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# PAIA Manual – Harmony Unbound

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

(the “Act” or “PAIA”)

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## 1. Introduction to Harmony Unbound

Harmony Unbound is a wellness organisation dedicated to promoting psychological wellbeing and personal growth through therapy, workshops, and wellness-based consulting services. As a private body, Harmony Unbound is committed to transparency, lawful processing of personal information, and respect for the right of access to information as enshrined in the Constitution of South Africa.

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## 2. Contact Details (Section 51(1)(a))

<b>Information Officer</b>	<b>Rekha Kangokar Rama Rao</b>
<b>Position</b>	Owner / Designated Information Officer
<b>Postal Address</b>	8 Abingdon Road, Kensington B, Randburg 2194
<b>Physical Address</b>	8 Abingdon Road, Kensington B, Randburg 2194
<b>Telephone Number</b>	0828388033
<b>Email Address</b>	rekha@harmonyunbound.co.za
<b>Website</b>	www.harmonyunbound.co.za

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## 3. The ACT and Section 10 Guide (Section 51(1)(b))

The PAIA Guide has been compiled by the South African Human Rights Commission (SAHRC) to assist individuals on how to access information held by public and private bodies.

It is available in all official languages and can be obtained from:

**The South African Human Rights Commission (SAHRC)**

PAIA Unit – The Research and Documentation Department

**Address:** Braampark Forum 3, 33 Hoofd Street, Braamfontein

**Telephone:** +27 (0)11 877 3600

**Fax:** +27 (0)11 403 0625

**Email:** paia@sahrc.org.za

**Website:** [www.sahrc.org.za](http://www.sahrc.org.za)

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## **4. Records Held by Harmony Unbound (Section 51(1)(c))**

The following records are available either automatically or upon request:

### **4.1**

#### **Companies Act Records**

- Company registration documents
- Memorandum of Incorporation
- Minutes of meetings

### **4.2**

#### **Financial Records**

- Annual financial statements
- Invoices and statements
- Tax records (SARS)

### **4.3**

## **Personnel Records**

- Contracts of employment
- Leave records
- Training and development records
- Payroll information

## **4.4**

### **Client and Wellness Records**

- Client intake forms
- Session notes (subject to POPIA confidentiality requirements)
- Workshop attendance registers
- Feedback forms

## **4.5**

### **Legal Records**

- Service level agreements
- Consent and confidentiality agreements
- POPIA-related documentation

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## **5. Request Procedures (Section 51(1)(e))**

To request access to records, please complete the prescribed **Form C** and submit it to the Information Officer at the contact details above.

### **Fees:**

- A request fee of R140 (subject to change) is applicable for all non-personal information.
- An access fee may be charged depending on the format, reproduction, and search time.

Access may be refused on grounds set out in the Act, such as:

- Unreasonable disclosure of personal information of third parties
- Legally privileged information
- Commercially sensitive information
- Information that may endanger life or safety

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## **6. Categories of Records Available Without Request**

The following documents are available without needing to formally request access:

- Public newsletters
- Published workshop schedules
- Public website information
- Social media posts
- Promotional brochures or flyers

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## **7. Personal Information and POPIA Compliance**

Harmony Unbound respects the right to privacy and complies with the **Protection of Personal Information Act (POPIA)**. We collect, store, and process personal information lawfully and only for specified purposes, with appropriate safeguards in place.

### **Categories of personal information collected:**

- Identifying data (e.g., name, contact number)
- Demographic information
- Medical or psychological history (for clients)
- Billing and payment details

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## **8. Availability of this Manual (Section 51(3))**

This manual is available:

- On request from the Information Officer free of charge via email
- At our registered office for inspection

- From the SAHRC website ([www.sahrc.org.za](http://www.sahrc.org.za))

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