PHASE TRANSITIONS AI

PAIA Manual

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

Private body: Phase Transitions (Pty) Ltd (registration 2026/448729/07)
Information Officer: Graham Rowe (Information Regulator registration 2026-039627)
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1 ACRONYMS AND ABBREVIATIONS

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)
the practice	Phase Transitions (Pty) Ltd, carrying on the Phase Transitions AI practice

2 PURPOSE OF THIS MANUAL

This manual helps a member of the public to understand what records the practice holds, how to request access to them, and how the practice processes personal information. It is published in terms of section 51 of PAIA and read with the relevant provisions of POPIA.

3 CONTACT DETAILS FOR ACCESS TO INFORMATION

Private body	Phase Transitions (Pty) Ltd
Registration number	2026/448729/07
Information Officer	Graham Rowe (registered with the Information Regulator, registration 2026-039627)
Deputy Information Officer	None designated
Email	graham@phasetransitions.ai
Telephone	+27 82 351 5177
Website	https://phasetransitions.ai
Location	Johannesburg, South Africa. The registered and postal address is available on request to the Information Officer.

4 THE GUIDE ON HOW TO USE PAIA

The Regulator has, in terms of section 10(1) of PAIA, made available a Guide on how to use PAIA in an easily comprehensible form. The Guide explains the objects of PAIA and POPIA, how to make a request for access, the assistance available from the Regulator, and the remedies available, including how to lodge an internal appeal, a complaint to the Regulator, or an application to court.

The Guide can be obtained from the Regulator:

Information Regulator	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Postal	PO Box 31533, Braamfontein, 2017
Website	https://inforegulator.org.za
Enquiries	enquiries@inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za

5 RECORDS AVAILABLE WITHOUT A REQUEST

The following records are available without a person having to submit a formal PAIA request:

Category of records	Types of record	On website	On request
Practice and service information	Description of services and contact details (the published website)	X	X
This PAIA manual	The manual itself	X	X

6 RECORDS HELD UNDER OTHER LEGISLATION

Category of records	Applicable legislation
Tax and financial records	Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011
Records of personal information	Protection of Personal Information Act 4 of 2013
This PAIA manual	Promotion of Access to Information Act 2 of 2000

7 SUBJECTS AND CATEGORIES OF RECORDS HELD

Subject	Categories of records held
Clients and engagements	Contracts and proposals, correspondence, invoices and payment records, project and deliverable files, and data processed on a client's behalf under the engagement
Suppliers and service providers	Agreements, invoices, and correspondence
Finance and tax	Banking records, invoices, accounting records, and tax filings
Practice administration	Internal notes, planning documents, and website and marketing material

8 PROCESSING OF PERSONAL INFORMATION

8.1 Purpose

The practice processes personal information to provide AI consulting and development services to clients, to administer the practice (contracting, invoicing, and tax), and to communicate with clients, prospective clients, and suppliers. It also runs GazetteSearch (gazettesearch.co.za), a free public search of notices published in the Government Gazette.

8.2 Categories of data subjects and personal information

Data subjects	Personal information that may be processed
Clients and their staff	Names, contact details, business role, and correspondence, together with personal information contained in client data processed on the client's behalf
Prospective clients and contacts	Names, contact details, and correspondence
Suppliers and service providers	Names, contact details, and account details
People named in Government Gazette notices	Personal information as published in the Gazette notice. GazetteSearch shows the name of the person who died, their dates of birth and death, the estate number, the executor, and the Master's office
Visitors to GazetteSearch	Words typed into the search box, the pages opened, and a daily visitor code with no cookie, as set out on the site's privacy page

8.3 Recipients of personal information

Personal information may be supplied to the client concerned, to the practice's accountant, to SARS and other authorities where required by law, and to the reputable cloud service providers that host the practice's systems. Information from Government Gazette notices is republished to the public on GazetteSearch.

8.4 Transborder flows

Some personal information is stored and processed using reputable cloud service providers that may be located outside the Republic, including in the European Union and the United States, under data processing terms with those providers.

8.5 Security measures

The practice applies access controls, multi-factor authentication, least-privilege access, encryption in transit and at rest where supported, and contractual data processing terms with its service providers, to protect the confidentiality, integrity, and availability of personal information in its care.

9 HOW TO REQUEST ACCESS, AND AVAILABILITY OF THIS MANUAL

A request for access to a record is made on the prescribed form (Form 2: Request for Access to Record of Private Body, under the PAIA Regulations) and submitted to the Information Officer at the contact details in section 3. The prescribed request fee and access fees, as set out in the PAIA Regulations, are payable before a request is processed and before records are released. Access may be refused on the grounds set out in Chapter 4 of PAIA, including the mandatory protection of the personal information and commercial information of third parties.

A copy of this manual is available on the website (https://phasetransitions.ai), at the principal place of business on request during normal business hours, to any person on request on payment of a reasonable prescribed fee, and to the Regulator on request.

10 UPDATING OF THIS MANUAL

The Information Officer will update this manual on a regular basis as the practice changes.

Graham Rowe
Information Officer, Phase Transitions (Pty) Ltd