

PROMOTION OF ACCESS TO INFORMATION (PAIA) POLICY

1. INTRODUCTION AND PURPOSE

- 1.1. MYAI (Pty) Ltd (hereinafter referred to as "My AI Lawyer") operates a digital legal assistance platform. We provide automated guidance on legal matters through our website and integrated messaging services, with escalation to human professionals when required. My AI Lawyer is a private company incorporated in South Africa (Reg. No. 2025/511712/07). We are not a law firm and do not provide formal legal representation.
- 1.2. The Promotion of Access to Information Act 2 of 2000 (PAIA) gives effect to section 32 of the Constitution, which provides that everyone has the right to access information held by the State, as well as information held by another person (or private body) when such information is required for the exercise or protection of rights. This manual describes the records we hold and the procedures to access that information. It must be read together with our Protection of Personal Information Act (POPIA) and Privacy Policy, which are available on our website.

2. COMPANY DETAILS AND CONTACT INFORMATION

- 2.1. MYAI (Pty) Ltd is a private company incorporated in South Africa (Reg. No. 2025/511712/07). We provide digital legal guidance through our platforms, with escalation to human professionals when required. We are not a law firm and do not offer formal legal representation.

2.2. Street Address:

4th Floor Acacia Grove Building
Houghton Estate Office Park
2 Osborn Road
Houghton
2196

- 2.3. **Business number:** +27 (10) 476 3280

- 2.4. **Business email:** info@myailawyer.co.za

2.5. Information Officers

We have appointed an Information Officer and, where necessary, Deputy Information Officers in terms of PAIA and POPIA.

Information Officer: Darren Cohen

Deputy Information Officer: Michael Visser

Email: info.officer@myailawyer.co.za

3. GUIDE TO PAIA AND POPIA

- 3.1. The Information Regulator has compiled a guide intended to assist individuals in the interpretation of PAIA and the Protection of Personal Information Act (POPIA). The guide contains information reasonably required by a person who wishes to exercise any right contemplated in the Acts. This includes the objects of the legislation, how to make a request, assistance available from the Information Officer or the Regulator, and available remedies.
- 3.2. The guide is publicly available in the official languages on the Information Regulator's website and may also be requested directly from our Information Officer

4. WHO MAY REQUEST INFORMATION

- 4.1. Any person who requires information for the exercise or protection of any rights may request information from My AI Lawyer. Section 50 of PAIA provides that:
 - 4.1.1. A record must be required for the exercise or protection of a right;
 - 4.1.2. The requester must comply with the procedural requirements in PAIA relating to a request for access to that record; and
 - 4.1.3. Access to that record must not be refused in terms of any ground for refusal contemplated in Chapter 4 of PAIA.
- 4.2. The data subjects on which we hold records and the categories of records are listed in Clause 6 of this manual. Please note that a requester is not automatically entitled to access these records, and access may be refused in accordance with Sections 62 to 69 of PAIA.

5. HOW TO REQUEST INFORMATION

- 5.1. Complete the prescribed Form 2 (Request for Access to Record), which is available from the Information Regulator's website or on request from our Information Officer. The request must be submitted to the Information Officer by email, post, or delivered to our physical address. Please ensure that the form contains sufficient particulars to enable the Information Officer to identify the record.
- 5.2. If you do not receive an acknowledgement of receipt within seven working days, please contact the Information Officer to confirm that the request has been received.
- 5.3. If you experience difficulty completing the form, or if a disability prevents you from completing it, you may contact the Information Officer for assistance.
- 5.4. Requests must be accompanied by proof of identity. If acting on behalf of another person, proof of authorisation must be provided.
- 5.5. A request fee and an access fee may be payable. The Information Officer will notify you of any fees in the prescribed Form 3. The request will be processed only after the prescribed fees (if any) have been received or waived.

6. CATEGORIES OF RECORDS HELD

6.1. Governance and Corporate Records

These include incorporation documents, company registers, board and shareholder resolutions, memoranda of incorporation, and internal policies.

6.2. Financial Records

These include accounting records, financial statements, subscription invoices, and payment records.

6.3. Legal and Compliance Records

This category includes contracts with customers, partners, and service providers; regulatory licences; insurance policies (where applicable); compliance reports; and correspondence with regulators.

6.4. Human Resources Records

Records found in this division contain information of employees and job applicants, including:

- 6.4.1. Any personal records provided to My AI Lawyer by the employee/personnel;
- 6.4.2. Any records a third party has provided to My AI Lawyer about its personnel;
- 6.4.3. Conditions of employment and other personnel-related contractual records;
- 6.4.4. Internal evaluation and performance records;

6.4.5. Other internal records and correspondence related to the particular employee.

6.5. Client related records

Clients include both juristic and natural persons who use My AI Lawyer's digital legal assistant services.

This information includes:

6.5.1. Registration information and subscription agreements;

6.5.2. Identification and contact details;

6.5.3. Communications and usage logs;

6.5.4. Billing information and payment records;

6.5.5. Support interactions and escalation records.

6.6. Digital Service Records

This category includes chat transcripts, escalation logs, analytics reports, and de-identified usage statistics

6.7. Marketing and Consent Records

This category includes marketing campaigns, consent logs, analytics reports, and related correspondence.

6.8. Information Technology and Security Records

This category includes system architecture documentation, software licences, operational logs, incident reports, access controls, breach notifications, and vulnerability assessments.

6.9. Records Pertaining to Third Parties

My AI Lawyer may possess records pertaining to other parties, including contractors, suppliers, affiliates, partners, or agents. These may include:

6.9.1. Personnel, client, or My AI Lawyer records held by another party;

6.9.2. Records held by My AI Lawyer pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about contractors or suppliers.

6.10. Records Available in Terms of Other Legislation

The requester may also request information that is available in terms of legislation, such as the Companies Act, the Basic Conditions of Employment Act, the Labour Relations Act, the Employment Equity Act, the Income Tax Act, the Value-Added Tax Act, and the Electronic Communications and Transactions Act. Access to such information may be obtained in accordance with those statutes or on request from the relevant public body.

7. DATA SUBJECTS AND RECIPIENTS OF PERSONAL INFORMATION

7.1. We process personal information relating to customers (users of our platform), prospective customers, employees and job applicants, service providers, partners, and website visitors.

7.2. Personal information may be shared with affiliates, service providers, Payment processors and financial institutions for secure transactions, Human professionals engaged in escalated legal assistance, law enforcement, or regulatory authorities when permitted or required by law, as described in our Privacy Policy.

7.3. We do not sell personal information. All processing and sharing of personal information is conducted in accordance with our Privacy Policy and applicable legislation, including PAIA and POPIA.

8. RECORDS AVAILABLE UNDER OTHER LEGISLATION

Certain information is available without a PAIA request because it is published in terms of other legislation. Examples include:

- The Companies Act (Act No. 71 of 2008);
- The Employment Equity Act (Act No. 55 of 1998);
- The Basic Conditions of Employment Act (Act No. 75 of 1997);
- The Labour Relations Act (Act No. 66 of 1995);
- The Income Tax Act (Act No. 58 of 1962, as amended);
- The Value-Added Tax Act (Act No. 89 of 1991);
- The Electronic Communications and Transactions Act (Act No. 25 of 2002).

Access to such information may be obtained in accordance with those statutes or on request from the relevant public body.

9. DECISION-MAKING PROCESS

- 9.1. Upon receipt of a properly completed request and any required fees, the Information Officer will take all reasonable steps to locate the requested record. If the record cannot be found or does not exist, the Information Officer must notify the requester by way of affidavit or affirmation that it is not possible to give access to the record. This is deemed to be a refusal of the request.
- 9.2. If the record is later found, the requester must be given access if the requester would otherwise have been entitled to it.
- 9.3. Section 56 of PAIA provides that the Information Officer must, within 30 (thirty) days of receipt of a correctly completed request, notify the requester of the decision as to whether or not to grant the request. If the request is:
 - 9.3.1. Granted: the notification must state the applicable access fee required to be paid, together with the procedure to be followed should the requester wish to apply to court against such fee, and the form in which access will be given.
 - 9.3.2. Declined: the notification must include adequate reasons for the decision, together with the relevant provisions of PAIA relied upon, and provide the procedure to be followed should the requester wish to apply to court against the decision.
- 9.4. The Information Officer may extend the period of 30 (thirty) days by a further period not exceeding 60 (sixty) days if:
 - 9.4.1. The request is for a large number of records or requires a search through a large number of records;
 - 9.4.2. Consultation within My AI Lawyer or with another private body or third party is required; or
 - 9.4.3. The requester consents to the extension in writing.
- 9.5. The requester must be notified within the initial 30 (thirty) day period in writing of the extension, together with reasons therefore, and the procedure involved should the requester wish to apply to court against the extension. The Information Officer's failure to respond to the requester within the 30 (thirty) day period constitutes a deemed refusal of the request.
- 9.6. Section 59 of PAIA provides that the Information Officer may sever a record and grant access only to that portion which the law does not prohibit access to.

9.7. If access is granted, access must be given in the form that is reasonably required by the requester, or if the requester has not identified a preference, in a form reasonably determined by the Information Officer

10. THIRD-PARTY INFORMATION

10.1. If a request for access relates to a record that pertains to a third party, the Information Officer must take all reasonable steps to inform that third party of the request. This must be done as soon as reasonably possible, but within 21 (twenty-one) days after the request is received or transferred. The notification must be made in the fastest means reasonably possible. If the notification is given orally, the Information Officer must thereafter provide the third party with written confirmation.

10.2. The third party may, within 21 (twenty-one) days thereafter, either make representations to My AI Lawyer as to why the request should be refused, or alternatively grant written consent to the disclosure of the record.

10.3. The third party must be advised of the decision taken by the Information Officer on whether to grant or decline the request, and must also be advised of their right to appeal against the decision by way of application to court within 30 (thirty) days after the notice.

11. GROUNDS FOR REFUSAL

11.1. Notwithstanding compliance with Section 50 of PAIA, a request may be declined in accordance with one of the prescribed grounds in terms of the Act, namely:

11.1.1. Section 63 of PAIA prohibits the unreasonable disclosure of the personal information of natural-person third parties to requesters. This includes the personal information of deceased persons. However, Section 63(2) does provide exceptions to this.

11.2. Section 64 states that a request must be refused if it relates to records containing third-party information pertaining to:

11.2.1. Trade secrets;

11.2.2. Financial, commercial, scientific, or technical information where disclosure would be likely to cause harm to the commercial or financial interests of the third party; or

11.2.3. Information supplied in confidence by the third party, the disclosure of which could reasonably be expected to put the third party at a disadvantage in contractual or other negotiations, or prejudice the third party in commercial competition. Information must, however, be released if it pertains to the results of product or environmental testing, the disclosure of which would reveal a serious public safety or environmental risk.

11.3. Section 65 prohibits disclosure of information if such disclosure would constitute a breach of any duty of confidentiality owed to a third party in terms of an agreement

11.4. In terms of Section 66, My AI Lawyer must refuse a request for access to a record of the private body if disclosure could reasonably be expected to:

11.4.1. Endanger the life or physical safety of an individual;

11.4.2. Prejudice or impair the security of a building, structure, or system, including but not limited to a computer or communication system, means of transport, or any other property;

11.4.3. Prejudice methods, systems, plans, or procedures for the protection of an individual in accordance with a witness protection scheme or the safety of the public.

- 11.5. Section 67 mandates the refusal of a request if the record is privileged from production in legal proceedings, unless the person entitled to the privilege has waived the privilege.
- 11.6. Section 68 pertains to records containing information about My AI Lawyer itself. Unlike the other provisions pertaining to declining a request, this is discretionary. My AI Lawyer may refuse access to a record if the record:
 - 11.6.1. Contains trade secrets of My AI Lawyer;
 - 11.6.2. Contains financial, commercial, scientific, or technical information, the disclosure of which would be likely to cause harm to the commercial or financial interests of My AI Lawyer;
 - 11.6.3. Contains information which, if disclosed, could reasonably be expected to put My AI Lawyer at a disadvantage in contractual or other negotiations, or prejudice My AI Lawyer in commercial competition;
 - 11.6.4. Consists of a computer program owned by My AI Lawyer.
 - 11.6.5. Notwithstanding the above, the information must be released if it pertains to the results of product or environmental testing, the disclosure of which would reveal a serious public safety or environmental risk.
- 11.7. Section 69 prohibits the disclosure of information about research where disclosure is likely to expose the third party, the person conducting the research on behalf of the third party, or the subject matter of the research to serious disadvantage. Disclosure is discretionary if such research pertains to My AI Lawyer itself.
- 11.8. Notwithstanding any of the above-mentioned provisions, Section 70 provides that a record must be disclosed if its disclosure would:
 - 11.8.1. Reveal evidence of a substantial contravention of, or failure to comply with, the law, or an imminent and serious public safety or environmental risk; and
 - 11.8.2. If the public interest in the disclosure clearly outweighs the harm.

12. RIGHTS OF APPEAL

- 12.1. A requester who is aggrieved by a decision of the Information Officer to refuse a request for access, or by any decision taken in terms of section 54, 57(1), or 60 of PAIA, may within 180 (one hundred and eighty) days of the decision submit a complaint to the Information Regulator. The complaint form (Form 5), which is accessible on the Information Regulator's website, can be sent to PAIAComplaints@inforegulator.org.za.
- 12.2. A requester who is dissatisfied with the Information Officer's refusal to grant access to any information may, within 180 (one hundred and eighty) days of notification of the decision, apply to court for relief. Likewise, a third party dissatisfied with the Information Officer's decision to grant a request may, within 180 (one hundred and eighty) days of notification of the decision, apply to court for relief.
- 12.3. It should be noted that notwithstanding any provision in PAIA, the court may examine the record(s) in question. No record may be withheld from the court on any grounds. The court may not, however, disclose the contents of the record(s).
- 12.4. The court is empowered to grant any order that is just and equitable, including:
 - 12.4.1. Confirming, amending, or setting aside the Information Officer's decision;
 - 12.4.2. Requiring the Information Officer to take any action, or refrain from taking any action, as identified by the court within a specified period;

12.4.3. Granting an interdict, interim or special relief, declaratory order, or compensation; or

12.4.4. An order as to costs.

13. COMPLIANCE

All employees and representatives of My AI Lawyer are required to familiarise themselves with this PAIA Manual, our Privacy Policy, and related compliance procedures.

14. AVAILABILITY OF THIS MANUAL

This manual is available at our head office during business hours, on our website (www.myailawyer.co.za), and on request from the Information Officer. A reproduction or postage fee may be charged for providing copies. We will review and update this manual regularly to reflect changes in law and our operations.

DISCLAIMER

My AI Lawyer is a digital legal assistance service that provides users with instant access to legal guidance through an AI powered chat platform. This service is designed to offer general legal information, document assistance, and guidance on legal rights, helping Users understand their legal situations more effectively.

My AI Lawyer is not a law firm and does not provide formal legal representation. While the service offers expert-backed legal insights, it is intended for informational purposes only and should not be considered as a substitute for professional legal advice from a qualified attorney.

We care about the rights of every South African. As part of being a companion to you we strive to make the law affordable and accessible to all. This agreement has been designed with you and the protection of your rights in mind. Although our attorneys take every step to ensure that this document is accurate and up to date with the law, it is important to know that our law is constantly evolving and changing.