

PAIA MANUAL

LA Office Assistant (Pty) Ltd Including **Lions Ledger Division**

In terms of the Promotion of Access to Information Act, 2 of 2000 (PAIA)

1. Introduction

This manual is published in accordance with the Promotion of Access to Information Act (PAIA) to provide information on how any person can request access to records held by LA Office Assistant (Pty) Ltd, including its Lions Ledger division.

This manual provides information regarding:

- The categories of records held
- How to request access to records
- The contact details of our Information Officer
- Fees applicable for access requests
- Grounds for refusal

2. Company Details

Responsible Party / Juristic Person:

LA Office Assistant (Pty) Ltd

Including Lions Ledger Division

Physical Address: 17 Orchard Street, Grabouw, 7160, Western Cape South Africa

Postal Address: Same as Physical Address

Telephone: +27 (0) 68 642 6501

Head Office LA Office Assistant (Pty) Ltd

Email: hello@laofficeassistant.co.za

Website: <https://laofficeassistant.co.za>

Lions Ledger Division:

Email: info@lionsledger.co.za

Website (Lions Ledger): <https://www.lionsledger.co.za>

Information Officer:

Letitia Marais

Email: hello@laofficeassistant.co.za

Telephone: +27 (0) 68 642 6501

Postal Address: 17 Orchard Street, Grabouw, 7160, Western Cape, South Africa

3. Categories of Records Held

LA Office Assistant (Pty) Ltd and its Lions Ledger division maintain records related to the following categories:

A. Corporate & Administrative Records

- Company registration and statutory compliance records
- Owner and management decisions and internal records
- Policies and procedures
- Contracts and agreements

B. Client & Customer Records

- Personal and business contact information
- Service agreements
- Billing and payment records
- Communication records (emails, messages, support tickets)

C. Lions Ledger Division – Online Platform Records

- Business directory listings
- Job listings and recruitment postings
- Candidate CVs, profiles, and applications
- Employer and recruiter submissions
- Online enquiries and contact form data

D. Financial Records

- Invoices and receipts
- Banking and payment records
- Accounting, tax, and audit records

E. Staff, Contractor & Virtual Assistant Records

- Service and contractor agreements
- Payroll or payment records
- Performance, task allocation, and compliance records

F. General Correspondence & Communications

- Emails and electronic communications
- Website and platform messages
- Client and support communications

4. Access to Records

Who may request access

Any person may request access to any record held by LA Office Assistant (Pty) Ltd or Lions Ledger, subject to PAIA conditions.

How to request access

Access requests must be made in writing to the Information Officer and must include:

1. Full name and contact details of the requester
2. Identity number (or proof of legal status for juristic persons)
3. Details of the record requested
4. Reason for the request
5. Indication of whether access is required via inspection or copying

Submit requests via:

- Email: hello@laofficeassistant.co.za
- Post: 17 Orchard Street, Grabouw, 7160, Western Cape, South Africa

5. Fees for Access

Access to records is subject to fees as provided in the PAIA Regulations, including:

- Request Fee: R50 (payable on submission of the request)
- Reproduction Fees: R1 per photocopy page or reasonable cost for electronic media (CD, USB, PDF)
- Transcription Fees: Actual cost of converting records to the requested format
- Search and Preparation Fees: Reasonable cost to locate and compile the record
- Inspection Fees: No fee unless supervision is required

Fee Waivers: Fees may be waived or reduced if the requester demonstrates inability to pay, or if disclosure is in the public interest.

Payment: Fees must be paid before records are released. A written statement of fees will be provided upon request.

6. Grounds for Refusal

Access to records may be refused under PAIA if:

- The record contains information protected by law (e.g., privacy, security, or commercial confidentiality)
- Disclosure would be prejudicial to a third party
- The request is frivolous or vexatious
- Disclosure would compromise security or safety

The Information Officer will provide written reasons for any refusal, as required by PAIA.

7. Response Timeframes

- Initial response: within 30 days of receiving a request
- Extension: may be granted under PAIA if necessary
- Notification: requester will be informed if extension or refusal applies

8. Internal Appeals

If a request is refused, the requester may:

1. Submit a written internal appeal to the Information Officer within 30 days of the refusal.
2. If the appeal is unsuccessful, the requester may apply to a court for relief as per PAIA.

9. Contact Details for PAIA Requests

Information Officer

Letitia Marais

Email: hello@laofficeassistant.co.za

Telephone: +27 (0) 68 642 6501

Postal Address: 17 Orchard Street, Grabouw, 7160, Western Cape, South Africa

10. Publication

This PAIA Manual is available:

Free of charge on the websites:

<https://laofficeassistant.co.za>

<https://www.lionsledger.co.za>

On request via email, post, or in person

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