



# CBN Southern Africa PAIA Manual

*Prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2000 (PAIA)*

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## 1. Introduction

CBN Southern Africa's mission is to provide opportunities, support, resources, training and sustainability for the multiplication of the CBN ministry into our region. We make this mission happen through strategic partnership and by living out our core values in everything that we do: maximising opportunity, open communication, abundance mindset, humility and service, teachability, ownership, integrity, honour, prayer and fun. Success and significance in the mission is only possible with guidance and provision from, and obedience to, God our Father. We do this through 5 core pillars: Orphans Promise, Superbook, Operation Blessing, Ministry support & Broadcast and Media

Christian Broadcasting Network Southern Africa (**CBN Southern Africa**) is committed to transparency and compliance with the Promotion of Access to Information Act (PAIA). This manual provides guidance on how to request access to CBN Southern Africa's records and outlines the categories of information available.

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## 2. Contact Details of the Information Officer

**Director/Information Officer:** Meagan Taylor

**Physical Address:** Unit 1, 22 Bell Crescent, Westlake Business Park, Westlake, Cape Town, South Africa, 7945

**Postal Address:** PO Box 37779, Vallyland, 7978

**Landline:** +27 (0) 21 701 1776

**Email:** [info@cbnsa.org](mailto:info@cbnsa.org)

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### 3. The PAIA Act and Section 10 Guide

The PAIA Act gives individuals and entities the right to access information from private and public bodies if required for the exercise or protection of any rights.

A requester must comply with the prescribed procedures and pay the required fees.

A guide on how to exercise these rights is available from the South African Human Rights Commission (SAHRC) at:

Website: [www.sahrc.org.za](http://www.sahrc.org.za)

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### 4. Applicable Legislation

CBN Southern Africa complies with various laws, including but not limited to:

- The Promotion of Access to Information Act (PAIA)
- The Protection of Personal Information Act (POPIA)
- The Companies Act 71 of 2008
- The Basic Conditions of Employment Act 75 of 1997
- The Labour Relations Act 66 of 1995

No	Ref	Act
1	No 61 of 1973	Companies Act
2	No 98 of 1978	Copyright Act
3	No 55 of 1998	Employment Equity Act
4	No 58 of 1962	Income Tax Act
5	No 66 of 1995	Labour Relations Act
6	No 89 of 1991	Value Added Tax Act
7	No 75 of 1997	Basic Conditions of Employment Act
8	No 4 of 2000	Promotion of Equality and Prevention of Unfair Discrimination Act
9	No 13 of 2000	ICASA Act
10	No 4 of 1999	Broadcast Act
11	No 25 of 2002	Electronic Communications and Transactions Act
12	No 2 of 2000	Promotion of Access of Information Act
13	No 30 of 1996	Unemployment Insurance Act
14	No 53 of 2003	Broad Based Black Economic Empowerment Act
15	No 130 of 1993	Compensation for Occupational Injuries and Health Diseases Act
16	No 68 of 2008	Consumer Protection Act
17	No 34 of 2005	National Credit Act
18	No 4 of 2013	Protection of Personal Information Act
19	No 97 of 1998	Skills Development Act

## 5. Schedule of Records

CBN Southern Africa maintains the following categories of records but not limited to:

### 5.1 Publicly Available Records (No PAIA Request Needed)

- Annual Reports
- Press Releases
- Marketing and Promotional Material
- Company Policies (excluding confidential policies)

### 5.2 Records Available Upon Request (Subject to PAIA Process)

- Employment-related records (contracts, payroll, benefits)
- Donor and beneficiary records
- Project reports and grant applications
- Meeting minutes (where public interest applies)
- Financial records, including invoices and audit reports

### 5.3 Restricted Records (Access May Be Refused Under PAIA)

- Personal Information of Employees and Donors (subject to POPIA restrictions)
  - Confidential Agreements with Third Parties
  - Legal Dispute Records and Attorney-Client Privileged Information
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## 6. How to Request Access to Information

1. **Complete Form C** Available from SAHRC or upon request from CBN Southern Africa.
  2. **Submit the request** to the info@cbnsa.org via email, post or hand delivery.
  3. **Pay the prescribed request fee** (if applicable). A fee schedule is available upon request.
  4. **Await processing:** Requests are processed within 30 days unless an extension is required.
  5. **Receive a decision:** CBN Southern Africa will approve or decline the request in writing, with reasons provided for any refusal.
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## 7. Grounds for Refusing Access

CBN Southern Africa may refuse access to records based on:

- **Protection of Personal Information** (POPIA compliance)
  - **Confidentiality Agreements with Third Parties**
  - **Legal and Security Concerns**
  - **Trade Secrets and Intellectual Property**
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## 8. Relationship Between PAIA and POPIA

- **PAIA grants access to information** where legally required.
  - **POPIA protects personal data** from unauthorized disclosure.
  - CBN Southern Africa ensures compliance with both laws by balancing **transparency with data protection**.
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## 10. Availability and Updates to This Manual

This PAIA Manual is:

- Available at CBN Southern Africa's office and website
  - Reviewed and updated annually
  - Last updated: 29/05/2025
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## 11. Contact for More Information

For further inquiries, contact us at:

Email: [info@cbnsa.org](mailto:info@cbnsa.org)

Website: [cbnafrica.org](http://cbnafrica.org)

Phone: +27 (0) 21 701 1776

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