

MIRACLE KIDZ SAFE HOUSE

PAIA MANUAL

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

Important completion notes

This manual is drafted for Miracle Kidz Safe House using verified public contact details and official Information Regulator guidance.

Document Control

Item	Details
Name of private body	Miracle Kidz Safe House
NPO number	073352
PBO number	930041441
Website	www.miraclekidz.co.za
Telephone	+27 72 761 9301
Email	strandmiraclekids@gmail.com
Physical address	REDACTED
Postal address	REDACTED
Information Officer	Thomas Bloem
Deputy Information Officer	Not Applicable
Date of compilation	14 May 2026
Date of revision	14 May 2026

1. List of Acronyms and Abbreviations

Term	Meaning
CEO	Chief Executive Officer or equivalent head of the private body, where applicable
DIO	Deputy Information Officer
IO	Information Officer
NPO	Non-Profit Organisation
PAIA	Promotion of Access to Information Act, 2 of 2000, as amended
POPIA	Protection of Personal Information Act, 4 of 2013
PBO	Public Benefit Organisation
Regulator	Information Regulator (South Africa)

2. Purpose of this PAIA Manual

This PAIA Manual is prepared for Miracle Kidz Safe House in terms of section 51 of PAIA. The purpose of the manual is to help members of the public understand what categories of records may be held by Miracle Kidz Safe House, how to request access to records, and how personal information is processed and protected where applicable.

This manual is intended to assist any person who wishes to exercise or protect a right by requesting access to records held by Miracle Kidz Safe House. Access to records may be granted, partially granted or refused in accordance with PAIA and any other applicable law.

Because Miracle Kidz Safe House works with vulnerable children and sensitive care-related information, certain records may be confidential, child-protection related, legally restricted, third-party information, privileged, or otherwise protected from disclosure.

3. Key Contact Details

Contact field	Details
Organisation	Miracle Kidz Safe House
Registration status	Registered Non-Profit Organisation and Public Benefit Organisation
NPO number	073352
PBO number	930041441
Website	www.miraclekidz.co.za
Telephone	+27 72 761 9301
Email	strandmiraclekids@gmail.com
Physical address	REDACTED
Postal address	REDACTED
Information Officer	Thomas Bloem
Information Officer email	strandmiraclekids@gmail.com
Information Officer telephone	+2771 687 2348
Deputy Information Officer	Not Applicable

4. Guide on How to Use PAIA

The Information Regulator has published a PAIA Guide that explains how to exercise rights under PAIA and POPIA. The Guide explains, among other things, the purpose of PAIA, how to make a request for access to records, the assistance available from Information Officers, the remedies available if access is refused, and how to lodge a complaint with the Regulator.

The PAIA Guide is available from the Information Regulator.

Information Regulator contact	Details
Website	www.inforegulator.org.za
General enquiries	enquiries@inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za
POPIA complaints	POPIAComplaints@inforegulator.org.za
Telephone	010 023 5200
Toll free	0800 017 160
Physical address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191

5. Records Available Without a Formal PAIA Request

Certain information may be available without submitting a formal PAIA request. This may include information that is already publicly available on the Miracle Kidz Safe House website, social media platforms, public fundraising material or public reports.

Category	Examples	Mode of access
Website information	About information, contact details, public donation information, needs list, campaign pages and news posts	Website
Public registration information	NPO number and PBO number where published	Website or on request
Donation information	Public donation methods, bank details, Ozow donation page and general donor information	Website
Public fundraising information	Public campaign information, event notices and appeals	Website or social media
Public policy documents	Privacy Policy / POPIA Notice and this PAIA Manual	Website or on request

6. Records Held in Accordance with Other Legislation

Miracle Kidz Safe House may hold records in terms of the following legislation, where applicable. This list is not exhaustive and may change from time to time.

- Basic Conditions of Employment Act, 75 of 1997
- Children's Act, 38 of 2005
- Compensation for Occupational Injuries and Diseases Act, 130 of 1993
- Companies Act, 71 of 2008, where applicable
- Electronic Communications and Transactions Act, 25 of 2002
- Employment Equity Act, 55 of 1998, where applicable
- Income Tax Act, 58 of 1962, including section 18A donor records where applicable
- Labour Relations Act, 66 of 1995
- Nonprofit Organisations Act, 71 of 1997
- Occupational Health and Safety Act, 85 of 1993
- Promotion of Access to Information Act, 2 of 2000
- Protection of Personal Information Act, 4 of 2013
- Skills Development Act, 97 of 1998, where applicable
- Skills Development Levies Act, 9 of 1999, where applicable
- Unemployment Insurance Act, 63 of 2001
- Value-Added Tax Act, 89 of 1991, where applicable

7. Categories of Records Held by Miracle Kidz Safe House

The following categories describe the types of records that may be held by Miracle Kidz Safe House. Access to these records is not automatic and will depend on the nature of the record, the identity of the requester, the reason for the request, and any grounds for refusal under PAIA or another law.

Record category	Examples of records
Governance and registration records	Founding documents, registration documents, NPO and PBO records, board or management records, policies, resolutions, governance correspondence and compliance records
Financial and accounting records	Bank statements, donation records, invoices, receipts, tax records, section 18A certificate records, accounting records, financial reports, audit or independent review records and supporting documents
Donor and fundraising records	Donor contact details, donation amounts, donation references, online donation submissions, Ozow payment confirmations, donor communication preferences, fundraising campaign records and event-related records
Care and beneficiary-related records	Records relating to the care, protection and support of babies, toddlers, children or families, including sensitive child-related, welfare-related, medical, social or statutory records where applicable
Employee, volunteer and contractor records	Employment records, volunteer records, contractor records, confidentiality undertakings, training records, payroll records where applicable, disciplinary records and HR correspondence
Supplier and service provider records	Supplier details, contracts, invoices, payment records, correspondence, service records and compliance documents
Legal and compliance records	Contracts, legal correspondence, regulatory records, insurance records, PAIA records, POPIA records, complaints, incident records and governance documents
Website, IT and communications records	Website enquiry forms, email correspondence, hosting records, security logs, backups, website analytics, cookies and IT support records where applicable

8. Processing of Personal Information

Miracle Kidz Safe House processes personal information for lawful purposes connected to its work as a registered Non-Profit Organisation and Public Benefit Organisation.

8.1 Categories of data subjects

- Donors and supporters
- Website visitors and online donors
- Beneficiaries and persons connected to beneficiaries
- Parents, guardians, caregivers or statutory representatives where applicable
- Employees and job applicants
- Volunteers
- Board members, trustees, office bearers or management representatives
- Suppliers, contractors and service providers
- Regulators, public authorities and professional advisors

8.2 Categories of personal information

- Identity and contact information
- Donation and payment confirmation information
- Financial, accounting and tax-related information
- Section 18A information where applicable
- Employment, volunteer and contractor information
- Supplier and service provider information
- Care-related, welfare-related or child-protection information where applicable
- Medical, social or special personal information where applicable and legally permitted
- Website, communication and technical information

8.3 Purposes of processing personal information

- Receiving, confirming and administering donations
- Processing online donations through Ozow and related payment systems
- Issuing receipts or section 18A certificates where applicable
- Maintaining accounting, audit, tax and governance records
- Communicating with donors, supporters, volunteers and service providers
- Managing care-related, operational and statutory obligations
- Managing employees, volunteers, contractors and suppliers
- Responding to enquiries, requests, complaints or access requests
- Complying with legal, regulatory, accounting and audit obligations
- Protecting the safety, wellbeing and confidentiality of vulnerable children and the organisation

8.4 Recipients or categories of recipients

Personal information may be shared only where lawful and necessary. Possible recipients or categories of recipients may include:

- Ozow and payment service providers
- Participating South African banks and banking partners
- Accounting, audit and bookkeeping service providers
- Legal advisors and professional service providers
- IT, website, hosting, email and security service providers

- Regulatory bodies, public authorities or law enforcement where required by law
- Child protection, welfare, health or statutory bodies where required or permitted by law
- Insurers, service providers, suppliers or contractors where necessary for operational purposes

8.5 Transborder flow of personal information

Miracle Kidz Safe House may use cloud-based, website, email, payment, backup or software service providers. Some of these services may store or process information outside South Africa. Where this occurs, Miracle Kidz Safe House will take reasonable steps to ensure that personal information remains protected in accordance with POPIA and applicable service provider terms.

8.6 Information security measures

Miracle Kidz Safe House takes reasonable technical and organisational measures to protect personal information and records against loss, damage, unauthorised access, misuse, alteration or disclosure.

- Password protection and access controls
- Restricted access to sensitive donor, child, staff and financial records
- Secure storage of electronic and paper records
- Confidentiality controls for staff, volunteers and service providers
- Secure website, email, hosting and backup arrangements where applicable
- Antivirus, device security and reasonable IT safeguards where applicable
- Secure disposal or destruction of records when no longer required
- Internal procedures for responding to a data breach or security compromise

9. Procedure for Requesting Access to Records

A person who wishes to request access to a record held by Miracle Kidz Safe House must submit the prescribed PAIA Form 2 to the Information Officer or the Head of the Private Body.

The requester must provide enough detail to identify the record requested, the requester, the right the requester seeks to exercise or protect, and why the record is required for the exercise or protection of that right. Proof of identity must be attached. If a request is made on behalf of another person, proof of authority must also be attached.

Requests should be sent to:

Recipient	Details
Information Officer	Thomas Bloem
Email	strandmiraclekids@gmail.com
Physical address	REDACTED
Telephone	+2771 6872348

Miracle Kidz Safe House will consider the request in terms of PAIA and will notify the requester of the outcome, any access fee payable, and the form in which access will be provided if the request is granted.

10. Grounds for Refusal of Access to Records

Access to records may be refused where PAIA allows or requires refusal. Grounds for refusal may include, but are not limited to:

- Protection of the privacy of another person
- Protection of confidential, child-related, welfare-related or beneficiary-related information
- Protection of commercial, financial or confidential information of Miracle Kidz Safe House or a third party
- Protection of records privileged from production in legal proceedings
- Protection of safety, security or property
- Protection of research, operational or governance information where disclosure would cause harm
- Records that cannot legally be disclosed due to another law or statutory duty

If only part of a record may lawfully be disclosed, Miracle Kidz Safe House may provide access to the portion that may be disclosed and withhold or redact the portion that may not be disclosed.

11. Fees

A request fee, access fee, search fee, reproduction fee or other fee may be payable where allowed by PAIA and the applicable regulations. If a fee is payable, Miracle Kidz Safe House will notify the requester before providing access to the record.

No fee will be charged where a requester is legally entitled to access without payment of a fee.

12. Remedies Available to Requesters

If a requester is not satisfied with the decision of Miracle Kidz Safe House, or if the organisation fails to respond within the period required by PAIA, the requester may lodge a complaint with the Information Regulator or approach a court with jurisdiction, where applicable.

Remedy	Details
Complaint to the Information Regulator	PAIAComplaints@infoeregulator.org.za
General Information Regulator enquiries	enquiries@infoeregulator.org.za
Information Regulator telephone	010 023 5200
Court application	A requester may seek appropriate relief from a court with jurisdiction, where permitted by PAIA.

13. Availability of this Manual

This PAIA Manual is available:

- On the Miracle Kidz Safe House website, once uploaded
- From the Information Officer on request
- In electronic format
- In printed format where reasonably requested and subject to any applicable reproduction costs

This manual may be updated from time to time when there are changes to the law, regulatory guidance, organisational details, records held, processing activities, contact details or internal procedures.

14. Records Not Automatically Available

The inclusion of a category of records in this manual does not mean that such records will automatically be made available. Each request will be considered on its own facts in accordance with PAIA, POPIA and any other applicable law.

Miracle Kidz Safe House reserves the right to refuse access to any record where PAIA or another law permits or requires refusal, especially where disclosure may compromise the privacy, dignity, safety or protection of a child, beneficiary, employee, donor, volunteer, service provider or third party.

15. Official Forms and Useful Links

The following official resources may assist requesters:

Information Regulator website: <https://inforegulator.org.za/>

PAIA Forms: <https://inforegulator.org.za/paia-forms/>

Form 2 - Request for Access to Record: <https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf>

PAIA Guide: https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf

Private Body PAIA Manual Template: <https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Manual-Template-Private-Body.pdf>

16. Approval

This PAIA Manual should be reviewed and approved by the authorised representative, board, management committee or Information Officer of Miracle Kidz Safe House before publication.

Approval field	Details
Approved by	Thomas Bloem
Designation	Information Officer
Signature	THOMAS BLOEM
Date	14 May 2026

Source Notes

This draft was prepared with reference to the official Information Regulator private body PAIA manual template, PAIA Guide and PAIA forms, together with publicly available Miracle Kidz Safe House website details. These source notes are included for verification and may be removed from the final public PDF if preferred.

Source	URL
Information Regulator private body PAIA template	https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Manual-Template-Private-Body.pdf
Information Regulator PAIA forms	https://inforegulator.org.za/paia-forms/
Information Regulator PAIA contact and complaint details	https://inforegulator.org.za/contact-us/
Miracle Kidz Safe House website details	https://www.miraclekidz.co.za/