J & K Web Collective (PTY) LTD
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J AND K WEB COLLECTIVE
PAIA Manual

J AND K WEB COLLECTIVE (PTY) LTD
Trading as J & K Web Collective
Company registration number 2025/895739/07

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 as amended. Compiled 6 October 2026. Version 1.5. Updated 7 October 2026.

This manual explains the records held by our company, how to request access and how we process personal information. It covers our South African legal entity and its business activities, including work for clients outside South Africa. Listing a record does not mean it is freely available or that confidential information will be disclosed.

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1 Terms and purpose

PAIA means the Promotion of Access to Information Act 2 of 2000. POPIA means the Protection of Personal Information Act 4 of 2013. IO means Information Officer. The Regulator means the Information Regulator of South Africa.

The manual identifies records available without a formal request, records kept under legislation, the subjects on which we hold records and the contact and procedure for requesting access. It also describes processing purposes, data subjects, recipients, international processing and general security measures.

2 Company and Information Officer contacts

Company: J AND K WEB COLLECTIVE (PTY) LTD
Registration number: 2025/895739/07
Information Officer: Jordyn Robert Bell
Position: Director and Co-Founder
Email for PAIA and privacy requests: info@jnkwebcollective.co.za
Business telephone: +27 81 853 9628
Website: https://www.jnkwebcollective.co.za/

Physical and postal address: 300 Serengeti Blvd, Glen Marais, Kempton Park, Gauteng, 1619, South Africa. Direct requests to the Information Officer at this address or by email. No Deputy Information Officer is designated. The company is operated by its two directors, Jordyn Robert Bell and Kayla-Lynn Bell, with no other staff. Jordyn manages IT; company-held client information is accessed by the two directors, subject to the provider processing described below.

3 The PAIA guide

The Regulator publishes a section 10 guide explaining PAIA and POPIA access rights, prescribed forms, fees, assistance, remedies and how to obtain public and private body manuals. Guides in South African official languages are accessible from https://inforegulator.org.za/paia/. Ask our IO for assistance obtaining or inspecting the guide, including an accessible format.

Regulator contact: enquiries@inforegulator.org.za; telephone 010 023 5200; https://inforegulator.org.za/contact-us/. The eServices portal is https://eservices.inforegulator.org.za/. Use the current contact page for physical and postal details.

4 Records available without a formal request

The following public material can be read on our website or requested from the IO without completing PAIA Form 2. Availability of published portfolio material does not include confidential client files or source code.

Record category	How to access
Published service descriptions and starting prices	Website service pages or email the IO
Public company and contact information	Website contact and terms pages
Website terms privacy and cookie policies	Website Legal and Policies pages
Public portfolio and project descriptions	Website portfolio pages
This manual once issued	Website Legal and Policies and the IO

5 Records and applicable legislation

The legislation below relates to our company records. A legal requirement to retain a record does not automatically grant unrestricted access; statutory access provisions and lawful refusal grounds still apply.

Records	Applicable legislation
Company incorporation director and statutory company records	Companies Act 71 of 2008
Access requests decisions and this manual	PAIA 2 of 2000
Personal information consents and privacy requests	POPIA 4 of 2013
Quotes contracts and electronic correspondence	Electronic Communications and Transactions Act 25 of 2002; Consumer Protection Act 68 of 2008 where applicable
Accounting invoices and tax records	Companies Act; Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011. VAT Act 89 of 1991 where applicable

6 Subjects and record categories

Access concerns records that exist and are held or controlled by the company. PAIA does not require us to create a new record to answer a request. This description does not imply we hold every possible type of record for each person.

Subject	Record categories
Company administration	Registration documents director records company correspondence and business policies
Sales and client relationships	Enquiries quotes proposals agreed scopes contracts approvals and client correspondence
Finance	Excel accounting spreadsheet, quotes, invoices, receipts and payment correspondence where held
Project delivery	Requirements, designs and client/project files in OneDrive and on the work computer; Canva design material; GitHub code and project material; delivery/support correspondence where held
Suppliers and service providers	Provider accounts agreements subscriptions licences and related correspondence
Website and privacy	Website content consent preferences campaign attribution security and delivery logs privacy and access requests and decisions

Client systems may contain information for which the client is the responsible party and we act only as an operator. Access to those records must respect the client agreement, the applicable law and the rights of affected people; contact the IO to identify the correct responsible party.

7 Personal information processing

7.1 Purposes

We process information to answer enquiries, prepare quotes, agree and deliver projects, communicate with clients and suppliers, administer payments and company records, provide support, secure our services, comply with legal duties and address disputes. Optional website analytics and Meta advertising measurement depend on the separate consent controls described in our website privacy and cookie policies.

7.2 Data subjects and information

Prospective and current clients and their representatives: first name, surname, email address, cellphone number, form submissions and project correspondence. Quotes may also require a company name and address. Directors: company administration and statutory records. Supplier representatives: business contact, account and contract correspondence where held. Website visitors: device/browser and visit information, consent preferences, campaign attribution and security information where collected. No separate employee or contractor workforce is currently maintained.

7.3 Recipients

The two directors access company-held client information. Microsoft OneDrive is used to store business records. Business email is provided through Microsoft Exchange Online; quotes, designs and project files are stored in OneDrive and on the work computer. Canva holds design material, GitHub holds code/project material, and WhatsApp may hold client correspondence. Accounting is maintained in an Excel spreadsheet. Access and processing by these providers depend on the information used in each service.

Website hosting and security use Vercel, Vercel Security and Cloudflare. Resend delivers enquiry emails. Google provides reCAPTCHA and, with analytics consent, Google Analytics; Vercel analytics requires analytics consent. Meta browser events and server-side Lead reporting require current marketing permission and are blocked by Global Privacy Control. For successful enquiries, email and an international phone number, when provided, are normalised and SHA-256 hashed on our server for matching. Hashing is not anonymisation. Meta may also receive event time and identifiers, page path, browser cookies, user agent and IP address. Names, project notes and budgets are excluded. Automatic Pixel configuration is disabled; matching is controlled by our server.

Other disclosures may occur to providers engaged for agreed client work or to authorities where legally required or permitted. Client records are not freely available to the public. Enquiry contact lists are not offered for sale; advertising disclosures may nevertheless constitute sharing or targeted advertising under applicable U.S. law.

7.4 International processing

We operate in South Africa and serve South African and U.S. clients. Our Microsoft email and OneDrive data are stored in South Africa. Canva design data is stored in the United States. These storage locations do not establish that every support operation or subprocessor operates in the same country. GitHub, WhatsApp, Vercel, Cloudflare, Resend, Google and Meta may process relevant information outside South Africa under their service arrangements. This can include correspondence, design files, code, operational data and permitted measurement events, depending on the service. The company manages these service accounts. Provider data-protection terms describe processing instructions, security, subprocessors and transfer protections where applicable. Provider processing locations and account-specific terms must be reviewed for the applicable POPIA section 72 ground; overseas storage is not treated as automatically authorised by use of a service.

7.5 General security measures

Two-factor authentication and password-protected phones and laptops are used. FileVault is active on the Mac and drive encryption is active on the Windows computer. OneDrive stores business files and provides version history for recovery; this is our current recovery arrangement, rather than a separate independent backup. The public website uses secure connections, server-side credentials, consent controls and form abuse protection, with Vercel and Cloudflare hosting/security services.

Both restoration of an earlier file version and recovery of a deleted file have been successfully tested in OneDrive. Measures to maintain include access-permission and provider reviews, secure management of encryption recovery keys, periodic recovery testing, secure disposal and incident procedures. Safeguards must suit the data and risks; no specific account or provider certification is asserted.

7.6 Retention and deletion

We apply the following retention schedule, adopted on 6 October 2026. Unsuccessful enquiries are kept for 12 months after the last meaningful contact. Nonessential working designs and project files are kept for 3 years after project completion or the end of support, whichever is later. Contracts and accepted quotes are kept for 7 years after project completion or the end of support, whichever is later. Invoices and accounting records are kept for at least 7 years after the relevant financial year ends and longer where the applicable tax retention period runs later. Incorporation documents and records subject to permanent statutory retention are retained permanently. Other records are kept only for their justified business or legal purpose.

A dispute, investigation, audit, statutory duty or other lawful hold may require longer retention. The IO must review records and arrange secure deletion or de-identification when their retention period and any lawful hold end. Provider version history, logs and recovery copies have separate lifecycles; retention settings and deletion requests must account for these. Necessary privacy-request and incident records are retained for handling the matter and any applicable legal obligations.

7.7 Personal information rights

Contact the IO to request confirmation of personal information held, access, correction or deletion, to object to processing or withdraw consent where applicable. POPIA access and correction have their own conditions and exceptions; the PAIA rights test is not imposed indiscriminately on a request about your own personal information. POPIA forms are at https://inforegulator.org.za/popia-forms/. Identity checks must be proportionate, and legal retention requirements may limit deletion.

8 Requests fees decisions and remedies

8.1 Submit a request

Complete prescribed PAIA Form 2 and send it to the IO by email or post using section 2. Current forms are at https://inforegulator.org.za/paia-forms/. Identify the records sufficiently, your contact details and preferred access format. For a section 50 private-body request, identify the right to be exercised or protected and explain why the record is required. If acting for another person, provide proof of authority. Ask the IO for assistance if disability or literacy difficulties prevent completion of the form.

8.2 Fees and decisions

Only prescribed lawful fees apply, subject to applicable exemptions. The IO will explain any request fee, access or reproduction costs and lawful deposit before payment is required, using the prescribed outcome and fee notice where applicable. Consult the current private-body tariff at https://inforegulator.org.za/paia-fees-structure/. Do not send payment-card details or pay an unverified account in response to a purported records request.

A decision is ordinarily required within 30 days of receipt. PAIA permits one extension of up to a further 30 days in specified circumstances, with written notice and reasons. The IO will communicate the outcome, any fees, reasons for refusal where required and available remedies. Failure to decide within the applicable period can constitute deemed refusal.

Records may be refused or redacted only on lawful grounds, including protected third-party personal information, commercial confidentiality, privilege and applicable security interests, subject to exceptions and the public-interest override where it applies. Accessible portions must be considered separately; listing a record in this manual is not a promise of disclosure.

8.3 Complaints and remedies

A private body has no statutory PAIA internal appeal procedure. You may ask the IO to resolve a concern, but this does not suspend statutory time limits. A complaint to the Regulator may generally be lodged within 180 days of the relevant decision or deemed refusal, using PAIA Form 5 or the eServices portal. Complaints can address access decisions, applicable fees, extensions or the form of access as provided by PAIA. Consult the Regulator guide for the relevant procedure and court remedies; different court time limits may apply.

PAIA complaints: PAIAComplaints@inforegulator.org.za. Forms and assistance: https://inforegulator.org.za/paia/ and https://eservices.inforegulator.org.za/. POPIA complaints follow the separate POPIA procedure available from the Regulator.

9 Availability and updates

This manual is available free electronically at https://www.jnkwebcollective.co.za/legal/paia-manual.pdf and from the IO by email. A copy is to be available at the company address for public inspection during normal business hours; contact the IO to arrange inspection. Inspection is free; any charge for a physical copy must follow the prescribed tariff. The manual must also be provided to the Regulator on request.

The IO maintains and updates this manual when contact details, records, processing or legal requirements materially change. Earlier versions should be retained for company records. Registration and annual reporting are separate operational obligations; publication of the manual does not make a filing to the Regulator.

Responsible for issue and maintenance: Jordyn Robert Bell, Director and Co-Founder and Information Officer. Compilation date: 6 October 2026. No signature or certificate number is reproduced in this document.

Official reference material

PAIA guide templates and forms
https://inforegulator.org.za/paia/
https://inforegulator.org.za/paia-forms/

PAIA fees
https://inforegulator.org.za/paia-fees-structure/

POPIA guidance and forms
https://inforegulator.org.za/popia/
https://inforegulator.org.za/popia-forms/

Regulator contact and online services
https://inforegulator.org.za/contact-us/
https://eservices.inforegulator.org.za/