



To empower every child in South Africa to have an outstanding childhood

5 Nqutu Road, Hillcrest, 3610 +27 (0)87 821 8282 info@projecthope.org.za NPC Number: 2021/888439/08 PBO Number: 930075228

PAIA MANUAL

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

1. Introduction

This manual is prepared in accordance with the Promotion of Access to Information Act (PAIA) to facilitate access to information held by **ProjectHope South Africa NPC**.

Project Hope is a registered Non-Profit Company (NPC) in South Africa working to strengthen the wellbeing, development, and future opportunities of children and families in under-resourced communities through early childhood development, psychosocial support, and community-based programmes.

2. Details of the Organisation

Organisation Name: ProjectHope South Africa NPC

Trading Name: Project Hope

NPC Registration Number: 2021/888439/08

PBO Number: 930075228

Address: 5 Nqutu Road, Hillcrest, 3610, South Africa

Telephone: +27 (0)87 821 8282

Email: director@projecthope.org.za

Website: www.projecthope.org.za

3. Information Officer

The Information Officer is responsible for ensuring compliance with PAIA and POPIA.

Information Officer: Sara Brown

Email: director@projecthope.org.za

4. Guide on How to Use PAIA

A guide on how to use PAIA is available from the Information Regulator South Africa.

5. Records Held by the Organisation



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ProjectHope South Africa NPC may hold the following records:

- Organisational registration and governance documents
- Financial and accounting records
- Donor and funding records
- Employee and volunteer records
- Supplier and service provider records
- Beneficiary and programme participant information
- Communication and website records
- Programme reports, monitoring, and evaluation data

6. Processing of Personal Information (POPIA)

Project Hope processes personal information in accordance with the Protection of Personal Information Act (POPIA).

Personal information may include:

- Names and contact details
- Programme and beneficiary information
- Transaction or funding-related data
- Communication records

This information is used only for operational purposes, communication, reporting, and service delivery, and is protected against unauthorised access.

7. Request Procedure

To request access to information, a requester must:

1. Complete the prescribed PAIA request form
2. Submit the request to the Information Officer via email
3. Provide sufficient detail to identify the requested record

Requests will be processed within the timeframes set out in PAIA.

8. Grounds for Refusal of Access

Access to records may be refused where:



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- It involves unreasonable disclosure of personal information
- It may compromise the safety of individuals
- It contains confidential or commercially sensitive information
- It is protected under applicable law

9. Availability of the Manual

This manual is available:

- On request via email
- On the Project Hope website

10. Updating of this Manual

This manual will be updated periodically as required to reflect changes in legislation or organisational practices.

Last Updated: April 2026