

DISPUTESOLVE

PAIA MANUAL

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

DATE OF COMPILATION: 25/06/2026

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1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1 “Minister” means the Minister of Justice and Correctional Services;
- 1.2 “PAIA” means the Promotion of Access to Information Act 2 of 2000 (as amended);
- 1.3 “Person” means a natural or juristic person, as the case may be;
- 1.4 “POPIA” means the Protection of Personal Information Act 4 of 2013;
- 1.5 “Regulator” means the Information Regulator;

1.6 “DisputeSolve” means the DisputeSolve website and dispute-resolution platform operated under the DisputeSolve brand.

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to—

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

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

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

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

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

2.6 know if DisputeSolve will process personal information and the purpose of processing of personal information;

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

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

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

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

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF DISPUTESOLVE

3.1 Information Officer

Name: Ferdie Lochner

Tel: 084 444 3643

Email: popi@disputesolve.com

3.2 Access to information general contacts

Email: popi@disputesolve.com

General enquiries: info@disputesolve.com

3.3 National or Head Office

Postal Address: 9 Kameeldoring Street, Kuils River, Western Cape, 7580

Physical Address: Willowbridge Shopping Centre, 39 Carl Cronje Drive, Bellville, Western Cape, 7530

Telephone: +2784 444 3643

Email: info@disputesolve.com

Website: <https://www.disputesolve.com>

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

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

4.2 The aforesaid Guide contains the description of—

4.2.1 the objects of PAIA and POPIA;

4.2.2 the postal and street address, phone and fax number and, if available, electronic mail address of—

4.2.2.1 the Information Officer of every public body; and

4.2.2.2 every Deputy Information Officer of every public and private body designated in terms of PAIA and POPIA;

4.2.3 the manner and form of a request for—

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

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

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

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

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

4.2.6.1 an internal appeal;

4.2.6.2 a complaint to the Regulator; and

4.2.6.3 an application with a court against a decision by the Information Officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

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

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

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

4.2.10 the regulations made in terms of section 92.

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

4.4 The Guide can also be obtained—

4.4.1 upon request to the Information Officer;

4.4.2 from the website of the Information Regulator.

4.5 A copy of the Guide is also available for public inspection during normal office hours.

5. CATEGORIES OF RECORDS OF DISPUTESOLVE WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the record	Available on website	Available upon request
Company information	Company overview, platform overview, contact information and public-facing legal notices	X	
Services and platform functions	Public website pages describing dispute-resolution mechanisms, platform features and dispute tools	X	
Registration and contact pages	Website registration forms, contact forms and general enquiry channels	X	
Privacy and website terms	Privacy policy and other legal notices made publicly available on the website	X	
Corporate policies and internal records	Internal governance, compliance, operational and platform records		X

6. DESCRIPTION OF THE RECORDS OF DISPUTESOLVE WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of records	Applicable legislation
Memorandum of Incorporation and company records	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Personal information records	Protection of Personal Information Act 4 of 2013
Employee records	Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995; Employment Equity Act 55 of 1998
Tax and accounting records	Income Tax Act 58 of 1962; Value-Added Tax Act 89 of 1991; Tax Administration Act 28 of 2011
Consumer-facing records, service disclosures and marketing material	Consumer Protection Act 68 of 2008
Electronic communications, transactions and website records	Electronic Communications and Transactions Act 25 of 2002

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

Subjects on which the body holds records	Categories of records
Corporate governance and legal	Incorporation documents, statutory registers, resolutions, governance records, legal opinions, litigation and dispute records, compliance records, insurance records
Finance and administration	Accounting records, invoices, payment records, tax records, budgets, financial statements, banking records, procurement records
Human resources	HR policies and procedures, recruitment records, employee records, payroll records, leave records, training records, contractor records
Customers, users and platform participants	Account registration records, identity and contact records, dispute intake forms, uploaded documents, correspondence, case-management records, billing information, support records
Dispute-resolution services	Records relating to mediation, facilitation, adjudication, arbitration, expert referral, appointment processes, scheduling, platform activity and outcome documentation
Suppliers and service providers	Supplier agreements, operator agreements, onboarding records, due diligence records, billing and payment records, service records
Information technology	User access records, asset registers, audit trails, system logs, security incident records, backup and continuity records, cookie and analytics records
Website and marketing	Website content records, public communications, newsletters, subscriptions, enquiry records, marketing preferences, campaign records

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

8.1.1 DisputeSolve processes personal information for the following reasons:

8.1.1.1 to provide access to its website and dispute-resolution platform;

8.1.1.2 to enable users to register, create accounts, submit disputes, upload documents, communicate with other users and make use of dispute-resolution tools;

8.1.1.3 to facilitate dispute intake, referral, appointment, administration and resolution services across a continuum of alternative dispute-resolution mechanisms;

8.1.1.4 to manage relationships with clients, platform users, experts, mediators, arbitrators, service providers and other participants;

8.1.1.5 to operate and secure its own business, website, platform, IT and financial systems;

8.1.1.6 to comply with legal, regulatory, tax, employment, contractual and risk-management obligations;

8.1.1.7 to respond to access requests, complaints and legal process; and

8.1.1.8 to conduct lawful marketing, user communication and service updates related to its platform and services.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Employees, directors and applicants	Names, surnames, identity or passport numbers, contact details, addresses, CVs, qualifications, employment history, payroll data, tax numbers, banking details, performance records, disciplinary records and health information where lawfully required
Client representatives and account holders	Names, work contact details, positions, correspondence, contracts, billing information, account credentials and support records
Users and dispute participants	Names, contact details, identity details, organisation details, dispute facts, uploaded documents, correspondence, scheduling information, billing records and platform activity records
Experts, mediators, arbitrators and other neutrals	Names, professional details, qualifications, accreditations, availability records, appointment records, banking details, contracts and correspondence
Supplier and partner representatives	Names, company affiliation, positions, contact details, compliance records, bank details, contracts, invoices and correspondence
Website visitors, subscribers and marketing leads	Names, email addresses, phone numbers, organisation details, enquiry content, cookies, analytics information and IP-related usage data

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

Category of personal information	Recipient or category of recipient	Purpose / lawful basis
Identity details and employment-related information	South African Police Service, vetting providers, qualification verification providers and professional bodies where applicable	Vetting, verification, compliance and recruitment-related purposes where permitted by law
Identity number, names, account numbers, payroll and tax information	South African Revenue Service, payroll providers, banks and auditors	Tax administration, statutory reporting, payroll processing and financial administration
User, participant and dispute-related information	Mediators, arbitrators, adjudicators, experts, counterparties, legal representatives and platform service providers	Delivery of dispute-resolution services and administration of matters
Contact, account and usage information	Hosting providers, cloud providers, email service providers, IT support providers and other operators	Platform hosting, communications, security, support and business continuity
Personal information required by law or process	Regulators, courts, tribunals, law-enforcement bodies or other lawful authorities	Compliance with legal obligations and lawful requests

8.4 Transborder flows of personal information

8.4.1 DisputeSolve may transfer personal information outside South Africa where this is necessary for cloud hosting, email, document management, system support, backup, analytics, platform functionality, security services or the use of international service providers.

8.4.2 DisputeSolve will take reasonably practicable steps to ensure that such cross-border processing takes place in compliance with POPIA, including through appropriate contractual measures with its operators and service providers.

8.4.3 Where personal information is processed by operators outside South Africa, DisputeSolve will seek to ensure that those operators establish and maintain appropriate security safeguards and notify DisputeSolve without undue delay if personal information is accessed or acquired by an unauthorised person.

8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

DisputeSolve takes reasonable technical and organisational measures to secure personal information and other records in its possession or under its control. These measures may include controlled access to records, password management, multifactor authentication, secure hosting, encryption where appropriate, audit logs, backup procedures, device security controls, confidentiality obligations and operator agreements requiring security safeguards.

DisputeSolve has also prepared a privacy policy and related internal compliance measures dealing with the processing of personal information and data security obligations.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available—

9.1.1 on the DisputeSolve website, where published;

9.1.2 to any person upon request and upon the payment of a reasonable prescribed fee, where applicable;
and

9.1.3 to the Information Regulator upon request.

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

10. UPDATING OF THE MANUAL

The head of DisputeSolve will on a regular basis update this Manual.

Issued by

Name and surname: Ferdie Lochner

Position: Information Officer

Date: 25 June 2026