

## **CARE FOR WILD RHINO SANCTUARY NPC PAIA MANUAL**

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

**PRIVATE BODY: CARE FOR WILD RHINO SANCTUARY NPC Registration Number: 2013/233143/08**

*DATE OF COMPILATION: 01 November 2024 DATE OF REVISION: 12 February 2026*

### **1. LIST OF ACRONYMS AND ABBREVIATIONS**

CEO – Chief Executive Officer

DIO – Deputy Information Officer

IO – Information Officer

Minister – Minister of Justice and Correctional Services

PAIA – Promotion of Access to Information Act No. 2 of 2000 (as amended)

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

Regulator – Information Regulator (South Africa)

Republic – Republic of South Africa

### **2. PURPOSE OF THIS PAIA MANUAL**

This PAIA Manual is intended to:

- Enable members of the public to understand the categories of records held by Care for Wild Rhino Sanctuary NPC.
- Provide guidance on how to request access to records.
- Outline the records available in accordance with other legislation.
- Provide contact details of the Information Officer responsible for facilitating access to records.
- Describe how personal information is processed and protected in accordance with POPIA.
- Describe the security safeguards implemented to ensure confidentiality, integrity, and availability of personal information.

### **3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION**

#### **3.1 Information Officer**

Name: Petronella Erndina Nieuwoudt

Position: Chief Executive Officer / Information Officer

Email: admin@careforwild.co.za

Telephone: 013 590 4448

#### **3.2 Deputy Information Officer**

No Deputy Information Officer has been designated for the organisation.

#### **3.3 General Contact for Access to Information**

Email: admin@careforwild.co.za

### 3.4 Head Office

Physical Address:

Farm Riverside  
Barberton  
Mpumalanga  
1300

Postal Address:

Suite 342  
PostNet Nelspruit Crossings Shopping Centre  
Nelspruit  
1200

Telephone: 013 590 4448

Website: [www.careforwild.co.za](http://www.careforwild.co.za)

## **4. GUIDE ON HOW TO USE PAIA**

The Information Regulator has compiled a Guide in terms of Section 10 of PAIA which contains information on how to exercise rights under PAIA and POPIA.

The Guide is available:

- On the Information Regulator's website: <https://www.justice.gov.za/inforeg/>
- Upon request from the Information Officer
- At the offices of the Information Regulator during normal business hours

## **5. CATEGORIES OF RECORDS AVAILABLE WITHOUT A FORMAL PAIA REQUEST**

The following records may be available without submitting a formal request:

- Company registration documents
- NPO and PBO certificates
- Annual financial statements (where publicly released)
- Integrated or annual reports
- Policies available on the organisation's website
- Promotional and educational materials
- Website content

Access may be obtained via the website or by contacting the organisation.

## **6. RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION**

Care for Wild Rhino Sanctuary NPC maintains records in accordance with, but not limited to, the following legislation:

- Companies Act 71 of 2008
- Nonprofit Organisations Act 71 of 1997

- 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
- Occupational Health and Safety Act 85 of 1993
- Protection of Personal Information Act 4 of 2013
- Promotion of Access to Information Act 2 of 2000

## **7. SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS**

Corporate Governance • Memorandum of Incorporation

- Board resolutions and minutes
- Director registers
- Statutory filings

Finance • Annual financial statements

- Accounting records and general ledger
- Banking records
- Donor funding records
- Asset registers
- Budgets and financial reports

Human Resources • Employment contracts

- Personnel files
- Payroll records
- Leave records
- Disciplinary records

Operations and Conservation • Project documentation

- Veterinary and wildlife care records (subject to legal protections)
- Reserve management documentation
- Compliance permits and licences

Supply Chain and Service Providers • Supplier agreements

- Procurement records
- Service level agreements

Information Technology • System access records

- Data protection policies
- Information security records

## **8. PROCESSING OF PERSONAL INFORMATION**

### **8.1 Purpose of Processing Personal Information**

The organisation processes personal information in order to:

- Administer donor relationships and fundraising activities
- Manage employees and contractors

- Facilitate volunteer programmes
- Comply with legal and regulatory obligations
- Maintain financial and operational records
- Communicate with stakeholders

## **8.2 Categories of Data Subjects and Personal Information**

### Donors and Supporters

- Names, contact details, donation history, and payment details.

### Employees and Contractors

- Identity numbers, contact details, qualifications, banking details, employment records.

### Volunteers and Visitors

• Identification details, contact information, emergency contacts, and relevant medical disclosures where required.

### Service Providers

- Company registration details, contact information, banking details, and contractual records.

## **8.3 Recipients of Personal Information**

Personal information may be shared with:

- Financial institutions for payment processing
- Regulatory authorities where legally required
- Auditors and professional advisors
- Payment processors and fundraising platforms
- IT service providers

## **8.4 Transborder Flows of Personal Information**

Personal information may be stored or processed outside the Republic of South Africa through the organisation's use of internationally hosted cloud platforms, including:

- Zoho CRM
- PayPal
- Paystack
- Mailchimp

These providers implement recognised security and data protection safeguards.

## **8.5 Information Security Measures**

The organisation implements appropriate technical and organisational measures to protect personal information, including:

- Access control and user authentication
- Password protection
- Secure cloud platforms
- Anti-virus and malware protection
- Restricted access to sensitive records
- Confidentiality obligations for staff and service providers

## 9. AVAILABILITY OF THE MANUAL

This Manual is available:

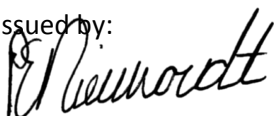
- At the head office of Care for Wild Rhino Sanctuary NPC for public inspection during normal business hours
- Upon request to the Information Officer
- To the Information Regulator upon request

A reasonable fee may be charged for copies of the Manual in accordance with PAIA regulations.

## 10. UPDATING OF THE MANUAL

The Information Officer will review and update this Manual on a periodic basis to ensure continued compliance with applicable legislation.

Issued by:



Petronella Erndina Nieuwoudt  
Information Officer  
Care for Wild Rhino Sanctuary NPC

Date: 12 February 2026