



SKILLS FORGE SOLUTIONS

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

Prepared in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended) for Skills Forge Solutions (Pty) Ltd

1. LIST OF ACRONYMS AND ABBREVIATIONS

"CEO" – Chief Executive Officer

"IO" – Information Officer

"MSA" – Master Service Agreement

"PAIA" – Promotion of Access to Information Act No. 2 of 2000

"POPIA" – Protection of Personal Information Act No. 4 of 2013

"Regulator" – The Information Regulator of South Africa

"SOW" – Statement of Work

2. PURPOSE OF THIS PAIA MANUAL

This PAIA Manual is compiled in accordance with Section 51 of PAIA to facilitate requests for access to records held by Skills Forge Solutions (Pty) Ltd. It outlines the categories of information processed by the company, the legislative frameworks under which records are maintained, and the exact procedures a data subject must follow to execute a formal request for information.

3. COMPANY CONTACT DETAILS (Section 51(1)(a))

Registered Entity Name: Skills Forge Solutions (Pty) Ltd

Director & Appointed Information Officer: Christopher Louw

Official Registered Address: 3 Rosway Court, Sol Cohen Road, Diep River, 7945

Official Electronic Mail Address: info@skillsforgesolutions.com

Website URL: <https://www.skillsforgesolutions.com>

4. THE INFORMATION REGULATOR'S GUIDE TO PAIA

The Information Regulator has, in terms of Section 10(1) of PAIA, compiled and made available a revised, easily comprehensible Guide on how to use PAIA. This Guide is designed to assist members of the public in exercising their rights under both PAIA and POPIA.

The Guide is available on the Information Regulator's official website (info regulator.org.za).

Members of the public can also direct general queries regarding the guide directly to: enquiries@infoeregulator.org.za.

5. RECORDS AUTOMATICALLY AVAILABLE WITHOUT FORMAL REQUEST (Section 51(1)(c))

The following categories of records are automatically available to the public and do not require a formal request under PAIA:

Public-facing marketing brochures, digital capability menus, and service listings.

Content displayed publicly on the official company website ([Insert Wix Website Domain]).

Statutory company registration documentation held publicly by the CIPC.

6. RECORDS MAINTAINED IN ACCORDANCE WITH OTHER LEGISLATION (Section 51(1)(d))

Where applicable, Skills Forge Solutions (Pty) Ltd maintains internal records and compliance logs in strict accordance with the following South African statutory legislation:

Companies Act No. 71 of 2008

Income Tax Act No. 58 of 1962

Value Added Tax Act No. 89 of 1991

Protection of Personal Information Act No. 4 of 2013

Electronic Communications and Transactions Act No. 25 of 2002

7. DESCRIPTION OF SUBJECTS AND CATEGORIES OF RECORDS HELD (Section 51(1)(e))

The company holds records on the following subjects, access to which may be subject to the grounds of refusal outlined in Section 62 to 69 of the Act:

7.1 Corporate & Governance Records

CIPC incorporation documents, Memorandum of Incorporation (MoI), and share registers.

Director's Loan Agreements and internal operational governance logs.

7.2 Financial & Tax Records

Annual financial statements, balance sheets, and cash flow reports.

Corporate tax records, SARS TCS PIN files, and transaction ledgers.

Zoho Accounting invoices, receipt archives, and monthly bank statements.

7.3 Operational Delivery & Client Records

Executed Master Service Agreements (MSAs), Statements of Work (SOWs), and project change orders.

Internal operational design briefs, branching scenario logic maps, and training curriculum outlines.

Client asset uploads, corporate manuals, and brand style guides hosted inside secure project workspaces.

8. PROTECTION AND PROCESSING OF PERSONAL INFORMATION (POPIA Requirements)

8.1 Purpose of Processing Personal Information

Skills Forge Solutions (Pty) Ltd processes personal and corporate information for the following specific purposes:

To execute professional transactions, generate valid tax invoices, and perform deliverables outlined in client agreements.

To manage and design interactive onboarding paths, culture storytelling content, and Microsoft 365 workflow solutions.

To comply with statutory tax, corporate governance, and reporting frameworks under South African law.

8.2 Categories of Data Subjects and Information Processed

Prospects & Leads: Names, business titles, company domains, email addresses, and public LinkedIn profile parameters.

Corporate Clients: Executive names, company registration numbers, VAT profiles, financial transaction history, internal employee handbooks, and system credentials.

Contractors/Personnel: Identification data, bank numbers, custom engineering logs, and performance metrics.

8.3 Recipients to Whom Personal Information May Be Supplied

Information is processed natively and is only transmitted to trusted third-party cloud data processors strictly necessary for contract performance:

Secure cloud database environments and project tracking tools (Notion and ClickUp).

Secure financial accounting engines (Zoho Accounting and verified enterprise banking channels).

8.4 Planned Transborder Flows of Personal Information

Personal and corporate data processed by the company may be safely stored or routed across international borders because our primary cloud application providers (Notion, ClickUp, Zoho) utilize secure data centers located outside the Republic of South Africa. The company ensures that these providers maintain security standards equivalent to or higher than the baseline protection mandates of POPIA.

8.5 General Description of Information Security Measures

The company deploys strict structural protocols to preserve the integrity, confidentiality, and availability of records:

Centralized, encrypted credential vaults utilizing enterprise-grade password management solutions.

Mandatory Multi-Factor Authentication (MFA) activated across all business tools.

Isolated, separate client directories restricting data access strictly to authorized personnel assigned to the delivery contract.

9. HOW TO EXECUTE A FORMAL REQUEST FOR ACCESS TO RECORDS

Any request for access to records must be made using the official Form 2 prescribed by the Information Regulator (available on info regulator.org.za).

The completed Form 2, alongside valid proof of identity, must be sent directly to the Information Officer at the email address provided in Section 3 of this manual.

The request must feature sufficient technical detail to enable the Information Officer to locate the record easily and identify the exact right the requester is seeking to protect or exercise.

The payment of the prescribed statutory request fee may be required before a request is evaluated or processed.

10. AVAILABILITY AND UPDATING OF THIS MANUAL

A copy of this manual is made permanently available for public inspection on the company website footer.

This document will be reviewed and updated by the Information Officer on a regular basis to ensure ongoing compliance with the Information Regulator's requirements.

Date of Compilation: June 2026

Approved Signature: _____ (Information Officer)

A stylized, handwritten signature in black ink, appearing to be 'Lan', is written over a dashed horizontal line.