



PAIA & POPIA COMPLIANCE MANUAL

Heritage Cremations (Pty) Ltd Registration No.: 2026/302410/07 Address: 46 Joe Slovo Street, Modimolle, Limpopo, 0510 **Website:** www.heritagecremations.co.za **Email:** admin@heritagecremations.co.za **Tel:** 014 717 1808 **Mobile:** 079 812 6707 **Information Officer:** Dewi Long

SECTION A — PAIA MANUAL (Section 51 of PAIA)

1. Introduction

This manual is prepared in accordance with Section 51 of the Promotion of Access to Information Act (PAIA), Act 2 of 2000, and incorporates the requirements of the Protection of Personal Information Act (POPIA), Act 4 of 2013.

Heritage Cremations is committed to transparency, lawful information processing, and the protection of personal information.

2. Company Information

- **Name:** Heritage Cremations (Pty) Ltd
- **Registration Number:** 2026/302410/07
- **Physical Address:** 46 Joe Slovo Street, Modimolle, Limpopo, 0510
- **Website:** www.heritagecremations.co.za
- **Email:** admin@heritagecremations.co.za
- **Telephone:** 014 717 1808
- **Mobile:** 079 812 6707

3. Information Officer

Information Officer: Dewi Long **Email:** admin@heritagecremations.co.za **Telephone:** 079 812 6707

Responsibilities include:

- Managing PAIA requests
- Overseeing POPIA compliance
- Ensuring security safeguards
- Staff training
- Liaison with the Information Regulator

4. Guide of the Information Regulator

The PAIA Guide is available from:

Information Regulator (South Africa) JD House, 27 Stiemens Street, Braamfontein Email: PAIAComplaints@inforegulator.org.za Website: www.inforegulator.org.za
(inforegulator.org.za in Bing)

5. Categories of Records Held

5.1 Automatically Available

- Company profile
- Service brochures
- Price lists
- Website content (www.heritagecremations.co.za)

5.2 Records Available on Request

- Company registration documents
- Financial statements
- HR and employment records
- Cremation registers
- Client files
- Incident reports
- Compliance certificates
- Policies and procedures

6. Grounds for Refusal

Access may be refused if disclosure would involve:

- Personal information of third parties
- Confidential commercial information
- Safety or security risks
- Legal privilege
- Breach of confidentiality agreements

7. Request Procedure

Requests must be submitted using **Form 2** (included below).

Submit to: **Information Officer:** Dewi Long **Email:** admin@heritagecremations.co.za
Address: 46 Joe Slovo Street, Modimolle, Limpopo, 0510

8. Fees

Fees may apply for:

- Request processing
- Reproduction
- Postage

SECTION B — POPIA COMPLIANCE FRAMEWORK

1. Types of Personal Information Processed

- Client details
- Next-of-kin details
- Deceased information
- Employee records
- Supplier information
- Financial and billing data
- CCTV footage
- Access logs

2. Purpose of Processing

- Provision of cremation services
- Legal compliance
- Billing and administration
- Security and access control
- HR and employment
- Incident management

3. Data Subjects

- Clients
- Next-of-kin
- Employees
- Suppliers
- Visitors

4. POPIA Conditions Implemented

- Accountability
- Processing limitation
- Purpose specification
- Information quality
- Security safeguards
- Openness
- Data subject participation

SECTION C — CCTV & SECURITY NOTICE

Heritage Cremations uses CCTV for:

- Safety of staff and visitors
- Protection of property
- Monitoring of operational areas
- Compliance with legal requirements

Footage is retained for **30–90 days** unless required for investigation.

SECTION D — WEBSITE PRIVACY NOTICE

Website: www.heritagecremations.co.za

Heritage Cremations collects the following via its website:

- Contact form submissions
- Email enquiries
- Cookies (if applicable)
- Analytics data

No personal information is sold or shared with third parties except where legally required.

SECTION E — POPIA CONSENT FORM (Client)

POPIA CONSENT TO PROCESS PERSONAL INFORMATION

I, _____, hereby consent to Heritage Cremations processing my personal information and that of the deceased for the purposes of:

- Cremation services
- Legal compliance
- Communication
- Billing
- Record-keeping

Signature: _____ Date: _____

SECTION F — OPERATOR AGREEMENT (POPIA Section 21)

Between: **Heritage Cremations (Responsible Party)** and _____ **(Operator)**

The Operator agrees to:

- Process information only on documented instruction
- Maintain confidentiality
- Implement security safeguards
- Report data breaches immediately
- Return or destroy information after service completion

Signed by both parties.

SECTION G — PAIA FORM 2 (REQUEST FOR ACCESS)

FORM 2 REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY (As prescribed by the Information Regulator)

Includes:

- Requester details
- Record description
- Form of access
- Fees
- Signature

SECTION H — PAIA FORM 3 (COMPLAINT / APPEAL)

FORM 3 INTERNAL APPEAL / COMPLAINT TO INFORMATION REGULATOR

Includes:

- Complainant details
- Nature of complaint
- Relief sought

SECTION I — DATA BREACH NOTIFICATION PROCEDURE

In the event of a breach:

1. Identify and contain the breach
2. Notify the Information Officer
3. Assess the impact
4. Notify affected data subjects
5. Notify the Information Regulator
6. Implement corrective measures

SECTION J — RETENTION & DESTRUCTION SCHEDULE

Record Type	Retention Period	Legal Basis
Cremation registers	Permanent	Health Act
Client files	5–7 years	POPIA / Contract
Financial records	7 years	SARS
HR records	5 years	BCEA
CCTV footage	30–90 days	POPIA
Incident reports	3–5 years	OHSA

SECTION K — AVAILABILITY OF THE MANUAL

This manual is available:

- At the company office
- On request via email (admin@heritagecremations.co.za)
- Electronically via www.heritagecremations.co.za

UPDATING OF THE MANUAL

The Heritage Cremations PTY LTD will, if necessary, update and publish this Manual annually.

The responsible officer is Mr Dewi Long Managing Directors & CEO