



Promotion of Access to Information Manual

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000

LIANNE MINDS (PTY) LTD

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This Manual is publicly available at lianneminds.com and from the Information Officer on request.

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1 Introduction and purpose

This Manual is prepared by Lianne Minds (Pty) Ltd in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000, as amended (PAIA), and the Protection of Personal Information Act 4 of 2013 (POPIA). It explains the records held by Lianne Minds, how a person may request access to those records, and how Lianne Minds processes and protects personal information.

PAIA gives effect to the constitutional right of access to information. A person requesting a record from a private body must identify the right they seek to exercise or protect, explain why the requested record is required for that purpose, comply with PAIA's procedural requirements, and pay any prescribed fee. Access remains subject to the grounds for refusal set out in PAIA and other applicable law.

2 Definitions and abbreviations

Term	Meaning
Data subject	The person to whom personal information relates.
Information Officer	The person registered with the Information Regulator to perform the duties prescribed by PAIA and POPIA.
Lianne Minds	Lianne Minds (Pty) Ltd, registration number 2025/954829/07, trading as Lianne Minds.
PAIA	Promotion of Access to Information Act 2 of 2000, as amended.
Personal information	Information relating to an identifiable natural person and, where applicable, an identifiable juristic person.
POPIA	Protection of Personal Information Act 4 of 2013.
Private body	A natural or juristic person described as a private body in PAIA.
Record	Recorded information in any form or medium that is in the possession or under the control of Lianne Minds, whether or not it was created by Lianne Minds.
Regulator	The Information Regulator of South Africa.
Requester	A person making a request for access to a record under PAIA.

3 Business and Information Officer details

Detail	Information
Registered name	Lianne Minds (Pty) Ltd
Trading name	Lianne Minds
Company registration number	2025/954829/07
Organisation type	Private company
Head of Private Body	Lianne Lembeck
Information Officer	Lianne Lembeck
Information Officer registration number	2026-067783
Appointment and registration date	28 September 2026
Street and postal address	28 Appaloosa Crescent, West Riding, Cape Town, 7439, South Africa
Telephone	+27 66 516 3029
Email	hello@lianneminds.com
Website	https://lianneminds.com

No Deputy Information Officer has been designated. Requests and enquiries should be directed to the Information Officer using the details above.

4 Information Regulator PAIA Guide

The Information Regulator has published a PAIA Guide to assist people who wish to exercise rights under PAIA and POPIA. The Guide explains, among other matters, how to make a request, applicable fees, available remedies and how to lodge a complaint.

Information Regulator	Contact details
Website	https://inforegulator.org.za
eServices portal	https://eservices.inforegulator.org.za
Email	enquiries@inforegulator.org.za
Telephone	010 023 5200
Toll-free	0800 017 160
Postal address	P.O. Box 31533, Braamfontein, Johannesburg, 2017
Physical address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg

The Guide and prescribed PAIA forms are available from the Information Regulator's website. A copy may also be requested from the Lianne Minds Information Officer.

5 How to request access to a record

5.1 Submission requirements

A requester seeking access to a record that is not automatically available must:

1. Complete the prescribed Form 2, Request for Access to Record, available from the Information Regulator's website.
2. Submit the completed and signed form to the Information Officer by email, hand delivery or post using the contact details in section 3.
3. Describe the requested record clearly enough for it to be identified.
4. Identify the right the requester seeks to exercise or protect and explain why the record is required for that purpose.
5. State the preferred form of access and provide sufficient contact details.
6. Provide proof of identity and, if acting for another person, proof of authority to act on that person's behalf.
7. Pay any request or access fee prescribed by law after receiving notice of the amount payable, unless an exemption applies.

5.2 Decision and response period

Lianne Minds will ordinarily notify the requester of its decision within 30 days after receiving a properly completed request, subject to any extension permitted under PAIA. If access is granted, the notice will state the applicable access fee, the form in which access will be provided and any other relevant arrangements.

5.3 Grounds for refusal and remedies

A request may be refused only on grounds permitted by PAIA, including the protection of another person's privacy, confidential commercial information, legally privileged information, safety, security or records whose disclosure is prohibited by law. If a request is refused, the requester will be given written reasons and informed of available remedies.

A private body does not have an internal appeal process under PAIA. A requester or affected third party may lodge a complaint with the Information Regulator in the prescribed Form 5, generally within 180 days of the relevant decision, deemed refusal or expiry of the response period, or may approach a competent court as permitted by law.

6 Records available without a formal request

The following records may be accessed without completing PAIA Form 2, subject to any website terms, intellectual-property rights and reasonable administrative arrangements:

Category	Method of access
Website information and published insight articles	Available at lianneminds.com
Service, programme, workshop and digital-product descriptions	Available on the website or supplied directly on request
Privacy and POPIA Notice, Website Terms and Conditions, Disclaimer, and Cookie and Marketing Notice	Available through the website footer
PAIA Manual	Available on the website and from the Information Officer
Public social-media content	Available through Lianne Minds' public social-media profiles
Company information held in public registers	Available from CIPC or the relevant public authority, subject to its processes and fees

7 Records held under other legislation

Lianne Minds may hold records required by the following legislation, to the extent applicable to its activities:

- Companies Act 71 of 2008
- Consumer Protection Act 68 of 2008
- Copyright Act 98 of 1978
- Electronic Communications and Transactions Act 25 of 2002
- Income Tax Act 58 of 1962
- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Tax Administration Act 28 of 2011
- Unemployment Insurance Act 63 of 2001 and Basic Conditions of Employment Act 75 of 1997, if personnel are engaged in future
- Any professional, insurance, municipal or other legislation applicable to specific services or activities

Inclusion in this list does not imply that every category of record is held, or that every listed record is automatically accessible. Access remains subject to PAIA and other applicable law.

8 Categories of records held by Lianne Minds

Record category	Examples
Corporate and governance	CIPC records; incorporation documents; director and company records; policies; statutory registrations; business correspondence.
Financial and tax	Accounting records; invoices; receipts; banking and payment records; EFT and Yoco transaction records; tax submissions; supporting documentation.
Clients and prospective clients	Enquiries; contact and booking information; discovery-call notes; agreements; consent forms; intake information; session and programme administration records; correspondence; recordings where expressly agreed.
Special personal information	Health, wellbeing, medical-background or other sensitive information voluntarily provided where relevant to the requested service and processed under an appropriate lawful basis.
Services and programmes	Coaching, RTT, hypnotherapy, workshop and programme materials; schedules; attendance records; participant communications; feedback and testimonials with permission.
Digital products and intellectual property	Guided journals; ebooks; audio recordings; hypnosis recordings; course content; scripts; frameworks; trademarks; brand and design assets; licence and sales records.
Website and marketing	Website content; enquiries; newsletter subscriptions; consent and opt-out records; cookie and analytics information; campaign and social-media records.
Suppliers and service providers	Contracts; contact details; invoices; platform and service agreements; due-diligence and security information where applicable.
Insurance and professional records	Professional qualifications; memberships; insurance policies; claims correspondence; continuing-development records.
Security and compliance	Information-security records; access controls; incident and breach records; POPIA compliance materials; retention and destruction records; PAIA requests and responses.

9 Processing of personal information

9.1 Purposes of processing

- Responding to enquiries and arranging discovery calls, bookings and workshops.
- Assessing suitability, entering into and performing client or customer agreements.
- Providing coaching, RTT, hypnotherapy, programmes, workshops and digital products.
- Creating personalised support materials and audio recordings where agreed.
- Administering payments, invoices, accounts, records and customer support.
- Managing suppliers, professional advisers, insurers and technology providers.
- Complying with legal, tax, insurance, professional and regulatory obligations.
- Protecting the website, business systems, intellectual property, clients and business interests.
- Sending marketing communications where consent or another lawful basis permits, and managing opt-outs.
- Analysing website or service usage where lawfully enabled and subject to visitor choices.

9.2 Categories of data subjects and information

Data subject	Personal information processed
Prospective and current clients	Name; contact details; identity and demographic information where relevant; bookings; communications; goals; intake and consent information; health or wellbeing information voluntarily provided; payment and service records.
Workshop participants	Name; contact details; attendance, payment, dietary or accessibility information where supplied; feedback; consent for photographs or testimonials where applicable.
Website visitors and subscribers	Contact details submitted through forms; subscription choices; IP address, device, browser, cookie and analytics information where enabled.
Digital-product customers	Name; email; order, payment and delivery information; support communications; account or access details where applicable.
Suppliers and professional contacts	Names; business contact details; contractual, invoice, payment and correspondence records.
Practitioners, referral partners and collaborators	Professional contact, qualification, referral, contractual and correspondence information.
Regulators and authorities	Contact and official correspondence information associated with statutory or regulatory functions.

9.3 Special personal information

Because Lianne Minds provides coaching, RTT and hypnotherapy-related services, clients may voluntarily disclose health, wellbeing, medical-background, belief or other sensitive information. Such information is collected only where relevant, with an appropriate lawful basis, and is subject to enhanced confidentiality and security measures. Lianne Minds does not provide emergency, medical or psychiatric services.

10 Cross border processing and recipients

10.1 Categories of recipients

Personal information may be shared, where necessary and lawful, with:

- Payment processors and financial institutions, including Yoco and banks.

- Booking, video-conferencing, form, communication, email, hosting, cloud-storage, analytics and business-system providers, including services such as Calendly, Zoom, Google Meet, Jotform and WhatsApp/Meta where used.
- Accountants, legal advisers, insurers, technology support providers and other professional advisers subject to appropriate confidentiality obligations.
- Regulators, law-enforcement bodies, courts, tax authorities or other public bodies where disclosure is required or permitted by law.
- A successor or purchaser in a lawful business reorganisation or transfer, subject to appropriate safeguards.
- Other persons specifically authorised by the data subject or otherwise permitted by law.

10.2 Cross border flows

Some technology and communication providers may store, route or process personal information outside South Africa. Where cross-border processing occurs, Lianne Minds will take reasonably practicable steps to ensure that the recipient is subject to a law, binding corporate rules, contract or other arrangement that provides an adequate level of protection, or that another lawful basis under POPIA applies. Provider terms, locations and safeguards may change and are reviewed where reasonably necessary.

11 Information security measures

Lianne Minds applies reasonable technical and organisational safeguards appropriate to the nature and sensitivity of the information, including where applicable:

- Password protection, multi-factor authentication and access controls.
- Restricted access based on business need and confidentiality obligations.
- Use of reputable payment, booking, communication and cloud-service providers.
- Encryption or secure transmission features made available by service providers.
- Device security, software updates, malware protection and secure backups where appropriate.
- Secure storage, retention and confidential disposal or deletion practices.
- Supplier review and contractual safeguards where reasonably appropriate.
- Incident identification, response and notification procedures.
- Periodic review of privacy, security and access arrangements.

No system can guarantee absolute security. If Lianne Minds has reasonable grounds to believe that personal information has been accessed or acquired by an unauthorised person, it will respond and notify affected parties and the Information Regulator where required by POPIA.

12 Availability and updating of this Manual

This Manual is available free of charge:

- On the Lianne Minds website at <https://lianneminds.com>.
- From the Information Officer by email at hello@lianneminds.com.
- For inspection at 28 Appaloosa Crescent, West Riding, Cape Town, 7439, South Africa, during reasonable business hours by prior appointment.
- To the Information Regulator upon request, where required.

A reasonable fee may be charged for a printed copy as permitted by law. Lianne Minds will review and update this Manual when material changes occur or when required by law.

Approval

This Manual was approved by the Head of the Private Body and Information Officer on 28 September 2026.

Lianne Lembeck

Head of Private Body and Information Officer

Lianne Minds (Pty) Ltd

Information Officer registration number 2026-067783