CALVARY BIBLE CHURCH BALLITO

Calvary Bible Church Ministries NPC

Trading as Calvary Bible Church Ballito

PAIA MANUAL

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

Date of Compilation: 16 November 2026
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1. LIST OF ACRONYMS AND ABBREVIATIONS

Acronym	Meaning
IO	Information Officer
PAIA	Promotion of Access to Information Act 2 of 2000, as amended
POPIA	Protection of Personal Information Act 4 of 2013
Regulator	Information Regulator
Republic	Republic of South Africa
NPC	Non-Profit Company

2. PURPOSE OF PAIA MANUAL

This PAIA Manual has been prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000, as amended ("PAIA"). It is intended to assist persons who wish to exercise rights of access to information held by Calvary Bible Church Ministries NPC, trading as Calvary Bible Church Ballito ("the Church").

This Manual is intended to enable a requester to:

- check the categories of records held by the Church which may be available without a person having to submit a formal PAIA request;
- understand how to make a request for access to a record of the Church, including the subjects on which the Church holds records and the categories of records held;
- identify records of the Church which are available in accordance with other applicable legislation;
- access the contact details of the Information Officer who will assist with requests for access to records;
- understand how to obtain the Guide on how to use PAIA and POPIA;
- understand whether the Church processes personal information, the purposes of such processing, the categories of data subjects and categories of personal information;
- identify recipients or categories of recipients to whom personal information may be supplied;
- understand whether personal information may be transferred or processed outside South Africa; and
- understand the general security measures applied to personal information processed by the Church.

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3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

3.1 Information Officer

Detail	Information
Name	Storm Lindenberg
Title	Information Officer
Telephone	+27 73 451 8010
Email	storm@calvarybiblechurchballito.co.za

3.2 Deputy Information Officer

No Deputy Information Officer is designated in this Manual. The Information Officer is the primary contact for PAIA and POPIA matters. The Church may designate a Deputy Information Officer if and when this becomes necessary or appropriate.

3.3 Access to Information General Contact

Detail	Information
Email	storm@calvarybiblechurchballito.co.za
Telephone	+27 73 451 8010

3.4 National or Head Office

Detail	Information
Legal entity	Calvary Bible Church Ministries NPC
Trading name	Calvary Bible Church Ballito
Location	13 Brooklyn Estate, Lee Barns Boulevard, Ballito, KZN, 4399, South Africa
Telephone	+27 73 451 8010
Email	storm@calvarybiblechurchballito.co.za
Website	https://www.calvarybiblechurchballito.co.za/

Registered Physical and Postal Address:
13 BROOKLYN ESTATE
LEE BARNS BOULEVARD
BALLITO
KZN
4399

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

The Information Regulator has, in terms of section 10(1) of PAIA, made available a Guide on how to use PAIA and POPIA. The Guide is intended to assist persons who wish to exercise rights contemplated in PAIA and POPIA and is available in the official languages and in braille.
The Guide contains information concerning, among other matters:

- the objects of PAIA and POPIA;
- the contact details of Information Officers and Deputy Information Officers;
- the manner and form of requests for access to records;
- assistance available from Information Officers and the Information Regulator;
- remedies available where a request is refused or a body fails to act;
- the provisions relating to PAIA manuals and voluntary disclosure of categories of records;
- fees payable in relation to requests for access; and
- the regulations made under PAIA.
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A copy of the Guide may be obtained from the Information Officer on request or from the Information Regulator's website: https://inforegulator.org.za/.

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5. CATEGORIES OF RECORDS AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The following categories of information may be made available by the Church without a formal PAIA request, subject to applicable law and the protection of personal information and confidential information.

Category of records	Examples	Availability
Church information	Public information about the Church, its ministries, services, activities and contact details	Website / upon request
Privacy information	Privacy Notice and related public privacy information	Website / upon request
PAIA information	This PAIA Manual	Website / upon request
Public ministry information	Publicly distributed Bible studies, event information, ministry announcements and similar material	Website / upon request
Public contact information	Church contact details and Information Officer contact details	Website / upon request

The availability of any record is subject to applicable limitations, including the protection of personal information, confidential information, privileged information and other grounds for refusal under PAIA.

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6. DESCRIPTION OF RECORDS AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of records	Applicable legislation
Memorandum of Incorporation and corporate records	Companies Act 71 of 2008 and applicable non-profit company requirements
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Records concerning processing of personal information	Protection of Personal Information Act 4 of 2013
Employment and personnel records, where applicable	Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995; Employment Equity Act 55 of 1998 and other applicable employment legislation
Tax and accounting records, where applicable	Income Tax Act 58 of 1962; Value-Added Tax Act 89 of 1991, where applicable; Tax Administration Act 28 of 2011
Electronic communications and website records, where applicable	Electronic Communications and Transactions Act 25 of 2002
Records relating to children and safeguarding, where applicable	Children's Act 38 of 2005 and other applicable legislation

The Church does not represent that every category listed above is created or held in every circumstance. The categories are included to identify legislation that may apply to records created or held in the course of the Church's activities.

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7. DESCRIPTION OF SUBJECTS ON WHICH THE CHURCH HOLDS RECORDS AND CATEGORIES OF RECORDS HELD

Subject	Categories of records
Governance and corporate administration	Memorandum of Incorporation, resolutions, governance records, policies, registers and related administrative records
Church administration	Church membership/participant records, ministry records, event records, correspondence and administrative records
Pastoral and ministry activities	Records relating to Bible studies, small groups, prayer meetings, ministry participation and pastoral administration, subject to confidentiality and applicable law
Children's ministry	Parent/guardian consents, child participation records, safeguarding records and related communications, where applicable
Volunteers and ministry workers	Applications, screening records, agreements, training records, role information and related communications, where applicable
Employees	Employment contracts, payroll-related records, leave records, performance and other employment records, where applicable
Finance and accounting	Invoices, receipts, accounting records, budgets, banking-related records, tax records and supporting documents
Suppliers and service providers	Contracts, quotations, invoices, contact details and related correspondence
Website and communications	Website enquiries, email correspondence, website administration records, analytics and technical records where collected
Personal information	Records containing names, contact details, dates of birth, communications, photographs/images and other personal information described in the Church's Privacy Notice

Certain records may be confidential, privileged, contain third-party personal information, or otherwise be subject to grounds of refusal under PAIA. The listing of a category does not create an automatic right of access to every record within that category.

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8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

The Church processes personal information for legitimate church, administrative and legal purposes, including administering church participation; communicating with members, visitors and ministry participants; organising church services, Bible studies, prayer meetings, small groups and events; maintaining appropriate church records; recording dates of birth where necessary for church administration, pastoral care or birthday recognition; administering WhatsApp and other church communication groups; facilitating volunteering and ministry involvement; communicating with parents or guardians; responding to enquiries; operating and securing the website and information systems; complying with legal obligations; and protecting legitimate interests where permitted by law.

8.2 Categories of Data Subjects and Personal Information

Categories of Data Subjects	Personal information that may be processed
Members and church participants	Names, telephone/mobile numbers, email addresses, dates of birth, church/ministry participation and communications
Visitors and enquirers	Names, contact details and information voluntarily provided in enquiries or communications
Parents and guardians	Names, contact details and information necessary to administer children's ministry and activities
Children/minors	Names, participation information and other information lawfully collected through parents/guardians and necessary for ministry and safeguarding
Volunteers and ministry workers	Names, contact details, role/ministry information, screening and training information, where applicable
Employees	Employment and contact information necessary for employment administration, where applicable
Suppliers/service providers	Names, business contact details, contractual and invoicing information
Website users	Information voluntarily submitted through the website and technical information collected by website/hosting providers, where applicable

The Church does not ordinarily collect or store South African identity numbers or residential street addresses as part of ordinary church membership and ministry administration.

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Information concerning religious beliefs or church involvement may constitute special personal information under POPIA. The Church processes such information only where permitted by law and for legitimate church-related purposes.

8.3 Recipients or Categories of Recipients to Whom Personal Information May Be Supplied

Category of personal information	Recipients or categories of recipients
Church participation and contact information	Authorised Church leaders, ministry coordinators and administrative personnel who require the information for legitimate Church purposes
WhatsApp/mobile contact information	Relevant church WhatsApp group participants and WhatsApp as a third-party platform, subject to applicable privacy settings and terms
Website and communications information	Website hosting, email, online-form, cloud-storage, IT and other service providers where necessary to provide services
Children's information	Authorised Church personnel, parents/guardians and relevant service providers where necessary and lawful
Financial/accounting information	Authorised Church personnel, accountants, auditors, banks, SARS or other lawful recipients where required
Personal information required by law	Competent authorities, regulators or other lawful recipients where disclosure is required or permitted

8.4 Planned Transborder Flows of Personal Information

The Church may use third-party service providers whose systems or cloud infrastructure may store or process personal information outside the Republic of South Africa. These may include website hosting, email, cloud storage, online forms, communications and social-media/communication platforms.

The Church will take reasonable steps to ensure that any cross-border transfer or processing of personal information complies with POPIA and applicable legal requirements. The precise location of data may depend on the services and providers in use at a particular time.

8.5 General Description of Information Security Measures

The Church takes reasonable technical and organisational measures to protect personal information against loss, theft, unauthorised access, unauthorised disclosure, misuse, alteration and destruction.

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- access to personal information is limited to persons who require it for legitimate Church or administrative purposes;
- reasonable confidentiality obligations apply to persons authorised to access personal information;
- reasonable password, access-control and account-security measures are used where appropriate;
- reasonable security measures are applied to electronic devices, systems and cloud services used to process personal information;
- personal information is retained only for as long as reasonably necessary, subject to legal and legitimate retention requirements; and
- where a security compromise triggers notification requirements under POPIA, the Church will take the steps required by law.

No method of electronic storage or transmission over the internet can be guaranteed to be completely secure.

9. AVAILABILITY OF THE MANUAL

A copy of this Manual is available:

- on the Church website: https://www.calvarybiblechurchballito.co.za/;
- from the Church / Information Officer for inspection during reasonable business or office hours, by prior arrangement;
- to any person upon request, subject to any applicable prescribed or reasonable fee; and
- to the Information Regulator upon request.

A fee for a copy of the Manual, where applicable, shall be dealt with in accordance with PAIA and the applicable regulations.

10. UPDATING OF THE MANUAL

Calvary Bible Church Ministries NPC will review and update this Manual on a regular basis and whenever material changes occur in its organisational structure, information-processing activities, applicable legislation or regulatory requirements.

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APPENDIX A – REQUESTING ACCESS TO A RECORD

A requester who wishes to obtain access to a record held by the Church should contact the Information Officer using the details in section 3 of this Manual. The request should identify the record sought with sufficient detail to enable the Church to locate it and should comply with the applicable requirements of PAIA.

The Information Officer will provide reasonable assistance to a requester where required by law. Access may be refused where a ground for refusal under PAIA applies, including where the record contains protected personal information, confidential information, privileged information or other protected material.

Where a request concerns the requester's own personal information, the request may also be dealt with under the applicable provisions of POPIA.

APPENDIX B – RELATED PRIVACY INFORMATION

The Church's Privacy Notice explains how Calvary Bible Church Ministries NPC collects, uses, stores, protects and otherwise processes personal information. The Privacy Notice should be read together with this PAIA Manual.

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