

PAIA MANUAL

Clarity & Performance Coaching

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

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2. Introduction

This manual is compiled in accordance with Section 51 of the Promotion of Access to Information Act ([PAIA](#)), 2 of 2000 (as amended). It sets out the procedure to request access to records held by **Clarity & Performance Coaching**. It also outlines how personal information is processed in compliance with the Protection of Personal Information Act ([POPIA](#)).

3. Records Available Without Request

- Coaching service descriptions (website)
- Published articles, blog posts, and social media content
- Marketing materials

4. Records Available in Accordance with Other Legislation

- Tax records (Income Tax Act)
- Business registration records (if applicable under [CIPC](#))

5. Categories of Records Held

Category	Examples
Client Records	Coaching agreements, session notes, invoices
Financial Records	Tax filings, receipts, bank statements
Digital Content	Website, podcasts, videos, online courses
Marketing Records	Branding materials, newsletters

6. Request Procedure

- Requests must be made in writing using **Form C** (available from the [SA Human Rights Commission or Information Regulator](#)).
- Submit to the Information Officer at the contact details listed in Section 1
- Fees may apply as prescribed by PAIA.

7. Processing of Personal Information (POPIA Compliance)

Aspect	Details
Purpose of Processing	Delivering coaching services, client communication, billing, and marketing.
Data Subjects	Clients, suppliers, and service providers.
Recipients	Regulatory authorities (if required) and service providers (e.g., hosting, payment processors).
Cross-Border Transfers	Specify if data is stored outside South Africa (e.g., cloud hosting).

Security Measures	Password protection, encryption, and restricted access.
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8. Availability of the Manual

This manual is available at the following locations:

- On the company website: www.markcsabai.co.za
- At the business premises during office hours.

9. Updating of the Manual

This manual will be updated as required to reflect changes in legislation, business operations, or information processing practices.

10. Document Control

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