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LEGAL · PAIA

PAIA Manual

MyHelper (Pty) Ltd
Manual prepared under section 51 of the Promotion of Access to Information Act 2 of 2000, read with the Protection of Personal Information Act 4 of 2013

EFFECTIVE / COMPILED	5 November 2026 · Version 1.0
COMPANY	MyHelper (Pty) Ltd · Reg. no. 2024/106630/07
REGULATOR RECORD	MYHELPER t/a MYHELPER.CO.ZA · Registration number 2025-068261 (registered 11 December 2025)
INFORMATION OFFICER	Mario Labuschagne (appointed 19 February 2025)
CONTACT	support@myhelper.co.za (subject "PAIA request") · 018 004 0151
ADDRESS	3 Maree Street, Maree Park, Potchefstroom, 2531, South Africa
PAIA ANNUAL REPORT	FY 2025-26 submitted · reference 202604031680

Also available at www.myhelper.co.za/paia-manual and for inspection at our office during office hours (Mon–Fri, 08:00–17:00).

Manual of MyHelper (Pty) Ltd, prepared under section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA), read with the Protection of Personal Information Act 4 of 2013 (POPIA)

Date compiled: 5 November 2026 · Version 1.0 · Available at myhelper.co.za/paia-manual (with a downloadable PDF) and at our office

> **In short:** PAIA gives you the right to ask for records a private company holds, where you need them to exercise or protect a right. This manual explains what records MyHelper keeps, how to ask for them, what it costs, and who to contact. For your *own* personal information, it's usually quicker to email us under our Privacy Policy.

1. List of acronyms

Acronym	Meaning
BCEA	Basic Conditions of Employment Act 75 of 1997
COIDA	Compensation for Occupational Injuries and Diseases Act 130 of 1993
CPA	Consumer Protection Act 68 of 2008
ECTA	Electronic Communications and Transactions Act 25 of 2002
IO	Information Officer
PAIA	Promotion of Access to Information Act 2 of 2000
POPIA	Protection of Personal Information Act 4 of 2013
Regulator	Information Regulator (South Africa)
TAA	Tax Administration Act 28 of 2011
UIA / UICA	Unemployment Insurance Act 63 of 2001 / Unemployment Insurance Contributions Act 4 of 2002

2. Purpose of this manual

This manual helps requesters:

- see what categories of records MyHelper holds and which are available without a formal request;
- understand how to make a request for access to a record and what it costs;
- know how and why MyHelper processes personal information, as PAIA s51(1)(c) and POPIA require;
- find the contact details of our Information Officer and of the Information Regulator.

3. About MyHelper and key contact details

Name of private body	MyHelper (Pty) Ltd (brand: MyHelper). On the Information Regulator's record: MYHELPER t/a MYHELPER.CO.ZA
Registration number	2024/106630/07

Type of body	Private company
Nature of business	Online payroll and compliance software and UIF/COID registration services for employers of domestic workers
Director (head of the private body)	Mario Labuschagne
Information Officer	Mario Labuschagne (LABUSCHAGNE, MARIO)
IO appointment date	19 February 2025
Regulator registration date	11 December 2025
Organisation Regulator Registration Number	2025-068261 (certificate issued online on 5 November 2026; verify at https://eservices.inforegulator.org.za)
Deputy Information Officer	None appointed
Physical and postal address	3 Maree Street, Maree Park, Potchefstroom, 2531, South Africa
Telephone	018 004 0151
Email	support@myhelper.co.za (subject line "PAIA request")
Websites	www.myhelper.co.za · myhelperapp.co.za · myhelpersubmit.co.za
Office hours	Monday to Friday, 08:00–17:00 (closed on weekends and public holidays)
PAIA annual report	Submitted for the 2025-26 financial year, submission reference 202604031680

4. The Regulator's guide on how to use PAIA

4.1 Under PAIA s10, the Information Regulator has published a guide in each official language. It explains how to use PAIA and POPIA, including:

- the purpose of PAIA and POPIA;
- the contact details of information officers;
- how to request a record;
- the help available from information officers and the Regulator;
- all remedies, including internal and court remedies;
- the fees payable and the prescribed forms.

4.2 You can view the guide on the Regulator's website (www.inforegulator.org.za). You may also inspect or copy it at our office during office hours, or ask us for a copy, which we will give you free of charge.

5. Records available without a formal request (s52)

The following are freely available without a PAIA request:

- our Terms of Service, Privacy Policy, POPIA Policy, Security Statement, Cookie Policy and this manual, on our websites;
- our prices and service descriptions, on our websites;

- marketing and general information about our services, on our websites.

MyHelper has not published a notice under s52(2). Any other record must be requested under section 9 of this manual.

6. Records kept under other legislation

MyHelper keeps records as required by, among others, the following laws:

- Basic Conditions of Employment Act 75 of 1997
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Consumer Protection Act 68 of 2008
- Electronic Communications and Transactions Act 25 of 2002
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- National Minimum Wage Act 9 of 2018
- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Tax Administration Act 28 of 2011
- Unemployment Insurance Act 63 of 2001 and Unemployment Insurance Contributions Act 4 of 2002

Where a law gives you a right to a record, you may access it in the way that law provides.

7. Subjects and categories of records held

Subject	Categories of records
Company and statutory	Incorporation documents, CIPC records, share register, director records, PAIA and POPIA records (IO registration, annual PAIA reports), trade mark application
Financial and tax	Invoices, payment records, bank statements, accounting records, tax records
Clients (employers)	Account and contact details, subscription and billing history, support correspondence, Registration Service files, signed Powers of Attorney, consent records
Client payroll data (held as operator for the employer)	Worker records, payroll calculations, payslips, leave records, UIF declarations and COID returns, employment contracts and documents
Department correspondence	Submissions, acknowledgements and correspondence with the Department of Employment and Labour, the UIF and the Compensation Fund made on clients' behalf
Staff (MyHelper's own)	Employment contracts, payroll, leave and statutory records
Suppliers and service providers	Agreements, invoices and correspondence
Information technology	Platform records, system logs, security and backup records

Subject	Categories of records
Marketing and website	Contact-form enquiries, marketing consent and opt-out records, website analytics (where consent was given)

Note: records that MyHelper holds as operator belong to the employer as responsible party. We may refer a request for those records to the employer.

8. Processing of personal information (POPIA)

8.1 Purposes of processing

- Providing payroll, leave, payslip, contract and UIF/COID compliance software to employers of domestic workers
- Preparing and submitting UIF and COID registrations for clients who instruct us
- Billing and collecting payment, and keeping financial records
- Responding to enquiries and providing support
- Securing our systems and preventing fraud
- Complying with legal and regulatory obligations
- Marketing, but only with consent or to existing clients with an opt-out
- Employing and managing our own staff

8.2 Categories of data subjects and their personal information

Data subject	Personal information
Clients (employers) and their representatives	Name, ID or passport number, contact details, address, WhatsApp number, UIF and COID reference numbers, proof of address, company details, billing records, consent records
Domestic workers (processed for employers)	Name, ID or passport number, nationality and work permit, job title, employment dates, hours, wages, banking details, leave, medical certificates and maternity information (special personal information), termination details, employment documents, WhatsApp number and email address
Enquirers	Name, email, phone and message
Website and app visitors	Device, browser and usage data, cookies (analytics only with consent)
MyHelper staff	Employment and payroll information required by law
Suppliers	Contact persons' names and contact details, banking details

MyHelper does not collect race, religion, disability, biometric or criminal information.

8.3 Recipients of personal information

- The Department of Employment and Labour, the UIF and the Compensation Fund, for submissions a client instructs
- Service providers that act as our operators: Supabase (database), Vercel (hosting), PayFast (payments), Resend and Mailgun (email delivery), Microsoft 365 (business email), MailerLite (marketing email), Meta

(WhatsApp Business Cloud API) and Google Analytics (website analytics, only with consent)
- Advertising platforms, only with the data subject's consent
- Regulators, courts and law-enforcement agencies, where the law requires it

8.4 Planned cross-border transfers

Personal information is stored by Supabase in the European Union (Stockholm, Sweden). It is also processed by Vercel and the other providers listed above outside South Africa. These transfers rely on POPIA s72(1)(a), through binding agreements with an adequate level of protection, and s72(1)(c), where the transfer is necessary to perform the contract with the data subject.

8.5 Security measures

We use encryption in transit (TLS) and at rest (AES-256, by our database provider), database row-level security that separates client accounts, restricted and supervised staff access with confidentiality obligations, hashed passwords, expiring payslip links, daily database backups, and an incident-response process that includes notifying the Regulator through eServices. See our Security Statement.

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9. How to request access to a record

> **In short:** fill in Form 2, send it to us with the R140 request fee, and we decide within 30 days.

9.1 **Form.** Use the prescribed **Form 2: Request for Access to Record** (Regulation 7 of the PAIA Regulations, 2021; this replaces the old "Form C"). It is available on the Regulator's website, or we will send it to you on request.

9.2 **Send it** to the Information Officer by email (support@myhelper.co.za, subject line "PAIA request") or by hand or post to 3 Maree Street, Maree Park, Potchefstroom, 2531.

9.3 **What to include:**

- enough detail to identify the record(s) and yourself;
- the form of access you want (for example an electronic copy);
- **the right you want to exercise or protect, and why the record is needed for that** (PAIA s53);
- if you are asking on behalf of someone else, proof of your authority.

9.4 **Help.** If you need help completing the form, for example because of a disability or because you cannot read or write, contact the Information Officer. We will help you free of charge.

9.5 **Timeline.** We will decide on your request within **30 days** of receiving it and tell you the outcome. In the circumstances PAIA s57 allows, we may extend this once by up to 30 more days and will tell you why. If we don't respond in time, the request is treated as refused (s58).

9.6 **Your own personal information.** You don't pay the request fee for a request for your own personal information. For that kind of request, an email under our Privacy Policy is usually enough.

10. Fees

Item (PAIA Regulations 2021, Annexure B, private bodies)	Amount
Request fee, payable by every requester (except for a requester's own personal information)	R140.00
Photocopy or printed copy of an A4 page	R2.00 per page or part of a page
Copy on a flash drive provided by the requester	R40.00
Copy on a compact disc provided by the requester / provided by us	R40.00 / R60.00
Transcription or copy of visual images	Outsourced at the service provider's quoted cost
Transcription of an audio record, per A4 page	R24.00
Copy of an audio record (flash drive / CD provided by the requester / CD provided by us)	R40.00 / R40.00 / R60.00
Search and preparation, per hour or part of an hour, excluding the first hour	R145.00, up to a maximum of R435.00
Deposit, if the search exceeds 6 hours	One third of the access fee
Postage, email or other electronic transfer	Actual cost, if any

We will notify you of the fees payable (using the prescribed form) before we give access. The fees may change when the Regulations are amended, and the current Regulations apply.

11. Grounds for refusal

We may or must refuse access to a record on the grounds set out in PAIA Chapter 4 of Part 3 (ss62–70), including to protect:

- the privacy of a third party who is a natural person (s63);
- a third party's commercial information, such as trade secrets, financial or technical information (s64);
- confidential information of a third party (s65);
- the safety of individuals and property (s66);
- records privileged from production in legal proceedings (s67);
- MyHelper's own commercial information, including trade secrets and information whose disclosure could harm our commercial or financial interests (s68);
- research information (s69).

If part of a record can be disclosed without the protected part, we will disclose that part (s59).

12. Remedies

MyHelper has no internal appeal procedure. If you are not satisfied with our decision, with the fees, or with an extension, you may:

- lodge a complaint with the **Information Regulator** (PAIA s77A, using Form 5) within 180 days of our decision; or
- apply to a court with jurisdiction (PAIA s78).

Information Regulator (South Africa) Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg PO Box 31533, Braamfontein, Johannesburg, 2017 Tel: +27 10 023 5200 · www.inforegulator.org.za

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13. Availability and updating of this manual

13.1 This manual is available:

- on our website at myhelper.co.za/paia-manual, as a web page and a downloadable PDF;
- at our office at 3 Maree Street, Maree Park, Potchefstroom, during office hours, for inspection free of charge;
- to the Information Regulator on request.

13.2 We will update this manual when our details or practices change, and review it at least once a year.

Issued by: **Mario Labuschagne**, Director and Information Officer, MyHelper (Pty) Ltd Date: 5 November 2026