

FAMCMC IT SERVICES AND CONSULTING (PTY) LTD

PAIA Manual – Private Body

Registration No. 2026/221420/07 · 5 October 2026

Public PAIA Manual. The Information Officer details should be updated here once registration is confirmed.

Introduction

This Manual is prepared for FAMCMC as a private body in terms of section 51 of PAIA. It explains the information held by FAMCMC and how a person may request access.

Company details

FAMCMC IT SERVICES AND CONSULTING (PTY) LTD

Registration number: 2026/221420/07

Website: famcmc.co.za

General contact: info@famcmc.co.za

Telephone: +27 83 647 4423

Operating locations: Western Cape – Bellville/Cape Town; KwaZulu-Natal – Durban; Gauteng – Johannesburg.

Information Officer

FAMCMC will maintain a registered Information Officer in accordance with POPIA. Until a dedicated privacy contact is published, privacy and PAIA correspondence may be sent to info@famcmc.co.za for routing to the responsible officer. The Information Officer must be registered with the Information Regulator before assuming statutory duties.

Guide on PAIA

The Information Regulator publishes a Guide explaining how to exercise rights under PAIA and section 23 of POPIA. The current Guide should be consulted together with this Manual.

Records available without a formal request

- Public website pages and service descriptions
- Published Privacy Policy
- Published Website Terms & Conditions
- Published PAIA Manual
- Other records expressly designated by FAMCMC as automatically available

Records that may be requested

- Corporate and governance records, subject to lawful restrictions
- Financial and accounting records, subject to applicable law and confidentiality
- Operational and service records
- Contracts and agreements, subject to third-party confidentiality and other grounds for refusal
- HR records where access is lawful and permitted
- Information relating to a requester where the requester has a lawful right of access

Restrictions

FAMCMC may refuse access where PAIA or another law permits or requires refusal, including confidential third-party information, privileged information, commercially sensitive information, personal information, or other protected records.

Request procedure

A request should identify the records sought, provide sufficient information to identify the requester, state the form of access required, and provide contact details. FAMCMC may require the prescribed form, supporting information and applicable fees.

Fees

Any prescribed request, access, search or reproduction fees will be handled in accordance with PAIA and applicable regulations. FAMCMC will provide applicable fee information when a request is processed.

Response

FAMCMC will process a valid request within the periods prescribed by PAIA, subject to lawful extensions and applicable grounds for refusal.

Remedies

A requester may have rights to lodge a complaint with the Information Regulator or pursue other remedies available under PAIA and applicable law.

POPIA

Requests for a person's own personal information may also engage POPIA. FAMCMC will apply the appropriate statutory framework.

Categories of records

Records may include company governance, finance, tax, client and supplier administration, contracts, IT operations, security, HR if applicable, marketing, website administration and regulatory compliance records.

Contact for PAIA requests

Email: info@famcmc.co.za

Telephone: +27 83 647 4423

Website: famcmc.co.za