty) Ltd (registration number 2021/548888/07), trading as JD Design Studio;

1.5 “Minister” Minister of Justice and Correctional Services;

1.6 “PAIA” Promotion of Access to Information Act No. 2 of 2000 (as amended);

1.7 “POPIA” Protection of Personal Information Act No. 4 of 2013;

1.8 “Regulator” Information Regulator; and

1.9 “Republic” Republic of South Africa.

2. PURPOSE OF PAIA MANUAL

JD Design Studio is a family-owned South African creative and technology services company based in the Western Cape. It provides website design and development, website and email hosting, domain management, graphic design and branding, print and apparel production, custom software development, website maintenance and technical support, and LYNQ NFC-enabled digital business cards.

This PAIA Manual is useful for the public to-

2.1 check the categories of records held by the body which are available without a person having to submit a formal PAIA request;

2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;

2.3 know the description of the records of the body which are available in accordance with any other legislation;

2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;

2.5 know the description of the guide on how to use PAIA, as updated by the Regulator, and how to obtain access to it;

2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;

2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;

2.8 know the recipients or categories of recipients to whom the personal information may be supplied;

2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and

2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF JD DESIGN STUDIO

3.1 Information Officer

Detail	Information
Name	Channel Clemene Harrison
Designation	Director
Tel	076 910 9611
Email	info@jddesignstudio.co.za

3.2 Deputy Information Officer

Detail	Information
Name	N/A
Tel	N/A
Email	N/A

No Deputy Information Officer has been designated. All requests are handled by the Information Officer.

3.3 Access to information general contacts

Detail	Information
Email	info@jddesignstudio.co.za

3.4 National or Head Office

Detail	Information
Postal address	31 Gordons Bay Road, Strand, Western Cape, 7140
Physical address	31 Gordons Bay Road, Strand, Western Cape, 7140
Telephone	076 910 9611
Email	info@jddesignstudio.co.za
Website	https://jddesignstudio.co.za

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2 The Guide is available in each of the official languages and in braille.

4.3 The aforesaid Guide contains the description of-

4.3.1 the objects of PAIA and POPIA;

4.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of-

4.3.2.1 the Information Officer of every public body; and

4.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;

4.3.3 the manner and form of a request for-

4.3.3.1 access to a record of a public body contemplated in section 11; and

4.3.3.2 access to a record of a private body contemplated in section 50;

4.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;

4.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;

4.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

4.3.6.1 an internal appeal;

4.3.6.2 a complaint to the Regulator; and

4.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

4.3.7 the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

4.3.8 the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

4.3.9 the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and

4.3.10 the regulations made in terms of section 92.

4.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5 The Guide can also be obtained-

4.5.1 upon request to the Information Officer; and

4.5.2 from the website of the Regulator (https://inforegulator.org.za).

5. CATEGORIES OF RECORDS OF JD DESIGN STUDIO WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The following records are available without a formal request in terms of PAIA (section 52):

Category of records	Types of the record	Available on website	Available upon request
Company information	Company and trading name, registration number, contact details and the information disclosures required by section 43 of the Electronic Communications and Transactions Act	✓	
Services	Descriptions of web design and development, website and email hosting, domain management, graphic design, print and apparel, LYNQ NFC digital business cards, software development and website maintenance services	✓	
Portfolio	Published examples of completed work (with client permission)	✓	

Category of records	Types of the record	Available on website	Available upon request
Terms and policies	Terms & Conditions (including service-specific terms published on the website) and Privacy Policy	✓	
PAIA	This PAIA Manual	✓	✓
Corporate documents	CIPC registration certificate (CoR 30.1)		✓

6. DESCRIPTION OF THE RECORDS OF JD DESIGN STUDIO WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Where applicable to its operations, JD Design Studio keeps records in accordance with the legislation below. Such records are available to the persons or authorities entitled to them under that legislation.

Category of records	Applicable legislation
Memorandum of Incorporation, registers of directors and securities, company records and financial statements	Companies Act 71 of 2008
Accounting and tax records, income tax returns, employees' tax (PAYE) records	Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011
Employment contracts, remuneration, working time and leave records	Basic Conditions of Employment Act 75 of 1997
Employee relations records	Labour Relations Act 66 of 1995
Employment and non-discrimination records	Employment Equity Act 55 of 1998
UIF registration, declarations and contribution records	Unemployment Insurance Act 63 of 2001; Unemployment Insurance Contributions Act 4 of 2002
Compensation Fund registration and workplace injury records	Compensation for Occupational Injuries and Diseases Act 130 of 1993
Workplace health and safety records	Occupational Health and Safety Act 85 of 1993
Records of electronic transactions, website disclosures and electronic communications	Electronic Communications and Transactions Act 25 of 2002
Consumer agreements, quotations, invoices and terms of supply	Consumer Protection Act 68 of 2008
Records relating to the processing of personal information	Protection of Personal Information Act 4 of 2013
PAIA Manual and records of requests for access	Promotion of Access to Information Act 2 of 2000

JD Design Studio is not registered for VAT; the Value-Added Tax Act 89 of 1991 is therefore not listed.

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY JD DESIGN STUDIO

7.1 Subjects and categories of records

Subjects on which the body holds records	Categories of records
Company governance and administration	CIPC registration documents, Memorandum of Incorporation, registers of directors and securities, resolutions, internal policies and correspondence
Finance and tax	Accounting records, quotations, invoices, payment records, bank statements, customer and supplier accounts, SARS returns and correspondence, asset records
Human resources	Employment contracts, job descriptions, payroll and remuneration records, leave records, UIF and Compensation Fund records, disciplinary records, contractor agreements, job applications
Clients and sales	Client contact and account details, enquiries, proposals and quotations, service and hosting agreements, project briefs and specifications, artwork approvals, correspondence, support requests, hosting subscription and renewal registers
Website hosting and domain management	Domain registration records, hosting account details, DNS records, server and account configurations
Website and software development	Source code, project files, database structures, technical specifications, software documentation, integration records
Client-hosted content (held as operator on behalf of clients)	Client website files and databases, online store transaction records, website form submissions, website user accounts, email mailbox content, and backups of these
Graphic design and production	Artwork, design briefs, proofs, branding assets, print and apparel orders, production instructions
LYNQ NFC digital business cards	Customer orders, profile content supplied by customers, delivery records
Suppliers and procurement	Supplier contact details, agreements, purchase orders, invoices, software licence records, delivery records
IT administration and security	System configurations, access control records, encrypted credential records, technical and backup logs, security documentation
Marketing	Website content, portfolio, marketing materials
Legal and compliance	Terms & Conditions, Privacy Policy, PAIA Manual and records of PAIA requests, contracts, regulatory correspondence, POPIA compliance records, insurance policies (where held)

7.2 Requesting access to records

7.2.1 Records not listed in section 5 may be requested by completing Form 2 (Request for Access to Record) prescribed under the PAIA Regulations and submitting it to the Information Officer using the contact details in section 3.

7.2.2 The requester must provide enough detail to enable the Information Officer to identify the record, and must identify the right the requester is seeking to exercise or protect and explain why the record is required for that purpose (section 53 of PAIA).

7.2.3 The request fee and access fees prescribed in the PAIA Regulations may be payable. The requester will be notified of any fee payable before the request is processed further.

7.2.4 Access may be refused on the grounds set out in Chapter 4 of Part 3 of PAIA (sections 62 to 70), including the protection of the personal information of third parties, the commercial information of third parties and of JD Design Studio, and confidential information. The listing of a category of records in this manual does not mean that access to those records will be granted.

7.2.5 JD Design Studio hosts website and email content on behalf of its clients and acts as an operator in respect of that content. Requests relating to client-hosted content should be directed to the relevant client, as the responsible party.

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of processing personal information

JD Design Studio processes personal information for the following purposes:

- Communicating with clients and prospective clients, including responding to enquiries, quotations and support requests;
- Establishing, managing and fulfilling agreements with clients and suppliers;
- Financial administration, including invoicing, processing payments, accounting and tax;
- Delivering services: designing and developing websites and software, graphic design, and print and apparel production;
- Providing website and email hosting, domain registration and management, and related technical support;
- Creating, hosting and maintaining LYNQ digital profiles that customers choose to publish;
- Maintaining backups and restoring systems or records after failure or loss;
- Securing systems, managing access and investigating unauthorised activity;
- Managing employment, payroll and recruitment; and
- Complying with legal and regulatory obligations and responding to lawful requests.

Personal information is processed only to the extent needed for the relevant purpose; not every category of personal information is used for every purpose.

8.2 Description of the categories of data subjects and of the information or categories of information relating thereto

Categories of data subjects	Personal information that may be processed
Clients and prospective clients (natural and juristic persons)	Names, business names and registration details, contact details, physical and billing addresses, correspondence, project requirements, billing and payment records
Client representatives	Names, job titles, work contact details, communications
Domain registrants	Registrant names, organisations and contact details as required by the relevant domain registry
LYNQ NFC card customers	Names, job titles, business details, telephone and WhatsApp numbers, email addresses, photographs, biographies, website and social media links, order and delivery details
Visitors to the JD Design Studio website	Information submitted through contact forms, IP addresses, cookies and technical usage information
Customers and users of client websites (processed as operator)	Depending on each client's website and services: names, contact details, delivery addresses, orders, user accounts, form submissions, website activity information and email content

Categories of data subjects	Personal information that may be processed
Employees and job applicants	Names, identity numbers, contact details, banking details, tax and UIF numbers, remuneration, leave records, employment history and CVs
Directors	Names, identity numbers and contact details, as required for statutory records
Suppliers, contractors and service providers	Names of contact persons, contact details, business, banking and payment details, contractual information

8.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or categories of recipients to whom the personal information may be supplied
Client billing, payment and financial records	External accountant; online payment gateway; the Company's bank; SARS, where required by law
Domain registrant information	Hosting and domain registration service provider; domain name registries for the relevant domain extensions
Client-hosted website and email content (including LYNQ digital profiles)	Hosting infrastructure provider; off-site backup and cloud storage providers
Company and client documents, project files and IT administration records	Cloud storage and business software providers
Order, artwork and delivery details (print, apparel and LYNQ cards)	Print and apparel production suppliers; courier services
LYNQ profile content	Made publicly accessible through the customer's digital profile, at the customer's instruction
Employee information	External accountant and payroll services; SARS; Department of Employment and Labour (UIF and Compensation Fund)
Any category, where required	Law enforcement agencies, courts and regulators (including the Information Regulator), where required by law

All service providers process personal information on JD Design Studio's behalf only for the purpose of providing their services, and are subject to confidentiality and data protection obligations.

8.4 Planned transborder flows of personal information

JD Design Studio uses cloud-based service providers, some of whose infrastructure is located outside the Republic. As a result, personal information may be stored or processed in the following countries:

Category of service provider	Purpose	Location of data
Cloud storage provider	Storage of company and client documents and backups	The provider's data centres, which may include the United States and other countries
Off-site backup storage provider	Encrypted off-site backups	Netherlands
Backup infrastructure provider	Backup processing server	Finland
Cloud-based business software providers	Software services used to operate the business	United States

Category of service provider	Purpose	Location of data
International domain registries and registrars	Registration of non-.za domain names	Country of the relevant registry or registrar

Email and productivity data, client website and email hosting (including LYNQ digital profiles) and online payment processing are located in South Africa.

Personal information is transferred outside the Republic only where permitted by section 72 of POPIA, including where the recipient is subject to a law, binding corporate rules or a binding agreement that provides an adequate level of protection, or where the transfer is necessary for the performance of a contract with the data subject.

8.5 General description of information security measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

JD Design Studio has implemented the following appropriate, reasonable technical and organisational measures:

- Access to personal information is restricted to authorised personnel who need it to perform their duties.
- Multi-factor authentication is enforced on key business systems, including email and productivity, cloud storage, hosting administration and backup accounts.
- Passwords and access credentials are stored in an encrypted password manager and not in ordinary files.
- Studio devices run endpoint protection (antivirus) and are protected by screen locks.
- Backups are kept off-site with an independent provider and encrypted at rest. Backup restoration has been tested.
- Servers used for backup processing are protected by firewalls that restrict administrative access, and receive automatic security updates.
- Client-hosted website and email content is accessed only as needed for specific tasks authorised by the client.
- Personal information is retained only for as long as needed for its purpose and is then securely deleted, in line with the Company's retention practice.
- Security incidents are handled under the Company's incident response procedure. Where required, the Regulator and affected data subjects are notified in terms of section 22 of POPIA.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on https://jddesignstudio.co.za;

9.1.2 at the head office of JD Design Studio, 31 Gordons Bay Road, Strand, Western Cape, for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

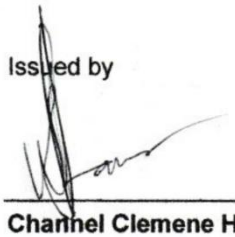
9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in Annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The head of JD Design Studio will on a regular basis update this manual.

Issued by



Channel Clemene Harrison
Director and Information Officer
Jane Doe Designs (Pty) Ltd t/a JD Design Studio

Date: 03/11/2026.