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KapChen Consulting (Pty) Ltd

PAIA Manual

Prepared in terms of Section 51 of the Promotion of Access to Information Act (Act No. 2 of 2000)

Effective Date: 18 June 2025

Information Officer: Gail Anne Kaplan

Contact: 082 453 0142 | info@kapchen.co.za

Website: <https://www.kapchen.co.za>

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1. INTRODUCTION

This Manual has been prepared in accordance with section 51 of the Promotion of Access to Information Act and aims to facilitate requests for access to records held by KapChen Consulting for the exercise or protection of any rights.

2. DEFINITIONS

- "Act" means the Promotion of Access to Information Act, 2000.
- "Company" means KapChen Consulting.
- "Information Officer" means Gail Anne Kaplan, who is duly authorised by the head of the Company.
- "Manual" means this PAIA Manual.
- "Record" means any recorded information under the control of the Company.
- "Request" means a request for access to a Record.
- "Requestor" means any person making such a request.

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3. PROTECTION OF PERSONAL INFORMATION (POPIA)

KapChen Consulting processes personal information in line with the Protection of Personal Information Act (Act No. 4 of 2013). Data subjects have the right to:

- Access personal information held about them
- Request corrections or deletions
- Object to processing
- Lodge complaints with the Information Regulator

Requests must be directed to the Information Officer.

4. OVERVIEW OF THE COMPANY

KapChen Consulting is an accounting company based in Pretoria. Founded by Chenelle van der Walt and Gail Kaplan, it offers bookkeeping and tax services to small and medium-sized businesses in South Africa.

5. CONTACT DETAILS OF INFORMATION OFFICER [SECTION 51(1)(A)]

Information Officer: Gail Anne Kaplan

Email: info@kapchen.co.za

Phone: 082 453 0142

6. GUIDE TO THE ACT [SECTION 51(1)(B)]

A guide to assist in using the Act is available from the South African Human Rights Commission (SAHRC):
Website: <https://www.sahrc.org.za>

7. AUTOMATIC DISCLOSURE [SECTION 51(1)(C)]

The following records are available without a formal request:

- Company profile and brochures
- Services and contact information
- MOI and company structure
- Public news, marketing, and press releases

8. RECORDS AVAILABLE IN TERMS OF LEGISLATION [SECTION 51(1)(D)]

KapChen Consulting maintains records in accordance with legislation including (but not limited to):

- Companies Act, 2008
- Income Tax Act, 1962
- Labour Relations Act, 1995

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- Unemployment Insurance Act, 2001
- Basic Conditions of Employment Act, 1997
- Value Added Tax Act, 1991

9. CATEGORIES OF RECORDS HELD

- Statutory and legal documents
- Human resources records
- Accounting and tax information
- Insurance policies
- IT systems and software licenses
- Client and supplier contracts
- Asset registers and lease agreements
- Internal policies and operating procedures

10. ACCESS PROCEDURE AND FEES

Requests must:

- Be in writing using Form C
- Be sent to the Information Officer
- Include sufficient detail and proof of identity

Fees: R57.00 request fee (unless for personal info) + reproduction/search fees if applicable.

Decision Timeline: 30 days (or 60 days with extension notice).

Denials: Will include written reasons and advice on legal recourse.

11. ANNEXURES

[Form 02](#): Request for Access to Record [Regulation 7]- **Public & Private Bodies.**

[Form 03](#): Outcome of request and of fees payable [Regulation 8]- **Public & Private Bodies.**

Approved by:

Gail Anne Kaplan
Information Officer

Date: 20 June 2025

Signature: _____