TYRONE CROSSMAN PHOTOGRAPHY
PAIA MANUAL

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

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Private body: Tyrone Crossman Photography (sole proprietorship)

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1. LIST OF ACRONYMS AND ABBREVIATIONS

Term	Meaning
IO	Information Officer
PAIA	Promotion of Access to Information Act 2 of 2000, as amended
POPIA	Protection of Personal Information Act 4 of 2013
Regulator	Information Regulator (South Africa)
Republic	Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This manual assists members of the public to identify records held by Tyrone Crossman Photography, determine which records are available without a formal request, understand how to request other records, identify the Information Officer, obtain the Information Regulator's PAIA Guide, and understand categories of personal information processed, recipients, possible cross-border transfers and applicable security safeguards. Access to records is subject to PAIA requirements and lawful grounds of refusal.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

3.1 Information Officer / head of private body

Field	Details
Name	Tyrone Crossman
Capacity	Sole proprietor and head of private body; Information

	Officer registration submitted
Email	tyrone@tyronecrossman.com
Telephone	+27 827104117
Fax	Not used

3.2 Deputy Information Officer: None designated

3.3 General requests for access to information: tyrone@tyronecrossman.com.

3.4 Business contact details

Field	Details
Trading name	Tyrone Crossman Photography
Physical/business address	179 Riley Road, Essenwood, Berea, 4001
Postal address	179 Riley Rd, Essenwood, Berea, 4001
Telephone	+27 827104117
Email	tyrone@tyronecrossman.com
Website	https://tyronecrossman.com

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1 The Information Regulator makes available a Guide explaining how to exercise rights under PAIA and POPIA, the request procedures, applicable fees, remedies, complaints and relevant contact details.

4.2 The Guide is available through the Information Regulator website: https://inforegulator.org.za. It may also be requested from the Information Officer.

4.3 Requests to access records of a private body must meet the requirements of PAIA, including explaining the right to be exercised or protected and why the requested record is required for that purpose. The applicable prescribed request form and fees should be used.

4.4 A requester may contact the Information Officer at tyrone@tyronecrossman.com for assistance identifying the relevant procedure. Complaints and court remedies are available as provided by law.

4.5 Languages in which the Guide is available for inspection from this business: English and Afrikaans

5. CATEGORIES OF RECORDS AVAILABLE WITHOUT A FORMAL PAIA REQUEST

The following information is intended to be publicly accessible, where published or provided as part of ordinary business communications. This does not constitute a blanket commitment to disclose confidential records.

Category	Examples	Access
Business information	Public contact information, service descriptions and portfolio	Website
Client-facing policies	Terms & Conditions, Cancellation Policy, Refund Policy, Privacy & POPIA Notice	Website
PAIA manual	This manual	Website; email request
General service information	Public package descriptions or indicative service information	Website or ordinary enquiry, where available

Formal access requests may be required for other records.

6. RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION

Records are held or created as required by applicable legislation and the circumstances of the business. This list is indicative and does not imply that every category is currently held.

Legislation	Potential record categories
Promotion of Access to Information Act 2 of 2000	PAIA manual and access-request correspondence
Protection of Personal Information Act 4 of 2013	Privacy notices, consent records, information requests and relevant processing records
Consumer Protection Act 68 of 2008	Quotes, client agreements, invoices, service and complaint records
Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011	Tax, accounting and supporting financial records
Copyright Act 98 of 1978	Copyright and image-licensing agreements, where applicable

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

Subject	Examples of records
Client enquiries and bookings	Enquiries, correspondence, quotations, booking agreements, schedules
Photography services	Image files, delivery records, editing instructions, client approvals
Financial administration	Invoices, payment confirmations, accounting and tax records
Suppliers and products	Album orders, supplier communications, print proofs and delivery records
Website and marketing	Website content, authorised portfolio material, consent records
Business operations	Policies, complaints, correspondence and information-access requests

The existence of a category does not mean all records are available for public access; third-party privacy, confidentiality and other PAIA grounds of refusal may apply.

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of processing personal information

Tyrone Crossman Photography processes information to answer enquiries, prepare quotes, confirm bookings, deliver photography services and products, communicate with clients, issue invoices, maintain business records, manage lawful portfolio permissions, respond to complaints and fulfil legal duties. Photographs may identify clients, wedding guests, children and other individuals.

8.2 Categories of data subjects and information

Data subjects	Information that may be processed
Clients and prospective clients	Names, email addresses, telephone numbers, event details, addresses where needed, quotations, invoices, payment references and correspondence

Photographed individuals, including children	Identifiable photographs and contextual event details; parental/guardian permissions where legally required
Suppliers and service providers	Names, business contact details, order details, invoices and payment information
Website visitors	Information submitted through contact forms and technical website usage information, including data collected through applicable analytics or cookies
Independent referral contacts	Contact details shared with an independent videographer only with an appropriate lawful basis

8.3 Recipients or categories of recipients

Information	Potential recipients / purpose
Client images and album instructions	Colorchrome and relevant production suppliers for ordered albums/prints
Digital images and delivery details	Pixsa or another selected gallery/delivery service; WeTransfer or SwissTransfer where used
Payment and invoicing details	Bank, PayFast payment-link service, accountant or tax adviser where applicable
Client contact details	Independent videographer only where appropriately authorised
Information required by law	Regulators, courts or other lawful authorities where legally required

8.4 Planned transborder flows of personal information

Personal information may be processed or stored outside South Africa through third-party website, email, messaging, gallery and file-transfer services. Where applicable, such transfers are subject to the requirements of section 72 of POPIA and appropriate safeguards.

8.5 Information security measures

Photographs are stored on external hard drives. The business applies reasonable technical and organisational measures appropriate to the information it holds, including restricted access to files and devices, secure storage and sharing, appropriate backups and retention practices, and procedures for responding to suspected security incidents. These measures are reviewed and adapted as necessary.

9. AVAILABILITY OF THE MANUAL

9.1 This manual is available at https://tyronecrossman.com, upon request to tyrone@tyronecrossman.com, and for inspection at the business address by prior arrangement during reasonable business hours, as required by applicable law.

9.2 Where a fee is lawfully payable for copies or record requests, only the applicable prescribed fee will be charged. The manual will be supplied to the Information Regulator upon lawful request.

10. UPDATING OF THE MANUAL

The head of Tyrone Crossman Photography will review and update this manual when material business, contact, processing or legal requirements change and periodically as appropriate.

Issued by: Tyrone Crossman

Capacity: Sole proprietor / Head of private body

Signature: _____ Date: 22-11-26