



Christian Revival Church (CRC)

Registration Number: **028-472-NPO**

"the Church"

PAIA Manual

Prepared in terms of section 51 of the Promotion of Access to Information Act, No. 2 of 2000, as amended.

Version **3.0**

Date of compilation: **17/06/2021**

Date of revision: **30/09/2025**

Table of Contents

1	Definitions	3
2	Purpose of the PAIA Manual	4
3	Contact Details for Access to Information Requests.....	4
4	Guide on how to use PAIA and how to Obtain Access to the Guide.....	5
5	Latest Notices in terms of Section 52(2) of PAIA	6
6	Availability of Certain Records in terms of PAIA	6
7	Request Process	9
8	Grounds for Refusal.....	12
9	Remedies Should a Request be Refused	12
10	Fees	12
11	Processing of Personal Information	13
12	The Recipients or Categories of Recipients to whom the Personal Information may be Supplied	14
13	Planned Transborder Flows of Personal Information	16
14	Availability of the PAIA Manual.....	16
15	Objection to the Processing of Personal Information by a Data Subject.....	16
16	Request for Correction/Deletion of Personal Information or Destruction/Deletion of Record of Personal Information	16
17	Applicable Forms.....	17
	PAIA Forms	17
	Form 01: Request for a Copy of the Guide from an Information Officer [Regulation 3]	17
	Form 02: Request for Access to Record [Regulation 7].....	17
	Form 03: Outcome of Request and of Fees Payable [Regulation 8]	17
	Form 05: Complaint Form [Regulation 10].....	17
	Form 13: PAIA Request for Compliance Assessment Form [Regulation 14(1)]	17
	POPIA Forms.....	17
	Form 1: Objection to the Processing of Personal Information	17
	Form 2: Request for Correction of Deletion of Personal Information or Deletion of Record of Personal Information	17
	Form 3: Application for the Issue of a Code of Conduct	17
	Form 4: Application for the Consent of a Data Subject for the Processing of Personal Information for the Purpose of Direct Marketing.....	17
	Form 5: Complaint Regarding Interference with the Protection of Personal Information for the Purpose of Direct Marketing.....	17
18	Updating of the Manual	17

1 Definitions

Term	Definition
the Church	Christian Revival Church Durban (see legal name and registrations in “Corporate identifiers”), including its Durban campuses and ministries
Senior Pastor	The spiritual leader of the Church, accountable to the Church’s governing body
Campus Pastor	The pastoral lead for a specific campus, accountable to the Senior Pastor or governing body
Board / Governing Body	The body that exercises oversight over the Church in terms of its constitution or MOI (if NPC)
Member	A person formally admitted as a member under the Church constitution (if applicable)
Congregant	A person who attends services or events and engages with the Church without formal membership
Visitor	A person who attends a service or event on an ad hoc basis
Volunteer	A person who serves in a ministry team (children, worship, ushering, media, etc.), paid or unpaid
Ministry Leader	A person who leads a ministry area or home-cell under Church authority
Client	Any person or Church that receives venue hire, training, or other services from the Church under contract
Donor	A person or Church that gives financial or kind support to the Church
Pastoral Counselling Record	Notes and documents created during pastoral care or counselling, kept confidential under POPIA and safeguarding rules
Safeguarding	The policies and processes that protect children and vulnerable persons, including vetting, incident reporting, and mandatory reporting
Child / Minor	A natural person under the age of 18 years
Special Personal Information	Personal information as defined in POPIA section 26, including religious beliefs, health information, and information on a child
Personal Information	Information relating to an identifiable living person or an identifiable existing juristic person, including names, contact details, identifiers, beliefs, attendance, giving records, counselling notes, media consents, and CCTV images
Data Subject	The person to whom Personal Information relates
Responsible Party	The Church, which determines the purpose of and means for processing Personal Information
Operator	A third party that processes Personal Information for the Church under contract (e.g., church-management system, payroll provider, ticketing platform)
Processing	Any operation or activity concerning Personal Information, including collection, use, storage, disclosure, retention, archival, and deletion
POPIA / POPI	The Protection of Personal Information Act, 2013. Act 4 of 2013
POPIA Regulations	Regulations made under section 112(2) of POPIA
PAIA	The Promotion of Access to Information Act, 2000. Act 2 of 2000
Conditions for Lawful Processing	The conditions in chapter 3 of POPIA and section 12 of this Manual
Information Officer (IO)	The individual appointed by the Church to ensure compliance with POPIA and PAIA, with powers and duties per POPIA, PAIA, and regulations
Deputy Information Officer (DIO)	A person designated by the IO to assist with POPIA and PAIA duties
Complainant	Any person who lodges a complaint with the Information Regulator
Complaint	A matter reported or referred to the Information Regulator in terms of POPIA or other legislation within the Regulator’s mandate

Term	Definition
Regulator	The Information Regulator established in terms of POPIA
Private Body	The Church as a voluntary association or NPC (not a public body)
Minister	The Minister of Justice and Correctional Services
Day	A calendar day. If the last day falls on a Sunday or public holiday, exclude that day (Interpretation Act, 1957. Act 33 of 1957)
Office Hours	Information Regulator: 08:00–16:00, Monday to Friday, excluding public holidays. The Church administration offices: the hours published on the church website or notice-boards
Signature	Any legally accepted form of signature, including advanced electronic signature where required by law
Writing	As defined in section 12 of the Electronic Communications and Transactions Act, 2002. Act 25 of 2002, including data messages

2 Purpose of the PAIA Manual

This PAIA Manual is useful for the public to:

- 2.1 The PAIA Manual serves as a public guide to the information held by the Church and how it can be accessed. It outlines the categories of records available without a formal request, the subjects on which records are maintained, and details of records accessible under other legislation. The manual also provides the official contact details of the Information Officer (IO) and Deputy Information Officer (DIO), who are responsible for assisting the public in exercising their right of access.
- 2.2 The manual further explains how to use the PAIA process and where to obtain the official guide published by the Regulator. It describes whether and how the Church processes personal information, including the purposes of processing, the categories of data subjects involved, and the recipients (local or international) to whom such information may be supplied. The manual further confirms that appropriate security safeguards are in place to protect the confidentiality, integrity, and availability of personal information.

3 Contact Details for Access to Information Requests

3.1 Information Officer

Name	Glenn Ashton Schroder
Contact number	065 850 3334
Email address	info@crcdurban.org.za

3.2 Deputy Information Officer

Name	Marlene Deyse
Contact number	065 850 3334
Email address	info@crcdurban.org.za

Name	Johan Hendrick Ehlers
Contact number	065 850 3334
Email address	info@crcdurban.org.za

3.3 National or head office

Postal address	P.O. Box 35114 Northway 4065
Physical address	81 Somtseu Road North Beach Durban
Contact number	065 850 3334
Email	info@crcdurban.org.za
Website	https://www.crcdurban.org.za/

4 Guide on how to use PAIA and how to Obtain Access to the Guide

4.1 The Information Regulator has published a revised PAIA Guide in terms of section 10(1) of PAIA (as amended). This guide is designed to help any person who wishes to exercise rights under PAIA or POPIA, and it is available in all official languages as well as in braille to ensure accessibility.

4.2 The Guide serves two key purposes:

4.2.1. Access to Personal Information (POPIA): It explains how individuals (data subjects) can exercise their rights to request confirmation of whether personal information is held about them, to access that information (including details of third-party recipients), and to request correction, deletion, or destruction of personal information that is inaccurate, outdated, excessive, or unlawfully obtained.

4.2.2. Access to Records (PAIA): It provides step-by-step guidance on how to request records from public or private bodies, including the required forms, the process for appeals or complaints, and how to approach a court if necessary.

4.3 In addition, the Guide offers:

4.3.1. An overview of the objectives of PAIA and POPIA.

4.3.2. Contact details of Information Officers (IOs) and Deputy Information Officers (DIOs).¹

4.3.3. Manner and form of a request for access to a record of a public body and private body.²

4.3.4. Guidance on compiling or accessing PAIA Manuals.³

4.3.5. Information on voluntary disclosures of records, prescribed access fees, and applicable regulations.⁴

4.3.1.1 How to lodge an internal appeal, a complaint with the Regulator or apply to court for a against a decision by the IO 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.

4.3.6. Insight into how PAIA has been amended following the implementation of POPIA.

4.4 The guide can also be obtained:

¹ Section 56(a) of POPIA - Every public and private body must, in line with section 17 of PAIA, appoint as many Deputy Information Officers as needed to carry out the duties and responsibilities set out in section 55(1) of POPIA.

² In terms of PAIA, access to records of a public body (section 11) or a private body (section 50) must be granted if the requester meets PAIA's procedural requirements, the request is necessary for exercising or protecting a right (in the case of private bodies), and no grounds for refusal in Chapter 4 apply.

³ In terms of sections 14 and 51 of PAIA, the Information Officer of every public and private body must update and publish their PAIA manual at least once every 12 months.

⁴ In terms of PAIA, public and private bodies must keep their PAIA manuals (sections 14 and 51) and notices (sections 15 and 52) updated and published at least once every 12 months. When access to a record is granted, the notice must also state any access fee payable by the requester (sections 22 and 54). In addition, the Information Regulator must update and publish the official PAIA Guide at least once every two years (section 92(11)).

4.4.1 Upon request to the IO: [Request for a Copy of the Guide from an Information Officer \[Regulation 3\]](#)

4.4.2 From the website of the Regulator: www.inforegulator.org.za

4.4.3 From the offices of the Regulator: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg OR by email: enquiries@inforegulator.org.za

4.5 A copy of the guide is also available in the following three official languages, for public inspection during normal office hours:

4.5.1 English.

4.5.2 Afrikaans.

4.5.3 Zulu.

5 Latest Notices in terms of Section 52(2) of PAIA

At this stage, no notice(s) has/have been published on the categories of records that are available without having to request access to them in terms of PAIA.

6 Availability of Certain Records in terms of PAIA

6.1 Categories of records of the Church which are available without a person having to request access:

Category of Records	Types of the Record	Available on Website	Available on Request
PAIA Manual	Current PAIA Manual, version, effective date	X	X
Church overview	Campus profile. Service times. Locations. Pastoral leadership. Contact details	X	X
Statement of faith and mission	What we believe. Mission focus	X	X
Service locations and times	OCC 08:30. Kloof 17:00. Addresses and directions	X	X
Ministries and next steps	Home-cells. Prayer request. Get involved. Events	X	X
Giving information	Bank details. Giving and pledge channels. Enquiry form	X	X
Policies public facing	Privacy Policy. Website terms or disclaimer	X	X
Legal disclosures	POPIA and PAIA statements. PAIA request routes. Complaints to the Information Regulator	X	X
Public communications	News posts. Social media embeds. Service invites	X	X
Media and sermons	Links to livestreams, podcast feeds, and sermon archives	X	X
Pastoral care channels	Prayer request forms. Contact forms	X	X
Volunteer onboarding summary	High level expectations for serving. Contact route. No personal data		X
Safeguarding and child protection	Child and youth safety statement. Screening approach. Reporting route		X
Facility use guidelines	Venue hire or event use basics where applicable		X

Category of Records	Types of the Record	Available on Website	Available on Request
Financial stewardship snapshot	High level notes on stewardship practices. No donor data or detailed accounts		X
Donor acknowledgements	Section 18A receipt process if approved PBO. No donor lists		X
Information Officer contacts	IO and DIO names, roles, email, phone	X	X
Data and record descriptions	High level data flows for congregant contact lists, pastoral care records, and volunteer rosters. Retention brackets. No sensitive details		X
Whistleblowing and complaints	Confidential reporting channel. POPIA and PAIA complaint routes. Escalation to the Regulator	X	X
IO registration proof	IO or DIO registration reference or certificate		X
Church governance snapshot	Registered name. NPO or PBO status if applicable. Principal place of worship		X
Insurance confirmations	Public liability summary for events. Insurer. Validity dates		X
Standard procurement info	Vendor onboarding basics. Payment terms summary		X
Careers and volunteering	Open roles. Volunteer interest routes. Applicant privacy notice	X	X
Community outreach	CRC Cares or outreach summaries	X	X

6.2 Description of the records/subjects of the Church which are available in accordance with any other legislation:

Category of Records	Applicable Legislation
Founding documents. Constitution or MOI. CIPC filings if NPC. Board minutes. Member register where applicable	Companies Act, 2008. Act 71 of 2008, or common-law constitution for a voluntary association
NPO registration, compliance correspondence	Nonprofit Organisations Act, 1997. Act 71 of 1997
PBO approval letter, tax exemption, S18A approval and receipts if approved	Income Tax Act, 1962. Act 58 of 1962. Section 10(1)(cN). Section 30. Section 18A
Financial statements, bank confirmations, audit or independent review files	Income Tax Act, 1962. Act 58 of 1962. Applicable accounting standards
VAT registration and returns where applicable	Value Added Tax Act, 1991. Act 89 of 1991

Category of Records	Applicable Legislation
Employment contracts, time and attendance, leave, payroll	Basic Conditions of Employment Act, 1997. Act 75 of 1997
Disciplinary, grievance, union and CCMA files	Labour Relations Act, 1995. Act 66 of 1995
Employment Equity plan and reports if thresholds apply	Employment Equity Act, 1998. Act 55 of 1998
UIF declarations and claims	Unemployment Insurance Act, 2001. Act 63 of 2001
Skills plans and training reports if applicable	Skills Development Act, 1998. Act 97 of 1998. Skills Development Levies Act, 1999. Act 9 of 1999
Volunteer onboarding files, role descriptions, screening outcomes	Protection of Personal Information Act, 2013. Act 4 of 2013. Children's Act, 2005. Act 38 of 2005 where minors involved
Safeguarding policies. Child and youth worker vetting. Incident logs. Mandatory reporting records	Children's Act, 2005. Act 38 of 2005. Criminal Law (Sexual Offences and Related Matters) Amendment Act, 2007. Act 32 of 2007. National Child Protection Register. National Register for Sex Offenders
Protection from harassment complaints and protection order correspondence	Protection from Harassment Act, 2011. Act 17 of 2011
Marriage registers and minister designations where officiants are appointed	Marriage Act, 1961. Act 25 of 1961. Civil Union Act, 2006. Act 17 of 2006
Health and safety plan for services, events and facilities. Incident reports. Safety committee minutes	Occupational Health and Safety Act, 1993. Act 85 of 1993 and regulations
Event safety files and municipal approvals for large gatherings	Safety at Sports and Recreational Events Act, 2010. Act 2 of 2010. Applicable municipal by-laws
Catering and food service hygiene for church events	Regulations governing General Hygiene Requirements for Food Premises, the Transport of Food and Related Matters. GN R638 of 22 June 2018 under the Foodstuffs, Cosmetics and Disinfectants Act, 1972. Act 54 of 1972
Insurance schedules. Public liability. Trustee and officer liability. Claims files	Insurance Act, 2017. Act 18 of 2017

Category of Records	Applicable Legislation
POPIA core records. Section 18 notices. Consents. Operator agreements. ROPA. DPIAs. Retention schedules	Protection of Personal Information Act, 2013. Act 4 of 2013
Security measures, access controls, breach register, notifications to Regulator and data subjects	Protection of Personal Information Act, 2013. Act 4 of 2013, sections 19 to 22
Deputy Information Officer designations and revocations. Information Officer registration proof	Regulations under the Protection of Personal Information Act, 2013 and Information Regulator e-Services outputs
PAIA Manual. Request log. Decisions. Fee records. Training logs	Promotion of Access to Information Act, 2000. Act 2 of 2000 and the PAIA Regulations, 2021
Website terms, digital consent records, online contracting	Electronic Communications and Transactions Act, 2002. Act 25 of 2002
Copyright for worship music, lyrics, livestreams and recordings. Licence records	Copyright Act, 1978. Act 98 of 1978. Films and Publications Act, 1996. Act 65 of 1996 as amended
Trade marks and brand assets	Trade Marks Act, 1993. Act 194 of 1993
Donor records. Pledge forms. Gift agreements. Section 18A receipts if approved	Income Tax Act, 1962. Act 58 of 1962. Section 18A
Giving channels. Card processing and EFT confirmations	Financial sector rules via bank T&Cs. POPIA, 2013. Act 4 of 2013
Venue hire agreements and third-party event contracts where applicable	Common law of contract. Municipal venue by-laws
CCTV footage, access control and visitor registers	POPIA, 2013. Act 4 of 2013. Private Security Industry Regulation Act, 2001. Act 56 of 2001

6.3 The Church keeps certain records as required by PAIA and POPIA:

6.3.1 PAIA records: PAIA Manual, official guides, submission records, and awareness training materials.

6.3.2 POPIA records: Information Officer registration certificate, data breach records, retention records, and awareness training materials.

6.3.3 Other relevant information may also be made available on request.

6.4 The tabulated records may be requested; however, it should be noted that there is no guarantee that the request will be honoured. Each request will be evaluated in terms of PAIA and any other applicable legislation.

7 Request Process

An individual who wishes to place a request must comply with all the procedures laid down in PAIA:

7.1. Initiating the request

7.1.1. Use the prescribed form

- All requests must be made on the prescribed form (**Form 2 – Request for Access to Record [Regulation 7]**) - [Request for Access to Record \[Regulation 7\]](#)
- Additional prescribed forms include:
 - **Form 2 – Request for Correction or Deletion** (section 24 of POPIA). This form is used by a data subject to request the correction of inaccurate, outdated, incomplete, irrelevant, or misleading personal information, and/or the deletion or destruction of personal information that is no longer necessary or unlawfully obtained, in accordance with Section 24(1) of POPIA. It ensures that responsible parties maintain accurate and lawful records of personal data. - [Request for Correction of Deletion of Personal Information or Deletion of Record of Personal Information](#)
 - **Form 3 – Application for a Code of Conduct** (section 61 of POPIA). This form is used by an industry body, profession, or class of entities to apply for the issuance of a Code of Conduct under Section 61(1)(b) of POPIA. It allows industries to self-regulate how personal information is processed within their sector, in line with the conditions for lawful processing. - [Application for the Issue of a Code of Conduct](#)
 - **Form 4 – Request for Consent for Direct Marketing** (section 69 of POPIA). This form enables a responsible party to formally request a data subject's consent to receive direct marketing communications via unsolicited electronic means (e.g., SMS, email), as required under Section 69(2) of POPIA. It ensures that individuals have control over whether and how they are marketed to. - [Application for the Consent of a Data Subject for the Processing of Personal Information for the Purpose of Direct Marketing](#)
 - **Form 5 – Complaint Regarding Interference with Personal Information**. This form (Information) allows a data subject or complainant to submit a complaint to the Regulator concerning unlawful interference with personal information; or a determination made by an adjudicator under POPIA. It provides an avenue for recourse and investigation in cases of non-compliance with data protection obligations. - [Complaint Regarding Interference with the Protection of Personal Information for the Purpose of Direct Marketing](#)

7.1.2. Requests not submitted on the prescribed form may be rejected.

7.1.3. Assistance in the request process:

- If a requester is illiterate or disabled, they may make the request orally to the IO, who must complete the prescribed form on their behalf and provide them with a copy (section 18(3) of PAIA).
- The IO must provide reasonable assistance to any requester who requires help in completing the form or understanding the procedure.

7.2. Particulars of the Request

7.2.1. The request must provide sufficient detail to enable the IO to identify and process it. This includes:

- A clear description of the record(s) requested.
- Full identity of the requester, with proof of identity where required.
- The preferred form of access (inspection, copy, electronic copy, etc.).

- The requester's contact details (postal, physical, fax or email).
- A statement that the record is required to exercise or protect a right, specifying the nature of that right and explaining why the record is necessary.
- If a request is made on behalf of another person, proof of authorisation must be attached.

7.3. Submission of Requests

- 7.3.1. The completed form, together with proof of payment of the prescribed request fee (if applicable), must be submitted to the Information Officer (IO) at the Church.
- 7.3.2. Requests may be lodged by:
- Hand delivery to the physical address provided in this Manual;
 - Postal delivery to the Church's registered address;
 - Fax; or
 - Email to the address of the IO or DIO.
- 7.3.3. Where applicable, the IO may require a deposit in terms of section 22(2) of PAIA where search and preparation is expected to be time-consuming.

7.4. Fees and Timeframes for Response

- 7.4.1. Requests will be processed and responded to within 30 (thirty) calendar days of receipt.
- 7.4.2. In terms of section 26 of PAIA, the IO may extend this period once, by up to 30 additional days, if:
- The request involves a large number of records;
 - Consultation with third parties is required; or
 - The records are located in another office and cannot reasonably be obtained within 30 days.
- 7.4.3. If an extension is required, the requester will be notified in writing, with reasons for the extension.
- 7.4.4. A request fee may be charged for non-personal requests.
- 7.4.5. If the search and preparation of the record will exceed six (6) hours, the requester may be required to pay a deposit of up to one-third of the estimated fee.
- 7.4.6. Access will only be granted once all required fees have been paid.

7.5. Outcome of Request

- 7.5.1. The IO will notify the requester in writing, using **Form 3 - [Outcome of Request and of Fees Payable \[Regulation 8\]](#)**, of the decision to grant or refuse access.
- 7.5.2. If access is granted, the notice will:
- Specify the form of access; and
 - State the applicable access fees payable before access is given.
- 7.5.3. If access is refused, the notice will set out the grounds for refusal as provided in Chapter 4 of PAIA.

7.6. Appeals and Complaints

- 7.6.1. If access is refused or deemed refused (i.e. no decision within the prescribed period), the requester may:
- Lodge an internal appeal (for public bodies); or
 - Refer the matter to the Information Regulator or approach a court of law (for private bodies).
- 7.6.2. The Regulator can be contacted using the details provided in this Manual.

8 Grounds for Refusal

In terms of Chapter 4 of PAIA, the Church may refuse a request for access to records on the following grounds (unless an exception applies):

- 8.1 **Privacy of individuals** - To protect the personal information of a third party (including deceased persons) where disclosure would be unreasonable.
- 8.2 **Commercial interests of third parties** - Records may be refused if they contain:
 - Trade secrets;
 - Financial, commercial, scientific, or technical information, where disclosure could cause harm; or
 - Information provided in confidence, where disclosure could disadvantage or prejudice the third party in negotiations or competition.
- 8.3 **Confidentiality agreements** - Information that is protected under a contract or agreement with a third party.
- 8.4 **Safety and security** - Records that could endanger the life, health, or safety of a person, or the protection of property.
- 8.5 **Legal privilege** - Records that would be privileged from disclosure in legal proceedings.
- 8.6 **Commercial interests of the Church** - Records may be refused if they contain:
 - Trade secrets;
 - Financial, commercial, scientific, or technical information that could harm the Church's interests;
 - Information that could prejudice the Church in negotiations or competition; or
 - Proprietary computer programs protected by copyright or intellectual property law.
- 8.7 **Research information** - Where disclosure would place ongoing research or a researcher at a serious disadvantage.
- 8.8 **Frivolous or unreasonable requests** - Requests that are clearly frivolous, vexatious, or that would cause an unreasonable burden on Church resources.

9 Remedies Should a Request be Refused

- 9.1 If the Church does not have an internal appeal procedure in light of a denial of a request, decisions made by the IO is final.
- 9.2 The requestor may in accordance with sections 56(3) (c) and 78 of PAIA, apply to a court for relief within 180 (one-hundred-and-eighty) days of notification of the decision for appropriate relief.

10 Fees

The following fees shall be payable upon request by a requestor:

Details	Fee
Request fee (payable on every request)	R140.00 once-off
Photocopy of an A4 page or part thereof	R2.00 per page
Printed copy of an A4 page or part thereof	R2.00 per page
Hard copy on flash drive (flash drive to be provided by requestor)	R40.00 once-off
Hard copy on a compact disc (compact disc to be provided by requestor)	R40.00 once-off
Hard copy on a compact disc (compact disc to be provided by the Church)	R60.00 once-off

Details	Fee
Transcription of visual images per A4 page	As per quotation of service provider
Copy of visual images	As per quotation of service provider
Transcription of an audio record	R24.00 per A4 page
Copy of an audio record on flash drive (flash drive to be provided by requestor)	R40.00 once-off
Copy of an audio on a compact disc (compact disc to be provided by requestor)	R40.00 once-off
Copy of an audio on a compact disc (compact disc to be provided by the Church)	R60.00 once-off
Base/starting rate to search for and prepare the record for disclosure	R145.00 per hour for each hour or part thereof, excluding the first hour, reasonably required for such search and preparation (cannot exceed R435.00 per request)
Rate to search for and prepare the record for disclosure	R435.00 per hour for each hour or part thereof, excluding the first hour, reasonably required for such search and preparation (cannot exceed total cost)
Postage, email or any other electronic transfer	Actual expense, if any

11 Processing of Personal Information

11.1 The Church processes personal information in accordance with the conditions for lawful processing as set out in the Protection of Personal Information Act, 4 of 2013 ("POPIA"). Personal information is processed only for legitimate business purposes, which may include (but are not limited to):

- 11.1.1 Employment-related purposes: Recruitment, administration of employment contracts, payroll, benefits, training, and compliance with labour laws.
- 11.1.2 Client and supplier management: Entering into and performing contracts, maintaining relationships, processing payments, and responding to queries or complaints.
- 11.1.3 Legal and compliance obligations: Compliance with statutory and regulatory requirements, record keeping, audits, and reporting.
- 11.1.4 Security and risk management: Protecting Church property, monitoring access, preventing fraud, and ensuring the safety of staff, clients, and visitors.
- 11.1.5 Marketing and communication: Providing information about products or services, subject to obtaining the necessary consent under POPIA.

11.2 The Church ensures that personal information is processed lawfully, reasonably, and only for the purposes for which it was collected and takes appropriate steps to protect the confidentiality and integrity of such information.

11.3 Description of the categories of data subjects and of the information or categories of information relating thereto:

- 11.3.1. The Church processes personal information relating to various categories of data subjects. The categories of data subjects, and the types of personal information that may be processed in respect of each, include (but are not limited to) the following:

Categories of Data Subjects	Personal Information that may be Processed
Congregants and visitors	Names, contact details, service attendance, campus, home-cell affiliation, prayer requests, pastoral notes, communications history
Prospective congregants and event leads	Names, contact details, enquiry source, meeting notes, follow ups, event registrations
Donors and pledgers	Names, contact details, pledge forms, giving records, preferred channels, Section 18A receipt details when applicable, correspondence
Minors and guardians in children's and youth ministries	Child name, age, grade, guardian contacts, consents, medical and allergy info supplied by guardians, attendance, incident reports, safeguarding forms
Volunteers and ministry team members	Names, contact details, role, screening and vetting outcomes, references, training and induction completions, rosters, access rights, uniform or asset issues, incident logs
Pastors, elders, and leaders	Names, contact details, positions, ordination or appointment records, schedules, safeguarding training, conflict of interest declarations
Wedding, baptism, dedication, and funeral applicants	Names, contact details, dates, forms, counselling notes, required certificates, media release consents
Counselling care recipients	Names, contact details, session bookings, high-level case notes, referrals, consent forms, safeguarding escalations where applicable
Event attendees, conference and outreach participants	Names, contact details, ticketing or RSVP records, dietary needs where supplied, seating or transport lists, media consents
Suppliers and service providers	Entity details, registration and tax numbers, B-BBEE info, bank details, contact persons, contracts, DPAs, performance records
Contractors and venue-hire clients	Church or individual details, contacts, hire agreements, insurance confirmations, compliance forms, incident logs, invoices
Employees and interns	Names, identity numbers, contact details, next of kin, employment contracts, payroll and tax data, leave and attendance, performance, disciplinary records, training completions
Job applicants	Names, contact details, CVs, qualifications, work history, references, right-to-work evidence, interview notes, screening results
Website and digital platform users	Names and contact details submitted via forms, device and browser identifiers, IP addresses, timestamps, cookie preferences, account activity where a portal exists
Social media users	Profile names, public handles, public posts directed at CRC Durban, direct message content related to services, events, or complaints
Office and campus visitors. CCTV subjects	Names, ID or visitor card details, access logs, CCTV images and video, vehicle registration for parking, incident reports
Government and regulatory officials	Names, roles, institutions, contact details, correspondence, inspection or enquiry records

Trustees, directors, signatories	Names, identity numbers, contact details, appointments, CIPC or NPO filings, beneficial ownership particulars where required, conflict registers
----------------------------------	--

12 The Recipients or Categories of Recipients to whom the Personal Information may be Supplied

12.1 Personal information held by the Church may be disseminated to third parties only when lawful and necessary for business, contractual, or regulatory purposes. Categories of personal information and possible recipients include (but are not limited to):

Category of Personal Information	Recipients or Categories of Recipients
Identity numbers, names, contact details	Information Regulator. NPO Directorate if registered. Banks for KYC. External auditors or independent reviewers. Couriers for deliveries. Venue landlords and site security for access. Law enforcement on lawful request.
Congregant records and ministry engagement	Pastoral team and authorised ministry leaders. Home-cell leaders under confidentiality. External counsellors or referral partners with consent. Law enforcement or social services where mandatory reporting applies.
Donor and pledge information. Section 18A details where approved	Banks. Payment gateways and card processors. External auditors. SARS on lawful request. Donor receipting platforms.
Qualifications, vetting outcomes, and role history for staff and volunteers	SAQA where verification is requested. Background screening providers. National Child Protection Register and National Register for Sex Offenders checks where lawful and required. Client auditors only if contractually agreed.
Employment. Payroll. HR files	SARS. Payroll providers. Medical aid and benefit administrators. UIF and Compensation Fund administrators. External auditors.
Tax and finance records	SARS. External accountants. Independent reviewers or auditors. Banks and payment processors.
Safeguarding and incident information. Reports involving minors or vulnerable persons	Designated safeguarding officers. South African Police Service. Department of Social Development or other competent authority per Children's Act or Sexual Offences Act. Insurers and legal counsel for claims management.
Health and safety records for services and events	Occupational health practitioners or first responders. Event safety consultants. Insurers and loss adjusters. Municipal event offices when approvals require proof.
Marriage. Baptism. Dedication. Funeral applications and registers	Department of Home Affairs for marriages and officiant records. Municipal or venue authorities for bookings.
Event and conference registrations	Ticketing or registration platforms. Venue operators. Catering providers for dietary constraints shared by the data subject. Security providers for access lists.
Media, livestream, and communications data	Streaming platforms. Website and app hosting providers. Email and SMS service providers. Social media platforms. Creative agencies where under contract.
Website, app, and portal usage data. Device and log data	Cloud hosting providers. Church management system vendors. CRM and messaging platforms. Managed IT and cybersecurity providers. Incident response partners.
CCTV footage. Access control and visitor logs	Security service providers. Landlord or center security. Law enforcement on lawful request. Insurers and forensic investigators for incidents.

Insurance and claims files	Insurers. Brokers. Appointed legal counsel. Loss adjusters. Medical providers where required for evidence.
Procurement and vendor onboarding packs	Due diligence providers. Screening databases. Supplier vetting portals. Group legal and risk where applicable.
Governance and leadership records. Trustees, directors, signatories	CIPC if NPC. NPO Directorate if NPO. Banks for KYC. Auditors. Verification agencies where tender rules require disclosure.
POPIA governance records. ROPA. operator agreements. breach logs	Information Regulator. Legal counsel. Cyber and liability insurers. Service providers acting as operators under contract.

13 Planned Transborder Flows of Personal Information

- 13.1 The Church may, where necessary and lawful, transfer or store personal information outside the Republic of South Africa. This could include, for example, the use of secure cloud-based service providers or international business partners. Where no transborder transfer is required, personal information will continue to be stored and processed within South Africa.
- 13.2 Any cross-border transfer of personal information will only take place in accordance with section 72 of POPIA, which requires that:
- 13.2.1 The recipient country, Church, or international Church is subject to a law, binding agreement, or corporate rules that provide an adequate level of protection; or
- 13.2.2 The transfer is necessary for the performance of a contract, with the consent of the data subject, or for another lawful reason recognised by POPIA.

14 Availability of the PAIA Manual at the Church

- 14.1 A copy of the manual is available:
- 14.1.1 On the website or at any head office for public inspection during normal business hours;
- 14.1.2 To any person upon request and upon the payment of a reasonable prescribed fee; and
- 14.1.3 To the Information Regulator upon request.
- 14.2 A fee for a copy of the manual, as contemplated in the Regulations, shall be payable per each A4-size photocopy made.

15 Objection to the Processing of Personal Information by a Data Subject

- 15.1 Any person (“data subject”) has the right to object to the processing of their personal information in terms of section 11(3) of POPIA.
- 15.2 An objection must be made on **Form 1 – [Objection to the Processing of Personal Information](#)** or a similar form. This is free of charge and can be sent by hand, post, fax, email, SMS, WhatsApp, or any other convenient method.
- 15.3 When personal information is collected, the Church must inform the data subject of their right to object.
- 15.4 If an objection is made by phone, the Church must record it electronically and provide a copy or written transcript to the data subject on request, at no cost.

16 Request for Correction/Deletion of Personal Information or Destruction/Deletion of Record of Personal Information

- 16.1 A data subject has the right, under section 24 of POPIA, to request the correction, destruction, or deletion of their personal information at any time and free of charge.

- 16.2 Correction or deletion may be requested if the personal information is:
- 16.2.1 Inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or unlawfully obtained; or
 - 16.2.2 No longer lawfully permitted to be kept by the Church.
- 16.3 Requests must be made using **Form 2** – [Request for Correction of Deletion of Personal Information or Deletion of Record of Personal Information](#) or a similar form. This can be submitted free of charge by hand, post, fax, email, SMS, WhatsApp, or any other convenient method.
- 16.4 If a request is made by phone, the Church must record it electronically and provide a copy or written transcript to the data subject on request, at no cost.
- 16.5 The Church must respond within 30 days of receiving the request and notify the data subject in writing of the outcome and any action taken.

17 Applicable Forms

PAIA Forms

- Form 01:** [Request for a Copy of the Guide from an Information Officer \[Regulation 3\]](#)
- Form 02:** [Request for Access to Record \[Regulation 7\]](#)
- Form 03:** [Outcome of Request and of Fees Payable \[Regulation 8\]](#)
- Form 05:** [Complaint Form \[Regulation 10\]](#)
- Form 13:** [PAIA Request for Compliance Assessment Form \[Regulation 14\(1\)\]](#)

POPIA Forms

- Form 1:** [Objection to the Processing of Personal Information](#)
- Form 2:** [Request for Correction of Deletion of Personal Information or Deletion of Record of Personal Information](#)
- Form 3:** [Application for the Issue of a Code of Conduct](#)
- Form 4:** [Application for the Consent of a Data Subject for the Processing of Personal Information for the Purpose of Direct Marketing](#)
- Form 5:** [Complaint Regarding Interference with the Protection of Personal Information for the Purpose of Direct Marketing](#)

18 Updating of the Manual

The head of the Church will update this manual on a regular basis.

Name of IO	Glenn Ashton Schroder
Title of the head of the body	Pastor