



**THE SHRINK ON YOUR COUCH (PTY) LTD**  
2018/252215/07

**MANUAL IN COMPLIANCE WITH SECTION 51 OF THE PROMOTION  
OF ACCESS TO INFORMATION ACT, 2 OF 2000, ("PAIA") DULY  
SUPPLEMENTED TO COMPLY WITH THE PROVISIONS OF THE  
PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013  
("POPI").**

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## **1. Introduction to The Shrink on Your Couch (Pty) Ltd ("the company")**

- 1.1. The company is duly registered in accordance with South African company law under registration number 2018/252215/07;
- 1.2. The company conducts business through its website that can be found at <https://theshrinkonyourcouch.com>;
- 1.3. The company sells a range of digital self-help programmes primarily aimed at couples in crises, bariatric surgery patients and self-actualisation;
- 1.4. The company's registered offices are situated at 16 Faraday Road, Sunninghill, Sandton, 2191.

## **2. The company's contact details for purposes of PAIA and POPI**

The company can be contacted through its information officer, Mrs D Rahimi, at any of the following:

- 2.1. Postal Address: 16 Faraday Road, Sunninghill, Sandton, 2191;
- 2.2. Street Address: 16 Faraday Road, Sunninghill, Sandton;
- 2.3. Phone number: 083 685 1640;
- 2.4. E- mail address: <http://info@theshrinkonyourcouch.com>;
- 2.5. Website: <https://theshrinkonyourcouch.com>.

## **3. Availability of this manual**

- 3.1. This manual is available for inspection by appointment and during office hours at the street address of the Business as per clause 2;
- 3.2. This manual is also available from the business' website, as well as from the HRC (whose obligations in terms of POPI stands to be taken over by the Information Regulator).

## **4. The PAIA Guide**

The HRC is obligated, in terms of Section 10 of PAIA, to compile and publish a guide on how to make use of such Act. Such a guide has been compiled and it contains information required by a person wishing to exercise any right contemplated by PAIA. It is available in all the official languages. Any person

who wishes to know more about how to exercise any rights contemplated in PAIA must direct queries to:

**The South African Human Rights Commission,  
PAIA Unit  
Research and Documentation Department**

Postal address: Private bag 2700, Houghton, 2041, South Africa

Telephone: +27 11 8773600

Fax: +27 11 4030625

E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

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

**5. Categories of documents available without formal request**

There are no records that are automatically available without a person having to request access in terms of PAIA.

**6. Categories of records kept in accordance with legislation**

6.1. The company maintains applicable records in accordance with the following legislation (which are not automatically available without a request in terms of this Act):

6.1.1. Income Tax Act 95 of 1967;

6.1.2. Companies Act, 71 of 2008;

6.1.3. PAIA; and

6.1.4. POPI.

6.2. The Company has the following records (which are not automatically available without a request in terms of this Act):

6.2.1. Product Information;

6.2.2. Media Releases;

6.2.3. Promotion of Access to Information Act Manual;

6.2.4. Internal and external correspondence;

6.2.5. General Financial Information;

- 6.2.6. Financial Statements;
- 6.2.7. Financial and Tax Records (Company & Employees);
- 6.2.8. Asset Register & Insurance information;
- 6.2.9. Banking details;
- 6.2.10. Customer Information;
- 6.2.11. General Contract Documentation;
- 6.2.12. Statutory Records;
- 6.2.13. General Operational Information;
- 6.2.14. Website; and
- 6.2.15. Relevant news and publications.

**7. Protection of Personal Information – privacy policy and procedures**

- 7.1. The company obtains personal information of customers through its website;
- 7.2. The company obtains personal information of customers only and exclusively as provided by them;
- 7.3. All customer information is obtained with customer consent and subject to the company's website indemnity (as set out on the website);
- 7.4. The company's information officer, as per clause 2, is responsible for maintaining the security of all personal information collected;
- 7.5. All personal information is stored in a safe environment and, where applicable, in encrypted electronic format;
- 7.6. All personal information collected will be stored as prescribed by the Companies Act, 71 of 2008;
- 7.7. Should the company experience a personal information breach, affected customers as well as the Information Regulator will be advised thereof as soon as practically possible;
- 7.8. Customers can have their personal information altered or deleted by request addressed to the Company's information officer; and

7.9. The company's website host has provided the company with an SSL certificate to the effect that all Personal Information that might be collected from the website is kept secure and confidential;

**8. Procedure in terms of PAIA for a request for access to records**

8.1. Any person who contemplates requesting information from the company in accordance with PAIA must complete "Form C" as published in accordance with Section 53 of PAIA and submit this form, together with the specified request fee, to the company's information officer at any of the relevant contact details set out in clause 2;

8.2. Form C is enclosed with this manual for ease of access;

8.3. The requester must ensure that Form C:

8.3.1. provides sufficient particulars to enable the company's information officer to properly identify -

8.3.1.1. the requester; and

8.3.1.2. the record/s requested;

8.3.1.3. indicate which form of access is required,

8.3.1.4. specify a postal address or fax number of the requester in the Republic;

8.3.1.5. identify the right that the requester is seeking to exercise or protect, and

8.3.1.6. provide an explanation of why the requested record is required for the exercise or protection of that right,

8.4. If in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, Form C must clearly state that manner and provide the necessary particulars to be informed in such other manner;

8.5. If the request is made on behalf of another person, the requester must (in addition to Form C) submit documentary proof, to the reasonable satisfaction of the company's information officer, of the capacity in which he/she is making the request; and if such request is made on behalf of a

- 8.6. customer, the customer's original written consent to provide the requested records to the requester must be supplied. In addition, the authenticity of such written consent must be proved to the reasonable satisfaction of the company's information officer.
- 8.7. The requester will be notified by the company's information officer of the amount of the prescribed fee to be paid and a request will only be further processed upon receipt of such prescribed fee.
- 8.8. The prescribed forms and fees for requests to private bodies are available on the website of the South African Human Rights Commission at [www.sahrc.org.za](http://www.sahrc.org.za) and the website of the Department of Justice and Constitutional Development [www.doj.gov.za](http://www.doj.gov.za).



(full signature)

Name: Debra Rahimi  
Designation: Director and POPI Information Officer

Date: 29 June 2021