BETTERLIFE TRAINING ACADEMY

PAIA Manual

Section 51 access-to-information manual

BetterLife Training Academy (Pty) Ltd
Registration number 2019/407739/07

Version 1 | October 2026

Plain-language overview

This manual explains what records BetterLife Training Academy (Pty) Ltd holds, which records may be available, and how to request access under section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA). It also summarises the Academy's processing of personal information under POPIA.

1. Company and contact details

Item	Details
Legal name	BetterLife Training Academy (Pty) Ltd
Registration number	2019/407739/07
Physical address	Bendehuis, 5 Hazelwood Street, Hazelwood, Pretoria, Gauteng, 0081
Postal address	PO Box 3695, Northcliff, Gauteng, 2115
Telephone	+27 (0) 11 516 5500
Website	www.betterlifetraining.co.za
General email	info@betterlifetraining.co.za
Information Officer	Beryl Sevell
Deputy Information Officer	James Gregory
PAIA / privacy requests	Legal@betterhome.co.za

2. Purpose of this manual

This manual is intended to help a requester understand the Academy's record categories and the process for seeking access. Publication of the manual does not mean that every listed record must be disclosed. Each request is considered under PAIA and other applicable law.

3. Information Regulator guide

The Information Regulator has published a guide explaining how to exercise rights under PAIA. The guide, prescribed forms and current fee information are available from the Information Regulator.

Information Regulator contact	Details
Postal address	PO Box 31533, Braamfontein, Johannesburg, 2017
Physical address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Telephone	010 023 5200
Website	www.inforegulator.org.za
General enquiries	enquiries@inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za
POPIA complaints	POPIAComplaints@inforegulator.org.za

4. Records available without a formal PAIA request

The following records may be publicly available or supplied on ordinary request, subject to availability and lawful restrictions:

- Company registration information available from the Companies and Intellectual Property Commission.
- Public website content, programme brochures, public notices and published contact information.
- Bank confirmation details required for a legitimate Academy transaction, subject to verification.
- A person's own routine programme communications or completion record where ordinary learner-support processes apply and identity can be verified.

5. Record categories

The Academy may hold records in the following categories. Unless identified as automatically available, access generally requires a PAIA request and remains subject to lawful grounds for refusal.

Category	Examples	Typical availability
Company and governance	Incorporation documents, director records, resolutions, statutory registers, governance records	Some CIPC records public; others on PAIA request
Learning and programme	Curricula, learning materials, assessments, moderation, attendance, learner support, results, certificates, evaluations	Not automatically available
Learner and client	Applications, enrolments, identity and contact details, communications, progress, complaints and appeals	Own information via verified request; third-party data restricted
Accreditation and quality	Provider approvals, scope records, quality-management records, audits, policies, professional-body correspondence	Some public confirmations; detailed records not automatically available
Employees and specialists	Contracts, applications, qualifications, payroll, leave, performance, disciplinary and training records	Not automatically available
Financial and tax	Statements, invoices, payments, banking, budgets, tax and audit records	Not automatically available
Contracts and suppliers	Partner, facilitator, supplier, technology, licence, NDA and service agreements	Not automatically available
Technology and security	System, access, support, incident, backup, architecture, security and usage records	Not automatically available
Policies and compliance	Privacy, PAIA, assessment, moderation, appeals, learner support, data security and operational policies	Selected public policies; others on request
Marketing and published material	Website content, brochures, newsletters, campaigns, media and brand assets	Public items automatically available; source files restricted
Legal and regulatory	Licences, approvals, complaints, legal advice, disputes and regulator correspondence	Not automatically available

6. Applicable legislation

Depending on the record and activity, the Academy may hold records under legislation including:

- Promotion of Access to Information Act 2 of 2000.
- Protection of Personal Information Act 4 of 2013.
- Companies Act 71 of 2008.
- Electronic Communications and Transactions Act 25 of 2002.
- Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011.
- Basic Conditions of Employment Act 75 of 1997, Labour Relations Act 66 of 1995 and Employment Equity Act 55 of 1998.
- Skills Development Act 97 of 1998 and Skills Development Levies Act 9 of 1999.
- Occupational Health and Safety Act 85 of 1993 and Compensation for Occupational Injuries and Diseases Act 130 of 1993.
- Copyright Act 98 of 1978 and other applicable intellectual-property law.
- Consumer Protection Act 68 of 2008 and applicable education, training, accreditation and professional-body requirements.

7. How to request access

A requester should complete the prescribed PAIA Form 2, available from the Information Regulator, and submit it to the Information Officer at Legal@betterhome.co.za or the physical address in section 1. The request must provide enough information to identify the requester and the record; state the preferred form of access; identify the right to be exercised or protected; explain why the record is needed for that right; provide contact details; and include proof of authority if acting for another person.

Proof of identity and any prescribed request fee must accompany the request where required. If the request is incomplete, the Academy may ask for more information or the request may be delayed or refused in accordance with PAIA.

8. Decision period, access and fees

The Academy will notify the requester of its decision within the period prescribed by PAIA, unless a lawful extension applies. If access is granted, the notice will explain the form of access and any prescribed access fee, search fee, reproduction cost or deposit. Records are released after required fees have been paid. The current prescribed fees and Form 3 outcome notice should be obtained from the Information Regulator.

9. Grounds for refusal

Access may be refused where PAIA requires or permits refusal, including to protect:

- The privacy and personal information of another person.
- Confidential information supplied by a third party.
- Commercial information, trade secrets, contractual confidentiality or the financial interests of the Academy or another party.
- Safety, security, systems, property or crime-prevention measures.
- Legally privileged records or records connected with legal proceedings.
- Research information, intellectual property or information whose disclosure would cause unlawful harm.

Where reasonably possible, access may be granted to a separable portion of a record after protected information has been removed.

10. Records that cannot be found

If reasonable steps have been taken and a requested record cannot be found or does not exist, the Academy will provide the notice or affidavit required by PAIA.

11. POPIA processing information

The Academy processes personal information about learners, prospective learners, employees, facilitators, assessors, moderators, coaches, clients, employer representatives, partners, suppliers, contractors, website visitors and other authorised contacts.

Purposes include programme enquiries, enrolment, learning delivery, attendance, assessment, moderation, certification, learner support, quality assurance, professional-body and regulatory reporting, finance, contracts, employment administration, security, communications, complaints, legal compliance and record-keeping.

Personal information may include identity, contact, employment, professional, learner, attendance, assessment, financial, demographic, technical, communication and other programme-related information. Special personal information is processed only where a lawful basis and appropriate safeguards apply.

Authorised recipients may include BetterHome Group entities, The SHERQ Centre of Excellence trading as FutureBanker, Shawn Mackrell Real Estate Coaching, employers or sponsors, facilitators, assessors, moderators, accreditation and professional bodies, regulators, funders, auditors, legal advisers and contracted technology or support providers. Cross-border transfers are managed in accordance with POPIA. Reasonable technical and organisational safeguards are applied.

12. POPIA data-subject requests

A person may request access to their own personal information, information about its use and recipients, or correction or deletion where applicable. Such requests should be sent to the Information Officer at Legal@betterhome.co.za with proof of identity. Requests for broader organisational or third-party records must follow PAIA.

13. Remedies

If a request is refused, a requester may use the remedies available under PAIA, including lodging a complaint with the Information Regulator or approaching a court with appropriate jurisdiction, subject to applicable procedure and time limits.

14. Availability and updates

This manual should be available on the Academy website and at its principal place of business. It will be reviewed when material information, legal requirements, contacts or processing activities change.