

CHERRY LEMON

PAIA MANUAL

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

Business	Cherry Lemon
Website	cherrylemon.co.za
Email	customercare@cherrylemon.co.za
Date of compilation	18 September 2026
Version	1.0

1. Introduction

This manual is prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000, as amended (PAIA). It explains the records Cherry Lemon holds and the process for requesting access to those records.

PAIA gives effect to the constitutional right of access to information held by the state and information held by another person where the record is required for the exercise or protection of a right.

This manual should be read with Cherry Lemon's Privacy Policy and other notices governing personal information.

2. Purpose of the Manual

- Explain Cherry Lemon's functions and contact details.
- Identify categories of records held by Cherry Lemon.
- Identify information routinely available without a formal PAIA request.
- Explain how to request access to a record.
- Explain applicable refusal grounds and remedies.

3. Business and Contact Details

Registered legal name	Not Registered
Trading name	Cherry Lemon
Website	https://cherrylemon.co.za
Physical address	100 Robyn Road, Lyttelton Manor. 0157
Postal address	Same as above
Telephone	012 997 1254
Email	customercare@cherrylemon.co.za

4. Information Officer

The Information Officer is responsible for the duties assigned under PAIA and POPIA, including dealing with requests for access to records.

Information Officer	Anne-Marie Sevenster
Position	Owner
Email	customercare@cherrylemon.co.za
Telephone	012 997 1254

If Cherry Lemon designates a Deputy Information Officer, add the person's details here.

5. Guide on How to Use PAIA

The Information Regulator publishes a guide explaining how to exercise rights under PAIA, together with prescribed forms and a private-body PAIA manual template.

Information Regulator PAIA resources: <https://infoeregulator.org.za/paia/>

6. Records Held by Cherry Lemon

Cherry Lemon may hold records in the following categories. The existence of a category does not mean every record will be disclosed. Access remains subject to PAIA, POPIA, confidentiality obligations, contracts and other applicable law.

Corporate and Governance Records

- Registration and constitutional records, where applicable.
- Policies, procedures and governance records.

Financial Records

- Accounting records and financial statements.
- Invoices, quotations and payment records.
- Banking, payment and tax records.
- Supplier and service-provider records.

Client and Customer Records

- Client onboarding information.
- Client agreements, quotations and proposals.
- Client correspondence and support records.
- Records relating to domains, hosting, websites, business email and website care.
- Lead magnet, landing page and CRM records where applicable.

Human Resources Records

- Employment contracts and personnel records.
- Payroll, leave, performance and disciplinary records.

Marketing and Communications Records

- Marketing campaigns and material.
- Email marketing and lead records.
- CRM records and communication history.

Information Technology Records

- Website administration records.
- Hosting and domain administration records.
- System configuration, backup and security records.

- Technical support records.

Contracts and Legal Records

- Client, supplier and service-provider agreements.
- Legal correspondence, complaints and dispute records.
- Insurance and risk-management records.

7. Records Automatically Available

Information already made public by Cherry Lemon does not normally require a formal PAIA request. This includes public website content, service descriptions, published pricing, public contact details and resources expressly made available to the public.

Requesters should first check cherrylemon.co.za for information already available.

8. How to Request Access

A requester should use the prescribed PAIA Form 2, Request for Access to Record, and submit it to the Information Officer or Head of the Private Body as applicable.

- Send the completed request to customercare@cherrylemon.co.za.
- Describe the requested record with sufficient detail.
- State the right the requester seeks to exercise or protect, where required for a private-body request.
- Provide contact details for the response.
- Specify the preferred form of access where appropriate.

9. Fees

PAIA provides for prescribed fees in certain circumstances. Where a fee applies, Cherry Lemon will handle the fee requirements in accordance with PAIA and the applicable regulations.

10. Grounds for Refusal

Cherry Lemon may refuse access where PAIA permits or requires refusal. Relevant grounds can include protection of another person's privacy, confidential commercial information, trade secrets, privileged information and commercial or financial interests, together with other statutory grounds.

Where required, Cherry Lemon will communicate the decision, reasons and information about applicable remedies.

11. Protection of Personal Information

Cherry Lemon processes personal information in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA) and its Privacy Policy.

PAIA does not override POPIA. Requests for personal information and requests involving another person's personal information will be considered under the applicable PAIA and POPIA requirements.

12. Information Security

Cherry Lemon takes reasonable measures appropriate to the information involved to protect records against loss, damage, unauthorised access, alteration, disclosure or destruction. Detailed security controls are not disclosed where doing so would create a security risk.

13. Remedies

A requester should first consider communicating with the Information Officer to clarify a decision or attempt to resolve a concern.

A requester may have recourse to the Information Regulator and, where applicable, a court in accordance with PAIA and other applicable law.

Information Regulator PAIA complaints and prescribed forms are available at <https://inforegulator.org.za/paia/>.

14. Information Regulator

Website	https://inforegulator.org.za
PAIA resources	https://inforegulator.org.za/paia/
Telephone	010 023 5200
Email	enquiries@inforegulator.org.za

15. Availability and Review

This manual should be made available on the Cherry Lemon website and at the business's head office, subject to applicable requirements. The Information Regulator states that PAIA manuals should be publicly available and that relevant compliance information is handled through its eServices processes.

Cherry Lemon should review this manual when material changes occur to the business, its records, contact details, Information Officer arrangements or applicable legal requirements.

16. Approval

Date approved	18 September 2026
Approved by	Owner
Next review	18 September 2027
Version	1.0

17. Completion Checklist

- Insert exact registered legal name.
- Insert physical and postal addresses.
- Insert telephone number.

- Confirm Information Officer and registration details.
- Add Deputy Information Officer details if applicable.
- Publish the final manual on cherrylemon.co.za.
- Check consistency with the Cherry Lemon Privacy Policy.
- Keep prescribed PAIA forms available or link to the Information Regulator.
- Review the manual when business or legal requirements change.

18. Legal Note

This is a practical PAIA manual draft prepared for Cherry Lemon using the Information Regulator's published private-body PAIA manual template and current PAIA resources. It should be checked against Cherry Lemon's exact legal structure, records, Information Officer registration and operational practices before adoption as the final legal document.