

# **mosaic.**

# **PAIA MANUAL**

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

Private Body: Damian Steyn trading as Mosaic Studio

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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

| IO        | Information Officer                                           |
|-----------|---------------------------------------------------------------|
| PAIA      | Promotion of Access to Information Act 2 of 2000 (as amended) |
| POPIA     | Protection of Personal Information Act 4 of 2013              |
| Regulator | Information Regulator of South Africa                         |
| Republic  | Republic of South Africa                                      |

## 2. PURPOSE OF THIS PAIA MANUAL

This Manual is prepared for Damian Steyn trading as Mosaic Studio ("Mosaic Studio") to assist requesters in understanding the categories of records held, how to request access to records, the contact details of the Information Officer, the processing of personal information and the availability of the PAIA Guide.

- identify records that may be available without a formal PAIA request;
- understand how to request access to a record held by Mosaic Studio;
- identify the subjects and categories of records held by Mosaic Studio;
- access the contact details of the Information Officer;
- understand personal-information processing and safeguards;
- identify categories of recipients and possible cross-border processing.

## 3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

| Private body               | Damian Steyn trading as Mosaic Studio                                        |
|----------------------------|------------------------------------------------------------------------------|
| Information Officer        | Damian Steyn, Owner                                                          |
| Deputy Information Officer | None currently designated                                                    |
| PAIA email                 | paia@mmsso.co.za                                                             |
| Privacy email              | privacy@mmsso.co.za                                                          |
| General email              | info@mmsso.co.za                                                             |
| Telephone                  | 060 988 4542                                                                 |
| Physical address           | 8 Akker Lane, Kriel, Mpumalanga, 2271, South Africa                          |
| Website                    | <a href="https://www.mmsso.co.za">https://www.mmsso.co.za</a>                |
| Business hours             | 08:00–17:00 South African time, Monday to Friday (excluding public holidays) |

## 4. GUIDE ON HOW TO USE PAIA

The Information Regulator has made a Guide available to assist persons who wish to exercise rights under PAIA and POPIA. The Guide is available from the Information Regulator at <https://inforegulator.org.za/>. A requester may contact the Mosaic Studio Information Officer for reasonable assistance with a request.

## 5. RECORDS AVAILABLE WITHOUT A FORMAL REQUEST

| Public business information | Services, packages, pricing guidance, contact details and project process | Yes                 | Yes |
|-----------------------------|---------------------------------------------------------------------------|---------------------|-----|
| Legal information           | Privacy Notice, Website Terms, Cookie Notice and PAIA information         | Yes                 | Yes |
| Educational information     | Website, booking and ecommerce guides                                     | Yes                 | Yes |
| Portfolio information       | Public client work and clearly labelled demo concepts                     | Yes                 | Yes |
| PAIA Manual                 | This Manual                                                               | Yes, once published | Yes |

## 6. RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION

| PAIA Manual and access records                    | Promotion of Access to Information Act 2 of 2000               |
|---------------------------------------------------|----------------------------------------------------------------|
| Personal information policies and records         | Protection of Personal Information Act 4 of 2013               |
| Electronic communications                         | Electronic Communications and Transactions Act 25 of 2002      |
| Consumer-facing service records, where applicable | Consumer Protection Act 68 of 2008                             |
| Tax/accounting records, where applicable          | Income Tax Act; Tax Administration Act; VAT Act, if applicable |

## 7. SUBJECTS AND CATEGORIES OF RECORDS HELD

| Business and strategy           | Business plans, proposals, services, packages, pricing and planning records             |
|---------------------------------|-----------------------------------------------------------------------------------------|
| Client and project delivery     | Project briefs, proposals, quotes, correspondence, approvals, content and asset records |
| Finance and administration      | Invoices, payment, expense, tax and accounting records, where applicable                |
| Suppliers and service providers | Supplier agreements, invoices, accounts and correspondence                              |
| Website and marketing           | Website content, analytics, search data, portfolio permissions and social-media records |
| Legal and compliance            | Terms, privacy documentation, consent logs, PAIA/POPIA requests                         |
| Human resources                 | Records only if employees or contractors are engaged                                    |

## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of processing

Mosaic Studio processes personal information to respond to project briefs, provide website and related digital services, prepare proposals, administer client relationships, deliver support, process payments where applicable, comply with legal obligations, maintain records, secure the website and improve website performance with consent-gated analytics.

### 8.2 Categories of data subjects and personal information

| Prospective clients | Names, business name, email, phone/WhatsApp, role, location, project requirements, budget, brand details and uploaded assets |
|---------------------|------------------------------------------------------------------------------------------------------------------------------|
| Clients             | Contact details, project records, content, approvals, billing records and support correspondence                             |

| Website visitors                     | Consent choice, device/browser information and optional analytics data where consent is provided |
|--------------------------------------|--------------------------------------------------------------------------------------------------|
| Suppliers/service providers          | Names, business contacts, account, contract, invoice and support records                         |
| Employees/contractors, if applicable | Identity, contact, tax, banking, qualification and employment records                            |

### 8.3 Recipients or categories of recipients

| Project brief and enquiry data | Information Officer/owner; authorised email and form providers                                         |
|--------------------------------|--------------------------------------------------------------------------------------------------------|
| Website analytics              | Google Analytics, Vercel Analytics, Vercel Speed Insights and Microsoft Clarity after optional consent |
| Email/attachments              | Zoho Mail and Resend                                                                                   |
| Hosting and website delivery   | Vercel and authorised technical providers                                                              |
| Financial records              | Accountant, tax advisers, payment providers and authorities where lawfully required                    |

### 8.4 Planned transborder flows

Mosaic Studio may use cloud, analytics, email, hosting and website service providers that process information outside South Africa. This may include project brief data, email correspondence, uploaded files, analytics and technical website data. Mosaic Studio will take reasonable steps to use appropriate safeguards consistent with POPIA.

### 8.5 General information security measures

Mosaic Studio implements or intends to implement reasonable safeguards appropriate to the information processed, including access controls, secure hosting, HTTPS, multi-factor authentication where available, credential management, consent controls for optional analytics, provider security features, software updates and reasonable restriction of access to client information.

## 9. AVAILABILITY OF THIS MANUAL

A copy of this Manual is available on <https://www.mmso.co.za/paia>, at the physical address above for inspection during normal business hours by prior arrangement, to a person upon request (subject to applicable fees) and to the Information Regulator upon request.

## 10. UPDATING OF THIS MANUAL

This Manual will be reviewed and updated on a regular basis, and when there is a material change to Mosaic Studio records, personal-information processing, service providers or legal obligations.

### Issued by

Damian Steyn  
Owner and registered Information Officer  
Mosaic Studio