
HEARTSHINE NPC – PAIA MANUAL

Last updated: June 2026

1. INTRODUCTION

This Manual is published in terms of the Promotion of Access to Information Act 2 of 2000 (PAIA). Heartshine NPC is committed to transparency, accountability, and the promotion of access to information, while respecting privacy and protecting vulnerable individuals.

2. ORGANISATION DETAILS

Name: Heartshine NPC

Registration number: 2023/921629/08

Physical address: 63 Ailsa Circle, Melkbosstrand, 7441

Postal address: Same as physical address

Website: www.theheartshine.org

Email: yolandi@theheartshine.org

3. DESCRIPTION OF ORGANISATION

Heartshine is a South African non-profit organisation working to strengthen children's emotional resilience and mental wellbeing by advocating for body-based approaches to emotional health and empowering young adults as community-based change agents.

4. INFORMATION OFFICER

Information Officer: Yolandi Kosmatos (Administration Manager)

Deputy Information Officer: Not currently appointed. As a small NPO, the Information Officer currently manages all requests. A Deputy will be designated if organisational capacity grows.

5. CATEGORIES OF RECORDS HELD

Heartshine NPC holds the following categories of records:

- Human Resources records (staff and community champions)
- Financial records (budgets, invoices, audited financial statements)
- Programme records (attendance, reporting, monitoring and evaluation data)
- Donor and funding records (contact details, agreements, reporting)
- Communications records (newsletters, social media content, photographs)
- Governance records (minutes, policies, strategy documents)

6. HOW TO REQUEST INFORMATION

Heartshine NPC follows a simple and accessible process.

Step 1: Informal Request (Preferred)

Requests may be made via:

- Email: yolandi@theheartshine.org

We will assist where possible and provide information that is readily available.

Step 2: Formal PAIA Request (if required)

If information cannot be provided informally, a formal PAIA request must be submitted to the Information Officer using the prescribed Form C, as published by the Department of Justice and Constitutional Development. This form is available free of charge from the South African Human Rights Commission (SAHRC) website or upon request from our Information Officer.

Response Time

Formal requests will be responded to within 30 days of receipt, as required by PAIA. This period may be extended by a further 30 days in exceptional circumstances, in which case the requester will be notified in writing.

Assistance

Heartshine NPC will assist requesters wherever possible to ensure fair and reasonable access to information.

7. GROUNDS FOR REFUSAL OF ACCESS

Access to information may be refused in the following circumstances:

- Protection of personal information of individuals
- Protection of privacy rights
- Protection of internal or sensitive organisational information
- Protection of third-party information where consent is required
- Legal restrictions or obligations
- Protection of children and vulnerable beneficiaries

Heartshine NPC will always aim to:

- explain the reason for refusal
- provide alternative non-personal information where possible
- act in the best interests of safety and privacy

8. FEES

Heartshine NPC aims to keep access to information free wherever possible. Fees may only apply where information must be copied, printed, or physically reproduced.

Any fees will:

- be limited to direct reproduction costs
- be communicated in advance
- be kept as minimal as possible

9. RIGHT TO APPEAL OR COMPLAIN

If a requester is unhappy with the outcome of a PAIA request, they have the right to approach the South African Human Rights Commission (SAHRC), which is the oversight body for PAIA compliance. The SAHRC can assist in resolving disputes and can investigate complaints at no cost to the requester.

South African Human Rights Commission (SAHRC)

Email: paia@sahrc.org.za

Telephone: 011 877 3600

Website: www.sahrc.org.za

END OF MANUAL