

PAIA MANUAL

PREPARED IN TERMS OF SECTION 51 OF THE *PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000* (AS AMENDED) AND THE *PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013* (AS AMENDED)

OF

DAD WHATS FOR DINNER (PTY) LTD

2025/616693/07

COMPILED: MARCH 2026

1. INTRODUCTION

Dad Whats for Dinner (Pty) Ltd ("**Dad's Dinner**") understands the importance of transparency and the Constitutional right of access to information and will do our utmost best to ensure that anyone who requires access to any record to fully exercise and protect their rights has access to the PAIA Guide prepared by the Regulator as well as assistance from us in undertaking the request process. Dad's Dinner takes extreme care to ensure all the records we hold are protected from unlawful access and are processed in accordance with South African law. To this end, we have prepared this PAIA manual in accordance with the requirements of section 51 of PAIA to assist anyone where they seek to request access to information held by us under PAIA.

2. DEFINITIONS AND INTERPRETATION

In this manual, unless otherwise indicated by context, the following words and expressions bear the meanings assigned to them and cognate expressions bear corresponding meanings:

- 2.1. "**CEO**" means the Chief Executive Officer;
- 2.2. "**IO**" means Information Officer;
- 2.3. "**PAIA**" means the *Promotion of Access to Information Act, 2 of 2000*, as amended;
- 2.4. "**POPI**" means the *Protection of Personal Information Act, 4 of 2013*, as amended;
- 2.5. "**Regulator**" means the Information Regulator established in terms of section 39 of POPI;
- 2.6. "**Regulations**" means the regulations published in terms of section 92 of PAIA; and
- 2.7. "**South Africa**" means the Republic of South Africa.

3. PURPOSE OF PAIA MANUAL

The purpose of this PAIA manual is to assist anyone to:

- 3.1. review the categories of records we hold which are available without having to submit a formal PAIA request;
- 3.2. understand how to make a request for access to a record of ours, by providing a description of the subjects on which we hold records and the categories of records held under each subject;
- 3.3. review the types of records which are available in accordance with any other legislation;
- 3.4. access all the relevant contact details of the IO of Dad's Dinner who will assist with the records anyone intends to access;
- 3.5. understand how to access the guide on how to use PAIA, as updated by the Regulator;
- 3.6. understand whether we will process personal information, the purposes for which we process personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.7. distinguish the categories of data subjects and of the information or categories of information relating thereto;
- 3.8. identify the third parties to whom personal information may be supplied by us;
- 3.9. identify if we have planned to transfer or process personal information outside of South Africa and the parties to whom the personal information may be transferred; and
- 3.10. understand the appropriate security measures we employ to ensure the confidentiality, integrity, and availability of the personal information we process.

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.1. The Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide on how to use PAIA ("**PAIA Guide**"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPI.

- 4.2. The Regulator has made the PAIA Guide available in each of the official languages of South Africa and in braille.
- 4.3. The PAIA Guide contains the following:
 - 4.3.1. The objects of PAIA as well as POPI;
 - 4.3.2. How to access the postal address, telephone number and email address of every registered IO and DIO (for both public and private bodies);
 - 4.3.3. The manner and form of request for:
 - 4.3.3.1. access to a record of a public body contemplated in section 11 of PAIA; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50 of PAIA.
 - 4.3.4. the assistance available from the IO of a body in terms of PAIA and POPI;
 - 4.3.5. the assistance available from the Regulator in terms of PAIA and POPI;
 - 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPI, including the manner of lodging –
 - 4.3.6.1. an internal appeal;
 - 4.3.6.2. a complaint to the Regulator; and
 - 4.3.6.3. an application with a court against a decision by the IO of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
 - 4.3.7. the provisions of sections 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 4.3.8. the provisions of sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 4.3.9. the notices issued in terms of sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and
 - 4.3.10. the Regulations.
- 4.4. Anyone can inspect or make copies of the PAIA Guide from the office of the Regulator, during normal working hours.
- 4.5. The PAIA Guide can also be obtained -
 - 4.5.1. upon request to Dad's Dinner's IO;
 - 4.5.2. on our website, at <https://www.dadwhatsfordinner.co.za/paia>, in English and Afrikaans;
 - 4.5.3. from the [website of the Regulator](#).
- 4.6. A copy of the PAIA Guide is also available in the following two official languages, for public inspection during normal office hours-
 - 4.6.1. English; and
 - 4.6.2. Afrikaans.

5. CONTACT DETAILS FOR ACCESS TO INFORMATION

5.1. INFORMATION OFFICER

Name: Nico Barnard

Telephone: +27 71 524 9766

Email: nico@dadwhatsfordinner.co.za

5.2. **GENERAL CONTACT:**

Email: nico@dadwhatsfordinner.co.za

5.3. **HEAD OFFICE**

Physical Address: Unit 51 Amsterdam Apartments, 83 Jacaranda Avenue, Randburg, Gauteng, 2188

Postal Address: As above.

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

6. PROCEDURE TO REQUEST ACCESS TO INFORMATION

- 6.1. A request for access to information for a record held by the company must be made on a form which corresponds substantially to that of Form 2 along with proof of payment of the prescribed fee to Dad's Dinner's IO at the details listed 5.
- 6.2. When completing Form 2 or a form substantially similar, a requester must provide clear and accurate information and clearly state the right which the requestor seeks to exercise or protect, the record which they are seeking to access and an explanation as to how such record will assist them to exercise or protect their rights.
- 6.3. Dad's Dinner has 30 (thirty) days within which to respond to any request received. Once a decision has been made, the company's IO will inform a requester of their decision whether to grant or refuse a request and any fees payable on a form that corresponds substantially to that of Form 3 of the Regulations.
- 6.4. Dad's Dinner may refuse a request for access to a record on any of the grounds listed in Chapter 4 of PAIA (which are listed in the PAIA Guide).
- 6.5. A requestor is required to pay the request fee before a request will be processed. The request fee is listed in Annexure B to the Regulations. The current request fee payable is **R140.00 (one hundred and forty Rand) per request**.
- 6.6. The request fee must be paid into Dad's Dinner's nominated bank account, which details are available from our IO on request.

7. REMEDIES

- 7.1. If a requestor is unhappy with a decision made, they may submit a complaint to the Regulator.
- 7.2. A complaint to the Regulator must be made on a form which corresponds substantially to that of Form 5 of the Regulations. A complaint to the Regulator must be lodged within 180 (one hundred and eighty) days of receipt of the decision from Dad's Dinner.
- 7.3. The complaint will then follow the dispute resolution process described in the Regulations as well as the PAIA Guide.

8. RECORDS WHICH ARE AVAILABLE WITHOUT REQUEST

The following records are made freely available by Dad's Dinner and do not require any request to access:

Category of records	Types of the Record	Where Available
Dad's Dinner Policies	Terms of Use	On Website
Dad's Dinner Policies	Privacy policy	On Website

9. RECORDS WHICH ARE AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION

The following records are freely available to the public in accordance with legislation:

Category of Records	Applicable Legislation
Memorandum of Incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Privacy Policy	Protection of Personal Information Act 4 of 2013

10. SUBJECTS AND CATEGORIES OF RECORDS HELD

Dad's Dinner holds records on the following subjects:

Subject of Records	Categories of Records
Company Secretarial	Memorandum of Incorporation; share certificates, resolutions, director registrations, minutes of meetings, share register
Directors and Contractors	Director appointment records; contractor agreements, invoices and payment records
Finance	Banking/bank account records; contractual agreements, accounting records, financial statements and reports, invoices
Intellectual Property	Trademarks, copyright, knowhow, and contractual agreements; original designs
Tax	Income tax records, contractual agreements
Commercial Agreements	Service level agreements; contractor agreements
Information Technology	Software licenses, data protection measures, data retention formulae, breach recovery processes

11. PROCESSING OF PERSONAL INFORMATION

11.1. Purpose of Processing

11.1.1. Dad's Dinner processes personal information under one or more lawful bases.

11.1.2. We therefore process personal information in the following circumstances:

- 11.1.2.1. to provide our services to users;
- 11.1.2.2. to run the optional nutrition diary, with the user's consent, where the information includes health information;
- 11.1.2.3. to read recipes that users photograph or upload, using an artificial-intelligence service, with the user's agreement;
- 11.1.2.4. to send service messages and, only with the user's consent, direct marketing;
- 11.1.2.5. to receive and accept services;
- 11.1.2.6. to provide it to authorised third party service providers who need personal information to provide services to us (such as cloud hosting, subscription management, email delivery, artificial-intelligence and analytics providers);

11.1.2.7. to provide it to mandated government authorities when instructed to do so for legal compliance only (such as SARS);

11.1.2.8. to improve experiences on our application and website through analytical data.

11.2. Data Subjects and Information Processed

As a responsible party, we process the following information from the following list of data subjects:

Data Subjects	Personal Information that may be processed
Users	Account and sign-in details (name, email address, Google or Apple account identifier); date of birth; optional body details and nutrition diary entries (health information); recipes, photos and other content users add; subscription status and purchase history; usage, device and crash information; support enquiries.
Service Providers	Company information such as name, registration number, VAT information, registered address, Information obtained from service level agreements such as, trade secrets confidential information and banking information.
Directors / Shareholders	Full name, identity documentation, address, contact information, banking information and tax information.
Independent Contractors / Sub-Contractors	Company information such as name, registration number, VAT information, registered address, and/or personal information such as full name, address, identity number, contact information, and information obtained from contractual agreements such as confidential information, banking information and/or tax information.

11.3. Third Party Recipients to Whom We Share Personal Information

In accordance with our operational requirements, we share personal information with the following third parties:

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Financial, Transactional, Contractual	Professional advisers, auditors, banks, the South African Revenue Service and other authorities where the law requires it.
Identity, contact, account, content, health, subscription, technical and usage information of users.	Operators that host and process information for us: MongoDB Atlas on Amazon Web Services (South Africa); Google Firebase, Google Cloud Storage and Google Vertex AI (South Africa, the European Union and the United States); PostHog (European Union); RevenueCat, Resend and Vercel (United States). Apple and Google also receive information as app stores and sign-in providers, as independent responsible parties.
Identity, contact and account information, and content of	Contractors who build, run and support the Platform, bound

users, only where needed for their work.	by confidentiality obligations.
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11.4. International Transfers

11.4.1. Dad's Dinner may transfer personal information outside of South Africa in the following circumstances:

11.4.1.1. Personal information processed by cloud and software service providers in the European Union and the United States, as listed above and in our Privacy Policy.

11.4.2. Whenever we transfer personal information outside of South Africa, we do so only on a ground permitted by section 72 of POPI, as described in our Privacy Policy.

11.5. Data Security

To prevent the personal information we process from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed we use industry standard cybersecurity measures. All information processed is also restricted to only those individuals who need access.

12. AVAILABILITY OF PAIA MANUAL

12.1. A copy of this PAIA Manual is available-

12.1.1. on our website, at <https://www.dadwhatsfordinner.co.za/paia>;

12.1.2. to any person upon request and upon the payment of a reasonable prescribed fee; and

12.1.3. to the Information Regulator upon request.

12.2. The fee for a copy of this PAIA Manual, as contemplated in Annexure B of the Regulations, shall be payable per each A4-size photocopy made.

13. UPDATE TO THIS PAIA MANUAL

13.1. This PAIA Manual will be regularly updated by Dad's Dinner's IO.

13.2. This PAIA Manual was last updated on 1 October 2026.

Thank you for your interest and if you have any questions, please direct them to the Information Officer.

Information Officer