



# **I NEED AN EXPERT (PTY) LTD**

REGISTRATION NUMBER: 2020 / 528360 / 07

## **PAIA MANUAL**

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

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# 1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1 **“CIPC”** Companies and Intellectual Property Commission;
- 1.2 **“COIDA”** Compensation for Occupational Injuries and Diseases Act;
- 1.3 **“DIO”** Deputy Information Officer;
- 1.4 **“ECTA”** Electronic Communications and Transactions Act;
- 1.5 **“IO”** Information Officer;
- 1.6 **“Minister”** Minister of Justice and Correctional Services;
- 1.7 **“PAIA”** Promotion of Access to Information Act No. 2 of 2000, as amended;
- 1.8 **“POPIA”** Protection of Personal Information Act No. 4 of 2013;
- 1.9 **“Regulator”** Information Regulator;
- 1.10 **“Republic”** Republic of South Africa;
- 1.11 **“RFP”** Request for Proposal;
- 1.12 **“SARS”** South African Revenue Service; and
- 1.13 **“UIF”** Unemployment Insurance Fund.

**Note:** No industry-specific regulating body is currently applicable to I Need an Expert (Pty) Ltd, other than the Information Regulator in respect of PAIA and POPIA compliance.

## 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

## 3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF I NEED AN EXPERT (PTY) LTD

### 3.1 Information Officer

Field	Details
Name	David Michael Bouwer
Position	Director
Telephone	+27 68 229 7868
Email	david@ineedanexpert.co.za

### 3.2 National / Head Office

Field	Details
Postal Address	49 Boundary Road, Inanda, Sandton, 2196
Registered Office / Physical Address	49 Boundary Road, Inanda, Sandton, 2196
Telephone	+27 68 229 7868
General Email	david@ineedanexpert.co.za
Websites	<a href="https://bidarchitect.com">https://bidarchitect.com</a> <a href="https://www.ineedanexpert.co.za">https://www.ineedanexpert.co.za</a> <a href="https://onesim.co.za">https://onesim.co.za</a>
Fax	Not applicable

## 4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2 The Guide is available in each of the official languages and in braille.

4.3 The aforesaid Guide contains the description of the objects of PAIA and POPIA;

4.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of the Information Officer of every public body, and every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;

4.3.3 the manner and form of a request for access to a record of a public body contemplated in section 11, and access to a record of a private body contemplated in section 50;

4.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;

4.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;

4.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including an internal appeal, a complaint to the Regulator, and an application with a court against a decision by the information officer of a public body, a decision on internal appeal, a decision by the Regulator or a decision of the head of a private body;

- 4.3.7 the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8 the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9 the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- 4.3.10 the regulations made in terms of section 92.
- 4.4 Members of the public can inspect or make copies of the Guide from the offices of public and private bodies, including the office of the Regulator, during normal working hours.
- 4.5 The Guide can also be obtained upon request to the Information Officer or from the website of the Regulator at <https://www.justice.gov.za/inforeg/>.
- 4.6 A copy of the Guide is available in English for public inspection during normal office hours.

## 5. CATEGORIES OF RECORDS OF I NEED AN EXPERT (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of record	Available on website	Available upon request
PAIA Manual	PAIA Manual	Yes - <a href="https://bidarchitect.com">https://bidarchitect.com</a>	Yes
Privacy Policy	Privacy Policy / Website Privacy Information	Yes - all three websites	Yes
Company contact details	Business address, telephone number, email address and website details	Yes	Yes
Company services offered	Bid Architecture, consulting, LinkedIn AI Training, Vision and Beyond / Vision 2026, One eSIM Africa-related business development and related services	Yes	Yes
Published content	Articles, posts, videos, livestream promotions, training information and public-facing marketing material	Yes, where published	Yes, where appropriate
Company incorporation documents	CIPC registration documents and related company information	No	Yes, where lawful and appropriate

**Note:** Certain CIPC registration documents may also be available through the CIPC.

## 6. DESCRIPTION OF THE RECORDS OF I NEED AN EXPERT (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

The following information and records are held and may be made available in terms of legislation applicable to the business, subject to PAIA, POPIA, confidentiality, privilege, commercial sensitivity and any lawful grounds for refusal:

Applicable legislation	Category of records
Companies Act, No. 71 of 2008	Company incorporation documents, director records, company registers, resolutions, annual returns and related statutory company records
Promotion of Access to Information Act, No. 2 of 2000	PAIA Manual, PAIA request records, access request correspondence and related response records
Protection of Personal Information Act, No. 4 of 2013	Privacy policies, data subject requests, consent records where applicable, security safeguard records, operator/confidentiality arrangements and personal information processing records
Income Tax Act, No. 58 of 1962	Income tax returns, assessments, supporting documents and SARS correspondence
Tax Administration Act, No. 28 of 2011	Tax records, submissions, correspondence, accounting support documents and records required for tax administration
Basic Conditions of Employment Act, No. 75 of 1997	Director/employee-related records, contracts and leave/payroll records where applicable
Labour Relations Act, No. 66 of 1995	Employment-related records where applicable
Unemployment Insurance Contributions Act, No. 4 of 2002	UIF declarations and related records where applicable
Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993	COIDA registration, return of earnings and related records where applicable
Electronic Communications and Transactions Act, No. 25 of 2002	Electronic communications, website records, online transaction and electronic contracting records where applicable
Consumer Protection Act, No. 68 of 2008	Client service, training, marketing and consumer-facing transaction records where applicable
Copyright Act, No. 98 of 1978	Original content, training material, presentations, media, recordings, intellectual property and related permission records where applicable

**VAT note:** I Need an Expert (Pty) Ltd is not currently registered for VAT; VAT-specific records are therefore not listed as standard record categories.

## 7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY I NEED AN EXPERT (PTY) LTD

Subjects on which the company holds records	Categories of records
Strategic, business and planning records	Business plans, strategic documents, proposals, project plans, service offerings, business development records and internal notes
Bid Architecture / tender / RFP advisory	Client briefs, tender/RFP documents, compliance matrices, bid-specific information, proposal content, strategy notes, service provider inputs, client correspondence and submission support material
Client-related information	Client names, company information, contact details, contracts, engagement letters, invoices, correspondence and project records
LinkedIn AI Mastery and training	Attendee registration details, attendance records, training content, worksheets, feedback, communications and course administration records
Vision and Beyond / Vision 2026 media activities	Guest speaker information, bios, photographs, social links, interview/topic notes, livestream links, recordings, promotional content and event administration records
One eSIM Africa-related business development	Reseller/prospective reseller contact information, onboarding correspondence, platform-related reseller information and business development records
Digital, marketing and published content	Website content, articles, LinkedIn posts, newsletters, graphics, Canva designs, social media assets, video/audio content and SEO-related material
Financial and accounting records	Accounting records, invoices issued, payment administration records, tax records, management accounts and supporting documents
Director / employee-related records	Director records, employment/payroll records where applicable, tax-related records and related statutory submissions
Service provider and confidentiality records	Service provider contact details, contracts, non-disclosure agreements, confidentiality undertakings and project-related correspondence
Information technology and security	Cloud account records, email records, user access records, platform records, device security and data protection records

## **8. PROCESSING OF PERSONAL INFORMATION**

### **8.1 Purpose of Processing Personal Information**

I Need an Expert (Pty) Ltd processes personal information for the following purposes:

- 8.1.1 To provide Bid Architecture, tender and Request for Proposal (RFP) advisory, including reviewing tender/RFP documentation, preparing proposal content, managing bid information, coordinating participating service providers and advising on bid strategy.
- 8.1.2 To provide business consulting, expert positioning, digital content, training, LinkedIn AI Training and related advisory services.
- 8.1.3 To manage Vision and Beyond / Vision 2026 media activities, including guest speaker coordination, livestream preparation, promotional content, recordings and post-event communication.
- 8.1.4 To conduct One eSIM Africa-related business development, including reseller enquiries, reseller onboarding support and platform-related communication.
- 8.1.5 To manage client engagements, service agreements, proposals, invoices, correspondence and project administration.
- 8.1.6 To comply with legal, tax, company secretarial, PAIA, POPIA and other statutory obligations applicable to the business.
- 8.1.7 To maintain contact, marketing, website, social media and communication records, including newsletters, event notices, training updates and service-related communication, subject to applicable law.
- 8.1.8 To protect the rights, confidential information, commercial interests and legal position of I Need an Expert (Pty) Ltd, its clients and relevant third parties.
- 8.1.9 To comply with regulatory requirements. No industry-specific regulating body is currently applicable, other than the Information Regulator for PAIA and POPIA compliance.

## 8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of data subjects	Personal information that may be processed
Clients and prospective clients	Names, surnames, company names, job titles, email addresses, telephone numbers, website details, business requirements, service enquiries, contracts, correspondence and project information
Bid Architecture clients and bid participants	Names, contact details, company details, tender/RFP documents, proposal content, bid-specific information, service provider information, capability information, strategy information and correspondence
LinkedIn AI Mastery attendees	Names, contact details, LinkedIn profile details, attendance information, training feedback and course administration records
Vision and Beyond / Vision 2026 guest speakers, co-hosts and contributors	Names, contact details, biographies, profile photographs, social media links, areas of expertise, recordings, promotional content and event-related correspondence
One eSIM Africa resellers and prospective resellers	Names, contact details, company information, reseller enquiries, onboarding information, communication records and platform-related reseller information
Service providers / operators	Names, contact details, company information, contracts, non-disclosure agreements, confidentiality undertakings and correspondence
Director / employee	Name, address, identity number, tax number, payroll-related records, statutory records, contact details and company role information
Website visitors and social media users	Information submitted through website forms, email enquiries, comments, public social media interactions and technical information processed through website or platform tools where applicable

**Banking information note:** I Need an Expert (Pty) Ltd does not generally process client, supplier, reseller or attendee banking details, other than its own company banking information for invoicing and payment administration.

### 8.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or categories of recipients to whom the personal information may be supplied
Company, director and statutory information	CIPC, SARS, the Information Regulator and other statutory authorities where required by law
Tax and accounting information	SARS, accounting/bookkeeping/tax service providers and professional advisers where applicable
Director / employee-related information	SARS, Department of Employment and Labour, UIF, COIDA and related statutory bodies where applicable
Client project and bid-related information	Authorised client representatives, authorised project participants, participating service providers and professional advisers, where necessary for the relevant project
Training attendee information	Authorised training administration platforms or service providers where necessary for course delivery and administration
Vision and Beyond / Vision 2026 guest information	Broadcasting, livestreaming, social media, design, marketing and publishing platforms where necessary for the programme and agreed promotional activities
One eSIM Africa reseller information	One eSIM Africa / One eSIM platform administrators and related authorised platform service providers where necessary for reseller management and business development
Contact, marketing and communication information	Email, cloud, communication, CRM, social media, design, AI and website hosting service providers used by the company
Confidential or legally sensitive information	Legal advisers, compliance advisers, insurers, auditors or other professional advisers where required or appropriate

### 8.4 Planned transborder flows of personal information

I Need an Expert (Pty) Ltd uses electronic communication, cloud-based and online platforms in the ordinary course of business. Personal information may therefore be stored, accessed or processed outside the Republic of South Africa depending on the infrastructure, hosting locations and operational requirements of the relevant platform or service provider.

The platforms and systems used may include WhatsApp, Canva, ChatGPT, LinkedIn, Mail, Gmail, laptop/cloud storage and the One eSIM Africa / One eSIM platform and related CRM or reseller management system.

Categories of personal information that may be subject to transborder processing include contact information, client and prospective client information, training attendee information, Vision and Beyond / Vision 2026 guest speaker information, One eSIM Africa reseller information, project correspondence, bid-related documents, media content and business development records.

Where practical, the company will seek to use reputable service providers and apply confidentiality, access control and security safeguards appropriate to the nature of the information processed.

## 8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

I Need an Expert (Pty) Ltd understands the importance of protecting personal information and confidential business information. The company uses the following safeguards, where appropriate:

- Password-protected laptop;
- password-protected cloud accounts;
- two-factor authentication where available;
- secure Gmail / Mail access;
- access limited to authorised persons and platforms required for business purposes;
- non-disclosure agreements and confidentiality obligations for service providers where applicable;
- controlled sharing of bid, proposal, training and media-related documents;
- reasonable care in the use of online platforms, communication tools and AI systems; and
- periodic review of access, storage and confidentiality practices.

## 9. AVAILABILITY OF THE MANUAL

9.1 A copy of this Manual is available on <https://bidarchitect.com>.

9.2 The company's Privacy Policy is available on <https://bidarchitect.com>, <https://www.ineedanexpert.co.za> and <https://oneesim.co.za>.

9.3 A copy of this Manual is available at the head office / registered office of I Need an Expert (Pty) Ltd for public inspection during normal business hours, by prior arrangement.

9.4 A copy of this Manual is available to any person upon request and upon payment of a reasonable prescribed fee, where applicable.

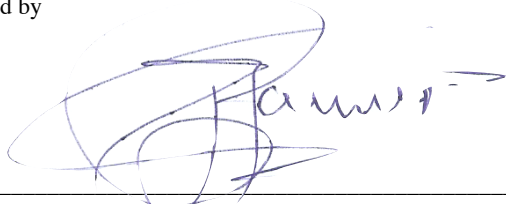
9.5 A copy of this Manual is available to the Information Regulator upon request.

9.6 A fee for a copy of the Manual, as contemplated in the Regulations, shall be payable per each A4-size photocopy made, where applicable.

## 10. UPDATING OF THE MANUAL

The head of I Need an Expert (Pty) Ltd will, on a regular basis, update this Manual where necessary.

Issued by



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**David Michael Bouwer**

Director

I Need an Expert (Pty) Ltd

Date: 19 June 2026