KaleidoKidz

THERAPY & LEARNING CENTRE

PAIA MANUAL

for

Elaine Rheeder

trading as KaleidoKidz (“KaleidoKidz”, “we”, “us”, “our”)

Prepared in terms of section 51 of the *Promotion of Access to Information Act* 2 of 2000 (as amended) and incorporating provisions contained in the *Protection of Personal Information Act* 4 of 2013

Date of Compilation: 07/01/2025
Date of Review: 01/10/2026

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1.	**"DIO"**	Deputy Information Officer;
1.2.	**"IO"**	Information Officer;
1.3.	**"KaleidoKidz"**	the trading name of Elaine Rheeder, a sole proprietor;
1.4.	**"Minister"**	Minister of Justice and Correctional Services;
1.5.	**"PAIA"**	*Promotion of Access to Information Act*, 2 of 2000 (as amended) (also referred to as "the Act");
1.6.	**"POPIA"**	*Protection of Personal Information Act*, 4 of 2013;
1.7.	**"Regulator"**	Information Regulator; and
1.8.	**"Republic"**	The Republic of South Africa**.**

2. PURPOSE OF PAIA AND MANUAL

2.1. This PAIA Manual is useful for the public to:

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

2.1.2. 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;

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

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2.1.4. 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;

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

2.1.6. 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;

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

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

2.1.9. 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

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

2.2. The purpose of the Act is to promote the right of access to information, to promote and foster a culture of transparency and accountability within Elaine Rheeder t/a KaleidoKidz by granting the right to information that is required for the exercise or protection of any legitimate right and to actively promote a society in which the citizens of South Africa have effective access to information to enable them to exercise and protect their rights – which includes the rights of minor children.

2.3. In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in relation to public and private bodies.

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2.4. Limitation of Rights: Section 9 of the Act recognises that the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

2.4.1. Limitations aimed at the reasonable protection of privacy;

2.4.2. Commercial confidentiality;

2.4.3. Effective, efficient and good governance; and

2.4.4. In a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

2.5. This PAIA Manual complies with the requirements of the guide mentioned in section 10 of the Act and recognises that since 30 June 2021, the Information Regulator established in terms of the *Protection of Personal Information Act* 4 of 2013 ("POPIA") (and no longer the South African Human Rights Commission) has been responsible for monitoring and enforcing compliance with the Act and its regulations by private and public bodies.

3. UNDERSTANDING PAIA

3.1. The *Promotion of Access to Information Act* 2 of 2000 ("the Act" or "PAIA") gives effect to the constitutional right of access to information that is enshrined in section 32 of the Bill of Rights contained in the *Constitution of the Republic of South Africa*, No. 108 of 1996 ("the Constitution"). Section 32 of the Constitution provides that everyone has the right to access any information held by the state or by another person, where such information is required for the exercise or protection of any legitimate rights and actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect all of their rights.

3.2. The Act accordingly requires that procedures be put in place by public and private bodies to enable persons to obtain access to records swiftly, affordably and effortlessly. In terms of the Act, a private body includes juristic entities such as companies, close corporations and also includes partnerships and sole proprietors

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(a natural person who carries on a trade, business or profession, in that capacity). POPIA, on the other hand, regulates, *inter alia*, how Personal Information is held, received, used and disseminated by a body or person in connection with another party / person is protected and the consent therefor required.

3.3. In terms of section 51 of the Act, all private bodies are required to compile an information manual ("PAIA Manual") that provides information on the types and categories of records held by a public or private body and the process that must be followed when requesting information related to such records and information.

3.4. Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, subject to applicable legislative and/or regulatory requirements, except where the Act expressly provides that access may or must be refused on one of the grounds of refusal set out in the Act.

3.5. This document serves as the PAIA Manual of Elaine Rheeder t/a KaleidoKidz, as required in terms of the Act.

3.6. Elaine Rheeder t/a KaleidoKidz is a sole proprietorship owned and operated by Elaine Rheeder, which provides therapeutic play, learning support, life coaching and study methods workshop services to children and their families, and sells related products. As a sole proprietorship, KaleidoKidz is not a company and the *Companies Act* 71 of 2008 does not apply to it. Elaine Rheeder is the "head" of KaleidoKidz as a private body, as defined in section 1 of PAIA, and is therefore also its Information Officer.

3.7. This, the PAIA Manual of Elaine Rheeder t/a KaleidoKidz, is available on KaleidoKidz's website at www.kaleidokidz.co.za and at KaleidoKidz's head office, located at 341 Equestrian Road, Ruimsig, Roodepoort.

4. KEY CONTACT DETAILS

4.1. Information Officer (head of the private body):

Name:	June Elaine Rheeder
Telephone:	065 582 7830
Email:	elaine@kaleidokidz.co.za

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4.2. Deputy Information Officer:

Name:	Jacques Rheeder
Tel:	011 883 9798
Email:	jacques@kaleidokidz.co.za

4.3. Access to information general contacts:

Email:	admin@kaleidokidz.co.za

4.4. National or Head Office: 341 Equestrian Road, Ruimsig, Roodepoort.

Postal Address:	Same as above
Physical Address:	Same as above
Telephone:	065 582 7830
Email:	admin@kaleidokidz.co.za
Website:	www.kaleidokidz.co.za

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

5.1. 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.

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

5.3. The aforesaid Guide contains the description of-:

5.3.1. the objects of PAIA and POPIA;

5.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of the Information Officer of every public body and

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every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA[1] and section 56[2] of POPI;

5.3.3. the manner and form of a request for access to a record of a public body contemplated in section 11[3] and access to a record of a private body contemplated in section 50[4];

5.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;

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

5.3.6. 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 an internal appeal;

5.3.7. a complaint to the Regulator;

5.3.8. 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;

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[1] Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

[2] *Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

[3] *Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

[4] *Section 50(1) of PAIA- A requester must be given access to any record of a private body if-*
- *a) that record is required for the exercise or protection of any rights;*
- *b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- *c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

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5.3.9. the provisions of sections 14[5] and 51[6] requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

5.3.10. the provisions of sections 15[7] and 52[8] providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

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

5.3.12. the regulations made in terms of section 92[9].

5.4. 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.

5.5. The Guide can also be obtained: -

5.5.1. upon request to the Information Regulator at Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191 (telephone 010 023 5200);

5.5.2. by requesting same on email at enquiries@inforegulator.org.za;

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[5] *Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing the information prescribed in that section.*

[6] *Section 51(1) of PAIA- The head of a private body must make available a manual containing the information prescribed in that section.*

[7] *Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access*

[8] *Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access*

[9] *Section 92(1) of PAIA provides that –"The Minister may, by notice in the Gazette, make regulations regarding- (a) any matter which is required or permitted by this Act to be prescribed;*
(b) any matter relating to the fees contemplated in sections 22 and 54;
(c) any notice required by this Act;
(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
(e) any administrative or procedural matter necessary to give effect to the provisions of this Act."

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5.5.3. from the website of the Regulator at https://inforegulator.org.za;

5.5.4. upon request to the Information Officer of Elaine Rheeder t/a KaleidoKidz;

5.5.5. from the website of Elaine Rheeder t/a KaleidoKidz, but only in Afrikaans, English and isiZulu; and

5.5.6. at the head office of Elaine Rheeder t/a KaleidoKidz, again limited to Afrikaans, English and isiZulu.

6. CATEGORIES OF RECORDS WHICH ARE AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION [SECTION 51(1)(d)]

6.1 Records are kept in accordance with such other legislation as is applicable to Elaine Rheeder t/a KaleidoKidz includes, but is not limited to the following legislation:

6.1.1 *Basic Conditions of Employment Act* 75 of 1997;

6.1.2 *Compensation for Occupational Injuries and Diseases Act* 130 of 1993;

6.1.3 *Constitution of the Republic of South Africa*, 1996;

6.1.4 *Debt Collectors Act* 114 of 1998;

6.1.5 *Electronic Communications and Transactions Act* 25 of 2002;

6.1.6 *Employment Equity Act* 55 of 1998;

6.1.7 *Income Tax Act* 58 of 1962;

6.1.8 *Labour Relations Act* 66 of 1995;

6.1.9 *National Credit Act* 34 of 2005;

6.1.10 *Occupational Health and Safety Act* 85 of 1993;

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6.1.11 *Pension Funds Act* 24 of 1956;

6.1.12 *Prescription Act* 68 of 1969;

6.1.13 *Promotion of Access to Information Act* 2 of 2000;

6.1.14 *Protection of Personal Information Act* 4 of 2013;

6.1.15 *Skills Development Act* 97 of 1998;

6.1.16 *Skills Development Levies Act* 9 of 1999;

6.1.17 *The Criminal Procedure Act* 51 of 1977;

6.1.18 *Trade Marks Act* 194 of 1993;

6.1.19 *Unemployment Insurance Contributions Act* 4 of 2002;

6.1.20 *Unemployment Insurance Act* 63 of 2001;

6.1.21 *Value-Added Tax Act* 89 of 1991;

6.1.22 *Children's Act* 38 of 2005;

6.1.23 *Consumer Protection Act* 68 of 2008;

6.1.24 *Copyright Act* 98 of 1978;

6.1.25 *Criminal Law (Sexual Offences and Related Matters) Amendment Act* 32 of 2007; and

6.1.26 *Tax Administration Act* 28 of 2011.

6.2 Although we have used our best endeavours to supply a list of applicable legislation, it is possible that this list may be incomplete. Whenever it comes to our attention that existing or new legislation allows a Requester access on a basis other than as set

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out in PAIA, we shall update the list accordingly. If a Requester believes that a right of access to a record exists in terms of other legislation listed above or any other legislation, the Requester is required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity of considering the request in light thereof.

6.3 **Records available without a request (section 51(1)(c) and section 52 of PAIA):** KaleidoKidz has not published a notice in terms of section 52(2) of PAIA. The following records are, however, available without a person having to request access in terms of PAIA: this PAIA Manual; our Privacy Policy, Refund & Cancellation Policy and Website Disclaimer; and information about our services and products published on our website and social media platforms. These records may be viewed on our website or obtained from the Information Officer.

7. CATEGORIES OF RECORDS WHICH ARE HELD BY ELAINE RHEEDER T/A KALEIDOKIDZ [SECTION 51(1)(e)]

7.1 The records referred to below indicate the categories of information that KaleidoKidz holds within its possession. The information is classified, confidential and grouped according to records relating to the following subjects and categories:

7.1.1 Human resources records: -

7.1.1.1 Personal records provided by employees, contractors and staff members of Elaine Rheeder t/a KaleidoKidz;

7.1.1.2 Salary records;

7.1.1.3 Conditions of employment and other personnel-related contractual and quasilegal records;

7.1.1.4 Internal evaluation records;

7.1.1.5 UIF records;

7.1.1.6 PAYE records;

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7.1.1.7 Leave records;

7.1.1.8 Records of checks against the National Child Protection Register and the National Register for Sex Offenders;

7.1.1.9 Training records; and

7.1.1.10 Human Resources policies and procedures.

7.1.2 Client-related records: -

7.1.2.1 Records provided by clients, parents and / or guardians;

7.1.2.2 Client intake and consent forms, and records relating to parental responsibilities and rights (including court orders and parenting plans);

7.1.2.3 Records generated internally by or within Elaine Rheeder t/a KaleidoKidz's practice relating to clients, including assessment and progress reports, session notes, transactional records, and health and developmental records of clients; and

7.1.2.4 Contractual records.

7.1.3 Financial records: -

7.1.3.1 Annual reports;

7.1.3.2 Management reports;

7.1.3.3 VAT returns;

7.1.3.4 Income tax returns and assessments;

7.1.3.5 Invoices;

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7.1.3.6 Receipts;

7.1.3.7 Asset records; and

7.1.3.8 Insurance policies and claim.

7.1.4 Legal:

7.1.4.1 Agreements with Clients;

7.1.4.2 Agreement with Suppliers;

7.1.4.3 Powers of attorney;

7.1.4.4 Resolutions; and

7.1.4.5 Lease agreements.

7.1.5 Business registration and operational records: -

7.1.5.1 Tradename registrations;

7.1.5.2 Trademark registrations;

7.1.5.3 Business and tax registration documents;

7.1.5.4 Point-of-Sale Systems;

7.1.5.5 Databases;

7.1.5.6 Information Technology;

7.1.5.7 Marketing records;

7.1.5.8 Internal correspondence;

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7.1.5.9 Operational records;

7.1.5.10 Product-related records;

7.1.5.11 Internal policies and procedures;

7.1.5.12 Compliance records;

7.1.5.13 Minutes of meetings; and

7.1.5.14 Contractual records and information relating to suppliers, service providers, professional advisors (such as attorneys and auditors) and financiers.

7.1.6 Miscellaneous:

7.1.6.1 Internal Correspondence;

7.1.6.2 Information technology records;

7.1.6.3 Trade secrets;

7.1.6.4 Domain name registrations;

7.1.6.5 Website information; and

7.1.6.6 Asset registers.

7.1.7 Products and services: -

7.1.7.1 Product specifications; and

7.1.7.2 Product documentation (including application forms).

7.1.8 Information relating to minor children (under the age of 18 years): -

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7.1.8.1 All information relating to minor children of whatsoever nature, held received, and compiled in whatsoever form, by Elaine Rheeder t/a KaleidoKidz, including but not limited to personal records, health and developmental records, assessment and progress reports, session notes and generally any information relating thereto; and

7.1.8.2 All information relating to the pre-screening assessments, and progress and outcome reports relating to minor children.

7.2 The accessibility of the records may be subject to the grounds of refusal set out in the Act. Amongst other, records deemed confidential on the part of a third party, will necessitate permission from the third party concerned, in addition to normal and legislative requirements, before Elaine Rheeder t/a KaleidoKidz will consider access. Records about a person's physical or mental health or well-being that were provided by a health practitioner may be subject to the procedure in section 61 of PAIA, and requests for records about a child will be considered with due regard to the best interests of the child.

8. PROCESSING OF PERSONAL INFORMATION IN TERMS OF POPIA

8.1 Elaine Rheeder t/a KaleidoKidz holds, processes, utilises and disseminates personal information for the following specific, and lawful reasons:

8.1.1 to provide therapeutic play, learning support, life coaching and study methods workshop services, and related products, to clients, including assessments, session planning and progress reporting;

8.1.2 to initiate recruitment of and the management of employees and staff members;

8.1.3 to comply with relevant legislation governing employees;

8.1.4 to monitor account payments of clients;

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8.1.5 to communicate with parents, guardians, schools and other professionals involved in a child's care or education, with the necessary consent;

8.1.6 to comply with legal obligations relating to the protection of children, including the vetting of staff who work with children and the reporting of suspected abuse or neglect;

8.1.7 to engage with service providers;

8.1.8 for marketing and event purposes (subject to section 69 of POPIA);

8.1.9 to comply with all relevant legislation; and

8.1.10 to operate Elaine Rheeder t/a KaleidoKidz's business and centre.

8.2 Data subjects may object to the processing of their personal information, or request its correction or deletion, free of charge, preferably on a form substantially similar to Form 1 or Form 2 of the Regulations relating to the Protection of Personal Information, 2018 (as amended on 17 April 2025). Requests for access to personal information under section 23 of POPIA follow the procedure in this PAIA Manual. Further details are set out in our Privacy Policy.

9. CATEGORIES OF DATA SUBJECTS UNDER POPIA

9.1 The following categories of data subjects' personal information are held, received, compiled and/or used and/or processed and/or disseminated (as the case may be) by Elaine Rheeder t/a KaleidoKidz:

9.1.1 Employees, contractors and job applicants: identity and contact details, qualifications, employment contracts, remuneration, tax, UIF and banking details, leave and performance records, and the results of criminal record and child-protection register checks;

9.1.2 Children who are clients: name, date of birth, identity number, school and grade, home language, family and developmental background, information about their health, development, learning and emotional well-being,

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assessment and progress reports, session notes and, with consent, photographs and video recordings;

9.1.3 Parents, guardians and adult clients: names, identity numbers, contact and address details, information about parental responsibilities and rights, account and payment information, and correspondence;

9.1.4 Schools, teachers and referring professionals: names, contact details and reports or correspondence relating to a child (with consent);

9.1.5 Online shop customers and website visitors: names, contact and delivery details, order and payment records, and technical information such as IP addresses and cookies;

9.1.6 Service providers: names, contact details, registration, tax and banking details, contracts and invoices; and

9.1.7 General public: names, contact details and the content of enquiries and correspondence.

10. RECIPIENTS OF PERSONAL INFORMATION

10.1 Statutory authorities;

10.2 Law enforcement;

10.3 Designated child protection organisations, the provincial department of social development and the South African Police Service, where required by the Children's Act 38 of 2005 or the Criminal Law (Sexual Offences and Related Matters) Amendment Act 32 of 2007;

10.4 Tax authorities;

10.5 Financial institutions;

10.6 Schools, teachers, medical practitioners and other professionals involved in a child's care or education (with the consent of the parent or guardian);

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10.7 Operators and service providers, including IT, cloud storage, email, messaging, website, online shop and payment service providers;

10.8 Professional advisers (such as accountants, auditors and attorneys), debt collectors and insurers;

10.9 Employee pension and provident funds; and

10.10 Industry bodies.

11. TRANS-BORDER FLOWS OF PERSONAL INFORMATION

11.1 Elaine Rheeder t/a KaleidoKidz does not plan to transfer personal information to third parties outside the Republic, other than where personal information is stored on, or transmitted through, cloud-based services (such as email, document storage, practice-management, back-up, website, online shop and messaging services such as WhatsApp) whose servers may be located outside the Republic; and

11.2 Elaine Rheeder t/a KaleidoKidz may proceed to transfer such data in order to store Data with third party cloud/ internet / data storage providers, but only in accordance with section 72 of POPIA, which requires, amongst other things, that the recipient be subject to a law, binding corporate rules or a binding agreement that provides an adequate level of protection substantially similar to POPIA, or that the data subject consents to the transfer.

12. SECURITY MEASURES TO PROTECT PERSONAL INFORMATION

12.1 Elaine Rheeder t/a KaleidoKidz has implemented a number of security measures to protect personal information processed by it as the Responsible Party in terms of the POPIA, which include but are not limited to the following: -

12.1.1 Physical security measures, such as locked filing cabinets for client files and restricted access to the premises;

12.1.2 Cyber security measures, such as strong passwords and, where available, multi-factor authentication, access controls, firewalls, anti-virus software, encryption and regular back-ups;

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12.1.3 Confidentiality undertakings from staff and contractors, and written agreements requiring Operators to protect personal information (sections 20 and 21 of POPIA);

12.1.4 Procedures for identifying security compromises and reporting them to the Information Regulator (through its online eServices portal) and to affected data subjects, as required by section 22 of POPIA; and

12.1.5 Elaine Rheeder t/a KaleidoKidz has access to specialists in cyber information security and has policies regarding information security in place.

13. REQUEST FOR ACCESS TO INFORMATION [SECTION 51(1)(e)]

13.1 The requester must complete annexure "**2**", being Form 2 prescribed by the Regulations relating to the Promotion of Access to Information, 2021, and submit this form together with the request fee (if payable), to the Information Officer of Elaine Rheeder t/a KaleidoKidz.

13.2 The form must be submitted to the Information Officer of Elaine Rheeder t/a KaleidoKidz at KaleidoKidz's Head Office address, or electronic mail address as stated earlier in this PAIA Manual.

13.3 Form of request:

13.3.1 The requester (the person seeking information) must use the prescribed form, attached as Annexure 2 to this PAIA Manual, when requesting access to a record. The request must be directed to the Information Officer. This request must be made to the address, fax number or electronic mail address of Elaine Rheeder t/a KaleidoKidz, see [section 53(1)] – PAIA;

13.3.2 The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record / information required and the identity / details of the requester;

13.3.3 The requester should indicate in which format the access to the information requested is required;

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13.3.4 The requester should indicate if any other manner and/or format is to be used to inform the requester regarding the information required and state the necessary particulars how to be informed [sections 53(2)(a) and (b) and (c)] – PAIA;

13.3.5 The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right [section 53(2)(d)] – PAIA;

13.3.6 If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request on behalf of such other person and to the satisfaction of the designated head of the private body [section 53(2)(f)] – PAIA;

13.3.7 A requester who seeks access to a record containing personal information about that requester's own personal information, is not required to pay the request fee;

13.3.8 Every other requester, who is not a personal requester, must pay the fee;

13.3.9 The information officer of Elaine Rheeder t/a KaleidoKidz must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request [section 54(1)] – PAIA;

13.3.10 The requester may lodge a complaint with the Regulator or an application with a court against the tender or payment of the request fee [section 54(3)(b)] – PAIA;

13.3.11 After the Information Officer of KaleidoKidz has decided on the request, the requester must be notified on Form 3 prescribed by the Regulations relating to the Promotion of Access to Information, 2021 (Annexure 3);

13.3.12 On granting of the request to information, a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded

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the prescribed hours to search and prepare the record for disclosure [s 54(6)] – PAIA.

13.4 **Timeframes:** The Information Officer will decide on a request as soon as reasonably possible, and in any event within 30 (thirty) days after receiving it (section 56 of PAIA). This period may be extended once, by not more than 30 (thirty) days, in the circumstances set out in section 57 of PAIA, in which case the requester will be notified. If no decision is given within the applicable period, the request is regarded as refused (section 58 of PAIA).

13.5 **Grounds for refusal:** Access may or must be refused on the grounds set out in Chapter 4 of Part 3 of PAIA, which include the protection of the privacy of third parties who are natural persons (section 63), commercial and confidential information of third parties (sections 64 and 65), the safety of individuals and the protection of property (section 66), records privileged from production in legal proceedings (section 67) and the commercial information of KaleidoKidz (section 68). Access will, however, be granted where section 70 of PAIA (mandatory disclosure in the public interest) applies.

13.6 **Remedies:** There is no internal appeal against a decision of a private body. A requester or third party who is dissatisfied with a decision of the Information Officer may, within 180 (one hundred and eighty) days of being notified of the decision, lodge a complaint with the Information Regulator in terms of sections 77A and 77B of PAIA (contact details are set out in section 5 above) and/or, subject to PAIA, apply to court for appropriate relief in terms of section 78 of PAIA.

14. AVAILABILITY OF PAIA MANUAL & GUIDE

14.1 This PAIA manual is available for inspection at the offices of Elaine Rheeder t/a KaleidoKidz;

14.2 This PAIA manual is also available on KaleidoKidz's website, free of charge;

14.3 A copy of this PAIA Manual will be provided to any person on request, on payment of a reasonable amount for a printed copy, and to the Information Regulator on request, and the manual will be updated regularly (section 51(2) and (3) of PAIA);

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14.4 The PAIA Guide is available for inspection at the offices of Elaine Rheeder t/a KaleidoKidz in Afrikaans, English and isiZulu; and

14.5 The PAIA Guide is also available on Elaine Rheeder t/a KaleidoKidz's website in Afrikaans, English and isiZulu.

15. FEES [SECTION 54]

15.1 The requester is the person making the request for access to information of a record. The Act mentions two types of requesters:

15.1.1 Personal requester: A person who requests access to his/her own personal information; and

15.1.2 Other requester: A person requesting access to information of third parties.

15.2 The following fees are payable when making a request for information:

15.2.1 Request fee: Standard fee payable by other requesters, but not payable by personal requesters, payable at the time that the request is made; and

15.2.2 Access fee: Payable in all instances where a request for access is granted unless payment of the access fee is specifically excluded in terms of the Act or any regulations published pursuant to the Act. This fee is calculated by considering reproduction costs, search and preparation time and cost, as well as postal costs, as the case may be.

15.3 The Information Officer may require that requesters pay a deposit in respect of the access fee at the time of making the request. If the request is subsequently declined, the deposit will be refunded.

15.4 If a request fee and/or a deposit is payable, the Information Officer will not process the request until payment thereof has been made.

15.5 If a request for information is granted, the Information Officer will advise the requester of the amount of the access fee payable before the record will be released.

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15.6 Bank account details for purposes of making payments can be obtained from the Information Officer and may be made by way of a direct deposit or electronic funds transfer into the designated bank account (South African banks no longer accept cheques).

15.7 Annexure 1 hereto sets out the amounts payable in respect of the prescribed fees.

THUS APPROVED AND SIGNED ON THIS THE 01st DAY OF OCTOBER 2026 BY THE INFORMATION OFFICER AND OWNER



JUNE ELAINE RHEEDER
trading as KaleidoKidz

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ANNEXURE 1: SCHEDULE OF FEES

The applicable fees are as follows:

Item	Description	Amount
1.	Request fee, payable by every requester other than a personal requester	R140.00
2.	Photocopy or printed black & white copy for every A4 page	R2.00 per page
3.	Printed copy of A4-size page	R2.00 per page
4.	For a copy in a computer-readable form on a flash drive (provided by the requester) For a copy on a compact disc: R40.00 if provided by the requester, or R60.00 if provided by KaleidoKidz	R40.00
5.	For a transcription of visual images, for an A4-size page or part of the page	This service will be outsourced and will depend on the quotation from the service provider.
6.	For a copy of visual images	This service will be outsourced and will depend on the quotation from the service provider.
7.	For a transcription of an audio record, per A4-size	R24.00
8.	For a copy of an audio record on a flash drive (provided by the requester) For a copy on a compact disc: R40.00 if provided by the requester, or R60.00 if provided by KaleidoKidz	R40.00
9.	For each hour or part of an hour (excluding the first hour) reasonably required to search for, and prepare the record for disclosure The search and preparation fee cannot exceed	R145.00 per hour or part of an hour R435.00 in total
10.	Deposit: if the search exceeds 6 hours	One-third of the amount per request. It is calculated in terms of items 2 to 8 above.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

THUS APPROVED AND SIGNED ON THIS THE 01st DAY OF OCTOBER 2026 BY THE INFORMATION OFFICER AND OWNER



JUNE ELAINE RHEEDER
trading as KaleidoKidz

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FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

TO: The Information Officer

_____
_____
_____
_____

(Address)

E-mail address: _____

Fax number: _____

*Mark with an **"X"***

☐ Request is made in my own name ☐ Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made *(when made on behalf of another person)*				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile:	
	Cellular:			
Full names of person on whose behalf request is made *(if applicable):*				
Identity Number				
Postal Address				

Street Address				
E-mail Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

PARTICULARS OF RECORD REQUESTED

Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (*If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)*

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD
*(Mark the applicable box with an "**X**")*

Record is in written or printed form	
Record comprises virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS *(Mark the applicable box with an "**X**")*	
Printed copy of record *(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)*	
Written or printed transcription of virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Transcription of soundtrack *(written or printed document)*	
Copy of record on flash drive *(including virtual images and soundtracks)*	
Copy of record on compact disc drive*(including virtual images and soundtracks)*	
Copy of record saved on cloud storage server	

MANNER OF ACCESS *(Mark the applicable box with an "**X**")*	
Personal inspection of record at registered address of public/private body *(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)*	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
E-mail of information *(including soundtracks if possible)*	
Cloud share/file transfer	
Preferred language *(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)*	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED *If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.*	
Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a) A request fee must be paid before the request will be considered. *b) You will be notified of the amount of the access fee to be paid.* *c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.* *d) If you qualify for exemption of the payment of any fee, please state the reason for exemption*	
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	**Facsimile**	**Electronic communication** ***(Please specify)***

Signed at _____ this _____ day of _____ 20 _____

_____

Signature of Requester / person on whose behalf request is made

---

FOR OFFICIAL USE

Reference number:	
Request received by: *(State Rank, Name And Surname of Information Officer)*	
Date received:	
Access fees:	
Deposit (if any):	

_____

Signature of Information Officer

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
[Regulation 8]

Note:

1. *If your request is granted the—*
   (a) *amount of the deposit, (if any), is payable before your request is processed; and*
   (b) *requested record/portion of the record will only be released once proof of full payment is received.*
2. *Please use the reference number hereunder in all future correspondence.*

Reference number: _____

TO: _____
_____
_____
_____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body *(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)* is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	

OR

2. You requested:

Printed copies of the information *(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)*	
Written or printed transcription of virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Transcription of soundtrack *(written or printed document)*	
Copy of information on flash drive *(including virtual images and soundtracks)*	
Copy of information on compact disc drive*(including virtual images and soundtracks)*	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
E-mail of information *(including soundtracks if possible)*	
Cloud share/file transfer	
Preferred language: *(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)*	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on: (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	 R40.00 R40.00 R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	 R40.00 R40.00 R60. 00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

☐ Yes ☐ No

Hours of search		Amount of deposit *(calculated on one third of total amount per request)*	

The amount must be paid into the following Bank account:
Name of Bank: _____
Name of account holder: _____
Type of account: _____
Account number: _____
Branch Code: _____
Reference Nr: _____
Submit proof of payment to: _____

Signed at _____this _____day of _____20 _____

_____
Information officer