

MaH Quests Enterprises (Pty) Ltd · Manual prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA) and the Protection of Personal Information Act 4 of 2013 (POPIA) · Version 1.0, October 2026

1. Purpose of this manual

PAIA gives everyone the right to request records held by a private body where the record is needed to exercise or protect a right. This manual tells you what records MaH Quests Enterprises (Pty) Ltd ("MaH Quests", "we") holds, how to ask for them, what it costs and what you can do if a request is refused. It also describes how we process personal information under POPIA.

2. Company and Information Officer details

Item	Details
Company	MaH Quests Enterprises (Pty) Ltd, a private company
Head of the private body	Nomfazwe Mohono, Managing Director
Information Officer	Thato Mohono
Physical address	Times Square Building, Building 1, Floor 1, 11 Pieter Street, Highveld Techno Park, Centurion, 0169
Telephone	+27 12 844 0021 / +27 87 153 5183
Email	info@mahquests.co.za (mark the subject "PAIA request")
Website	https://mahquests.co.za

3. Guide on how to use PAIA and POPIA

The Information Regulator has published a Guide on how to use PAIA and POPIA, as required by section 10 of PAIA. It explains your rights and the remedies available. You can get it from the Information Regulator, or ask our Information Officer for a copy (Form 01) in any official language. The Guide is available for inspection at our offices during business hours.

Information Regulator	
Physical address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Postal address	P.O. Box 31533, Braamfontein, Johannesburg, 2017
Telephone	+27 10 023 5200 · toll-free 0800 017 160
General enquiries	enquiries@inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za

Information Regulator	
Website	https://inforegulator.org.za

4. Records available without a formal request

The following records are freely available and do not need a PAIA request (section 52 of PAIA):

- Information published on this website, including our services, case studies, partner credentials, privacy notice and this manual.
- Product brochures, company profiles and marketing material we publish.
- Press releases and public announcements.

5. Records kept in terms of other legislation

We keep records as required by, among others, the following laws. Where a law makes a record available to the public, it can be requested under that law or under PAIA.

- Basic Conditions of Employment Act 75 of 1997
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011
- Labour Relations Act 66 of 1995
- Occupational Health and Safety Act 85 of 1993
- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Skills Development Act 97 of 1998 and Skills Development Levies Act 9 of 1999
- Unemployment Insurance Act 63 of 2001 and Unemployment Insurance Contributions Act 4 of 2002
- Value-Added Tax Act 89 of 1991

6. Subjects and categories of records we hold

Subject	Categories of records
Company and governance	Incorporation documents, memorandum of incorporation, share register, directors' records, minutes and resolutions, B-BBEE certificates, statutory returns
Finance and tax	Annual financial statements, accounting records, invoices, bank records, tax and VAT returns, tax compliance status
Human resources	Employment contracts, personnel files, payroll and leave records, skills development and training records, employment equity reports, disciplinary records
Clients and projects	Proposals, contracts, statements of work, project documentation, support tickets, correspondence, client account records

Subject	Categories of records
Training and learners	Enrolment records, attendance registers, assessments, portfolios of evidence, certificates, accreditation records
Suppliers and partners	Supplier and partner agreements, partner programme records, purchase orders, supplier due-diligence records
Information technology	System and security logs, IT policies, software licences, architecture and configuration documentation, backup records
Marketing and website	Website enquiries, marketing consents, event registrations, published content

7. Processing of personal information (POPIA)

7.1 Purpose of processing

- Delivering our services: cloud engineering, software development, managed support, training and the CloudPOE platform.
- Entering into and managing contracts with clients, suppliers and partners.
- Employment, payroll and staff development.
- Enrolling, training, assessing and certifying learners, and reporting to accreditation and funding bodies where required.
- Responding to enquiries and, with consent, sending relevant information about our services.
- Meeting legal, tax, regulatory and audit obligations.
- Keeping our systems, premises and information secure.

7.2 Categories of data subjects and their personal information

Data subjects	Personal information processed
Clients and prospective clients (individuals and contact people at organisations)	Names, job titles, contact details, organisation details, correspondence, contract and billing information
Employees, contractors and job applicants	Identity number, contact details, qualifications, employment history, banking and tax details, remuneration, leave, performance and, where the law requires, demographic information for employment equity
Learners and training candidates	Identity number, contact details, qualifications, attendance, assessment results, portfolio of evidence, demographic information required by accreditation and funding bodies
Suppliers, partners and service providers	Company details, contact people, banking details, B-BBEE and tax information, contracts
Website visitors	Information submitted through the contact form; IP address and browser information recorded by our web server for security

7.3 Recipients of personal information

- Our employees and contractors who need it to do their work, under confidentiality obligations.
- Service providers who host our systems, email and website, and our professional advisers and auditors.

- Accreditation, quality assurance and funding bodies (such as QCTO, SETAs and professional bodies) for learner records, where required.
- SARS, regulators, courts and law enforcement where the law requires it.
- Clients, where a project requires us to share team or delivery information, and only to the extent needed.

7.4 Transborder flows

Some of our cloud service providers, such as Amazon Web Services and Microsoft, may store or process information outside South Africa. We transfer personal information across borders only where section 72 of POPIA allows it, for example where the recipient is bound by laws, binding corporate rules or an agreement that gives an adequate level of protection, or with the data subject's consent. Where possible we host client workloads in the AWS Africa (Cape Town) Region.

7.5 Security measures

- Access control based on role and least privilege, with multi-factor authentication on key systems.
- Encryption of data in transit and, where supported, at rest.
- Regular backups, patching and monitoring of our systems.
- Confidentiality obligations in employment and supplier contracts.
- Security architecture aligned with the AWS Well-Architected Framework.
- A process for managing and reporting security compromises to the Information Regulator and affected data subjects, as required by section 22 of POPIA.

8. How to request access to a record

1. Complete **Form 02: Request for Access to Record**, available from the [Information Regulator's PAIA forms page](#) or from our Information Officer.
2. Send it to our Information Officer by email to info@mahquests.co.za or by hand to our physical address.
3. Give enough detail to identify the record, say how you want to receive it, and explain which right you want to exercise or protect and why the record is needed.
4. If you are asking on behalf of someone else, include proof of your authority to act for them.
5. Pay the request fee, unless you are asking for your own personal information.
6. We will decide within 30 days and tell you the outcome on Form 03. We may extend this once by up to 30 days and will tell you why. If a third party is affected, we will notify them and consider their representations first.

If you want to access or correct your own personal information, you can also use the POPIA forms published by the Information Regulator. There is no charge for confirming whether we hold your personal information.

9. Fees

Fees are set by the regulations under PAIA. Access fees are payable only if access is granted. If the search and preparation is expected to take more than six hours, we may ask for a deposit of one third of the access fee, which is refunded if access is refused.

Item	Fee
Request fee (not payable by a personal requester)	R140.00
Photocopy or printed copy of an A4 page	R2.00 per page
Copy on a flash drive supplied by the requester	R40.00
Copy on a compact disc supplied by the requester / supplied by us	R40.00 / R60.00
Transcription of an audio record	R24.00 per A4 page
Copy or transcription of visual images	As quoted by the service provider
Search and preparation, per hour or part of an hour after the first hour	R145.00, up to R435.00 in total
Postage, email or other electronic transfer	Actual cost

10. Grounds for refusal

PAIA requires or allows us to refuse access in certain cases, including to protect:

- the privacy of a third party who is a natural person (section 63);
- the commercial information of a third party or of MaH Quests (sections 64 and 68);
- confidential information of a third party (section 65);
- the safety of individuals and the protection of property (section 66);
- records privileged from production in legal proceedings (section 67);
- research information (section 69).

We will grant access despite these grounds where the record would reveal a serious contravention of the law or an imminent and serious public safety or environmental risk, and the public interest clearly outweighs the harm (section 70).

11. Remedies

MaH Quests has no internal appeal procedure. If your request is refused, or you are unhappy with the fees, an extension or the form of access, you may within 180 days lodge a complaint with the Information Regulator (Form 05) or apply to a court with jurisdiction.

12. Availability and updating of this manual

This manual is available on our website and for inspection at our offices during business hours, free of charge. A copy will be given to the Information Regulator on request. We review it at least once a year and whenever our records or processing change.

Approved by Nomfazwe Mohono, Managing Director, MaH Quests Enterprises (Pty) Ltd. Version 1.0, October 2026.

Nomfazwe Mohono, Managing Director (Head of private body)

Date