

HOMEBOUND SA (PTY) LTD

PAIA MANUAL

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

DATE OF COMPILATION: August 2026

DATE OF REVISION: August 2026

1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1 "CEO" — Chief Executive Officer
- 1.2 "DIO" — Deputy Information Officer
- 1.3 "IO" — Information Officer
- 1.4 "Minister" — Minister of Justice and Correctional Services
- 1.5 "PAIA" — Promotion of Access to Information Act No. 2 of 2000 (as amended)
- 1.6 "POPIA" — Protection of Personal Information Act No. 4 of 2013
- 1.7 "Regulator" — Information Regulator
- 1.8 "Republic" — Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to:

- 2.1 check the categories of records held by HomeBound SA (Pty) Ltd 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 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 recipients or categories of recipients to whom the personal information may be supplied;
- 2.8 know if the body has planned to transfer or process personal information outside the Republic of South Africa; and
- 2.9 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 HOMEBOUND SA (PTY) LTD

3.1 Information Officer

Name: Dillan Bruce Hall
Tel: 065 590 9355
Email: dillanhall@gmail.com

3.2 Deputy Information Officer

Not applicable at this stage.

3.3 Access to Information General Contacts

Email: hello@homeboundsa.com

3.4 National / Head Office

Postal Address: 5 Coral Tree Place, Simbithi Eco Estate, Ballito, 4399

Physical Address: 5 Coral Tree Place, Simbithi Eco Estate, Ballito, 4399

Telephone: 065 590 9355

Email: hello@homeboundsa.com

Website: www.homeboundsa.com

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, 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 Guide can be obtained:

4.3.1 Upon request to the Information Officer at hello@homeboundsa.com

4.3.2 From the website of the Regulator: <https://www.justice.gov.za/inforeg/>

4.4 A copy of the Guide is available in the following two official languages for public inspection during normal office hours:

4.4.1 English

4.4.2 Afrikaans

5. CATEGORIES OF RECORDS AVAILABLE WITHOUT A FORMAL PAIA REQUEST

Category of Records	How to Access
PAIA Manual	Available on www.homeboundsa.com and upon request to hello@homeboundsa.com
General platform information and guides	Available on www.homeboundsa.com
Provider directory categories	Available on www.homeboundsa.com

6. RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of Incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
POPIA Compliance Records	Protection of Personal Information Act 4 of 2013

7. SUBJECTS ON WHICH HOMEBOUND SA (PTY) LTD HOLDS RECORDS

Subjects	Categories of Records
Finance	Invoices, payment records, bank statements, tax records
Human Resources	Contractor agreements, volunteer agreements, IP agreements
Users / Waitlist	Email addresses collected via waitlist signup form
Service Providers	Provider listing details, bios, contact information, credentials
Legal & Compliance	Company registration documents, PAIA Manual, IP agreements
Marketing & Communications	Social media content, email communications, platform guides

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

HomeBound SA (Pty) Ltd processes personal information for the following purposes:

- To maintain a waitlist of individuals interested in the HomeBound SA platform;
- To communicate with waitlist subscribers and registered users regarding platform updates and launch information;
- To manage provider listings and facilitate connections between users and service providers;
- To comply with applicable legal and regulatory requirements.

8.2 Categories of Data Subjects and Personal Information Processed

Categories of Data Subjects	Personal Information that may be processed
Waitlist subscribers / Platform users	Name, email address, country of residence, stage of relocation journey
Service Providers	Full name, business name, registration numbers, contact details, professional credentials, service descriptions
Contractors / Volunteers	Full name, contact details, skills, IP assignment details

8.3 Recipients of Personal Information

Category of Personal Information	Recipients
Email addresses of waitlist subscribers	Netlify Forms (form capture), Beehiiv (newsletter platform)
Provider contact details	Published on the HomeBound SA platform for registered users
General business information	Legal counsel, accountants, regulatory bodies as required by law

8.4 Planned Transborder Flows of Personal Information

HomeBound SA (Pty) Ltd makes use of third-party platforms hosted outside the Republic of South Africa, including:

- Netlify (United States) — form submissions and website hosting
- Beehiiv (United States) — newsletter and waitlist management
- Zoho Mail (India / Global) — email communication

Personal information transferred to these platforms is limited to email addresses and is subject to each platform's own privacy and security policies.

8.5 Information Security Measures

HomeBound SA (Pty) Ltd implements the following security measures to ensure the confidentiality, integrity and availability of personal information:

- SSL encryption on all web properties (homeboundsa.com and homeboundsa.co.za)
- Access to personal information restricted to the Information Officer
- Third-party platforms used are subject to industry-standard security certifications
- Regular review of data held and data minimisation practices

9. AVAILABILITY OF THIS MANUAL

9.1 A copy of this Manual is available:

9.1.1 On www.homeboundsa.com

9.1.2 At the head office of HomeBound SA (Pty) Ltd at 5 Coral Tree Place, Simbithi Eco Estate, Ballito, 4399, for public inspection during normal business hours

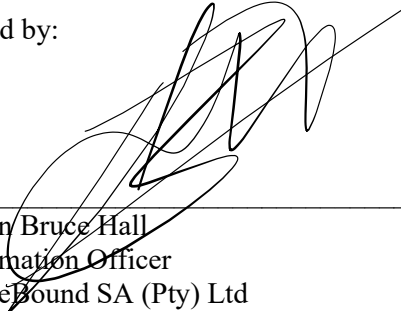
9.1.3 To any person upon request by emailing hello@homeboundsa.com

9.1.4 To the Information Regulator upon request

10. UPDATING OF THE MANUAL

The Information Officer of HomeBound SA (Pty) Ltd will on a regular basis update this Manual to ensure it remains accurate and current.

Issued by:



Dillan Bruce Hall
Information Officer
HomeBound SA (Pty) Ltd
August 2026