

**PAIA Manual prepared in terms of Section 51 of the Promotion of
Access to Information Act 2 of 2000 (as amended)**

**Metro Secretarial (Pty) Ltd
t/a BNI Garden Route
Registration No: 2015/200880/07**

SECTION A: INFORMATION REQUIRED UNDER SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000
(AS AMENDED)

Full Name: Metro Secretarial (Pty) Ltd t/a BNI Garden Route

Registration Number: 2015/200880/07

Main Business: Business Networking Organisation, Administration and Regional Franchise Management

Head and Information Officer of Metro Secretarial (Pty) Ltd t/a BNI Garden Route: Anchen Manri Jacobs

Mobile Number of Head and Information Officer of Metro Secretarial (Pty) Ltd t/a BNI Garden Route: 082 745 9909

Registered Information Officer: Anchen Manri Jacobs

E-mail address of Head and Information Officer: anchen@bni.co.za

Website: www.bni-gardenroute.co.za

Physical and Postal Address: Walmer, Gqeberha, 6070

Definitions:

IO – Information Officer

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

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

Regulator – Information Regulator (South Africa)

Republic – Republic of South Africa

BNI – Business Network International

OVERVIEW OF METRO SECRETARIAL (PTY) LTD T/A BNI GARDEN ROUTE

Metro Secretarial (Pty) Ltd trades as BNI Garden Route and operates as a regional administrative and support office for BNI networking chapters within the Garden Route region of South Africa.

The business facilitates structured business networking environments where members exchange referrals, build professional relationships, and grow their businesses.

The regional office supports:

- Membership administration
- Chapter development
- Member education and training
- Events and networking initiatives
- Regional leadership support
- Franchise administration in accordance with the BNI global system

The organisation forms part of the global BNI network, which operates in multiple countries worldwide.

PURPOSE OF THIS MANUAL

This PAIA Manual is prepared in accordance with Section 51 of PAIA and serves to assist members of the public to:

- Understand the nature of records held by Metro Secretarial (Pty) Ltd t/a BNI Garden Route.
- Identify the categories of records that are available without the need to submit a formal request.
- Understand how to submit a request for access to records held by the company.
- Access contact details of the Information Officer responsible for facilitating access to information.
- Understand how personal information is processed in accordance with the Protection of Personal Information Act.
- Understand the categories of data subjects whose personal information is processed.
- Understand the purposes for which personal information is processed.
- Understand the recipients or categories of recipients to whom personal information may be disclosed.
- Understand whether personal information may be transferred outside the Republic of South Africa.
- Understand the security safeguards implemented by the company to protect personal information.

GUIDE ON HOW TO USE PAIA

The Information Regulator has compiled a guide in terms of Section 10 of PAIA explaining how to exercise rights under the Act.

This guide contains information regarding:

- The purpose of PAIA
- The process for submitting requests for information
- Remedies available when access to information is refused
- Contact details of Information Officers
- The relationship between PAIA and POPIA

The guide is available from: The Information Regulator South Africa

Website: <https://www.justice.gov.za/inforeg/>

Postal Address: P.O. Box 31533, Braamfontein, Johannesburg, 2017

Telephone: 010 023 5200

CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE

Certain records are available without a formal PAIA request, and these records may be accessed through the company website or upon reasonable request:

Category of Records	Type of Record
Website Content	Public information on the company website
Marketing Material	Social media posts, marketing publications
Event Information	Event announcements and promotional material
Training Material	Public educational content
Newsletters	Communication sent to members and visitors

VOLUNTARY DISCLOSURE OF RECORDS (SECTION 52)

In accordance with Section 52 of PAIA, Metro Secretarial (Pty) Ltd t/a BNI Garden Route may voluntarily make certain records available without the need for a formal request under PAIA.

These records may include publicly available information such as marketing materials, newsletters, website content, event information and other publications intended for public distribution.

Such records may be accessed through the company website or may be provided upon reasonable request to the Information Officer.

RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION: SECTION 51(1)(d)

The company holds records in accordance with various South African laws including but not limited to:

- Companies Act 71 of 2008
- Income Tax Act 58 of 1962
- Value Added Tax Act 89 of 1991
- Labour Relations Act 66 of 1995
- Basic Conditions of Employment Act 75 of 1997
- Employment Equity Act 55 of 1998
- Consumer Protection Act 68 of 2008
- Protection of Personal Information Act 4 of 2013
- Promotion of Access to Information Act 2 of 2000

DESCRIPTION OF RECORDS HELD BY THE COMPANY

The company holds records in the following categories.

Corporate Records

Memorandum of Incorporation
Director records
Company statutory registers
Shareholder records

Financial Records

Accounting records
Invoices and statements
Tax records
Banking records
Financial statements

Human Resources Records

Employment contracts
Personnel records
Payroll records
Leave records
Training records

Member Records

Membership applications
Member contact information
Membership agreements
Membership payment records
Referral statistics
Training participation records

Operational Records

Internal policies and procedures
Operational manuals
Business processes
Supplier contracts
Service agreements

Marketing Records

Website content
Social media content
Promotional materials
Press releases

Training and Education Records

BNI training content
Educational materials
Presentation content
Event participation records

PROCESSING OF PERSONAL INFORMATION

The company processes personal information in accordance with the Protection of Personal Information Act.

Purpose of Processing Personal Information

Personal information may be processed for the following purposes:

- Managing BNI membership
- Facilitating networking activities
- Providing training and education
- Administering events and conferences
- Processing payments and membership fees
- Communication with members and visitors
- Maintaining business records
- Compliance with legal and regulatory obligations

Categories of Data Subjects

The company processes information relating to:

- Members
- Visitors to BNI meetings
- Prospective members
- Employees

- Contractors
- Suppliers
- Service providers

Categories of Personal Information

Personal information processed may include:

- Names and surnames
- Business contact details
- Telephone numbers
- Email addresses
- Company information
- Identity numbers where required
- Payment information
- Banking details
- Training participation records
- Referral and other statistics within the BNI system

Systems Used to Process Personal Information

- Zoho CRM
 - BNI Connect & My BNI Portal
 - Email platforms
 - Cloud storage systems
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RECIPIENTS OF PERSONAL INFORMATION

Personal information may be shared with:

- BNI Global Franchise Network
 - BNI South Africa national administration
 - Payment processing service providers
 - Accountants and auditors
 - IT service providers
 - Event management platforms
 - Regulatory authorities where required by law
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INTERNATIONAL TRANSFER OF PERSONAL INFORMATION

As part of the global BNI network, limited personal information may be shared with BNI global systems outside South Africa for purposes including:

- Membership verification
- Training administration
- Global reporting
- International conferences and events

These transfers are conducted in accordance with applicable data protection requirements.

INFORMATION SECURITY MEASURES

The company implements reasonable technical and organisational measures to safeguard personal information.

These measures may include:

- Access controlled systems
 - Password protected databases
 - Encrypted cloud storage
 - Secure CRM systems
 - Anti-virus and malware protection
 - Data backups
 - Controlled access to confidential information
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DETAIL ON HOW TO MAKE A REQUEST FOR ACCESS – SECTION 51(e)

Form of request:

- The requester must complete Form 2 and submit this form together with a request fee, to the head of the private body.
- The form must be submitted to the head of the private body at his/her address, fax number, or electronic mail address
- The form must:
 - provide sufficient particulars to enable the head of the private body to identify the record/s requested and to identify the requester,
 - indicate which form of access is required,
 - specify a postal address or fax number of the requester in the Republic,
 - identify the right that the requester is seeking to exercise or protect, and provide an explanation of why the requested record is required for the exercise or protection of that right,
 - if in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, to state that manner and the necessary particulars to be informed in the other manner,
 - if the request is made on behalf of another person, to submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the head of the private body.

Fees:

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- The head of the private body must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request [S54(1)].
 - The fee that the requester must pay to a private body is R140. The requester may lodge an application to the court against the tender or payment of the request fee [S54(3)(b)].
 - After the head of the private body has made a decision on the request, the requester must be notified in the required form.
 - If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the records for disclosure [S54(6)]. This fee will be based on the time spent to extract the records. Photocopies and printouts will be charged out at a rate per page.
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AVAILABILITY OF THE MANUAL

This manual is available for inspection as follows:

- The offices as mentioned above
 - Also at the Information Regulator
 - On the company website if published
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UPDATING OF THIS MANUAL

This manual will be reviewed and updated periodically to ensure compliance with applicable legislation.

POPIA PRIVACY POLICY

A copy of the company's Privacy Policy is available on the company website.

INTERPRETATION AND LEGISLATIVE AUTHORITY

This manual is prepared in accordance with the Promotion of Access to Information Act 2 of 2000 and applicable regulations issued thereunder.

Where reference is made to specific sections of PAIA, POPIA, or related regulations, such references shall include any amendments, substitutions, or replacements of those provisions from time to time.

In the event of any inconsistency between this manual and applicable legislation, the provisions of the relevant legislation shall prevail.



HEAD OF ORGANISATION

Date of Last Revision: 11 March 2026