MAISON NOIR PERFORMANCE

PAIA Manual

Access to information and protection of personal information.

This manual is published in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA), and the Protection of Personal Information Act 4 of 2013 (POPIA). It explains what records Maison Noir Performance holds, how personal information is processed, and how to request access to records.

01 Company Details

DETAIL	
Registered name	Maison Noir Performance (Pty) Ltd
Registration number	2026/801289/07
Physical address	Hans Strijdom Ave, Cape Town City Centre, Cape Town, 8000
Postal address	Hans Strijdom Ave, Cape Town City Centre, Cape Town, 8000
Email	info@maisonnoirperformance.com
Website	maisonnoirperformance.com

02 Information Officer

2.1 The Information Officer is the person responsible for this manual, for requests made under PAIA, and for compliance with POPIA.

DETAIL	
Information Officer	Menzikhaya Mvubelo, Director
Email	info@maisonnoirperformance.com
Phone	069 252 5381
Address	Hans Strijdom Ave, Cape Town City Centre, Cape Town, 8000
Regulator registration	2026-069726, registered on 20 October 2026

2.2 The Information Officer is registered with the Information Regulator under registration number 2026-069726.

03 Guide from the Information Regulator

3.1 The Information Regulator publishes a guide on how to use PAIA and POPIA. It explains your rights and how to exercise them.

3.2 The guide is available in all official languages on the Information Regulator's website, inforegulator.org.za, and from the Regulator directly.

3.3 Information Regulator contact details: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg. Postal address: P.O. Box 31533, Braamfontein, Johannesburg, 2017. Email: enquiries@inforegulator.org.za. Complaints: POPIAComplaints@inforegulator.org.za and PAIAComplaints@inforegulator.org.za.

04 About the Business

4.1 Maison Noir Performance provides personal training and coaching services. This includes in-person training in Cape Town, and online group coaching, one-to-one coaching and one-to-one premium coaching.

4.2 Clients are placed in one of five groups by region:

- Cape Town, in person,
- Africa, including the Middle East,
- the United Kingdom and Europe,
- the Americas, and
- Asia-Pacific.

05 Records Available Without a Request

5.1 The following records are freely available, without a formal request:

- information published on the website and social media accounts,
- the website privacy notice,
- service descriptions, and
- this manual.

06 Records Kept Under Other Laws

6.1 The company keeps records as required by the following laws, where they apply:

- Companies Act 71 of 2008,
- Income Tax Act 58 of 1962,
- Tax Administration Act 28 of 2011,
- Value-Added Tax Act 89 of 1991,
- Consumer Protection Act 68 of 2008,
- Protection of Personal Information Act 4 of 2013,
- Basic Conditions of Employment Act 75 of 1997, and
- Electronic Communications and Transactions Act 25 of 2002.

07 Records Held by the Company

7.1 **Company records:** registration documents, director details, statutory registers and resolutions.

7.2 **Financial records:** accounting records, invoices, bank statements and tax returns.

7.3 **Client records:** website applications, coaching agreements, onboarding questionnaires, health screening answers, training programmes, nutrition plans, check-ins, progress assessments, progress photos, attendance records, payment records and correspondence.

7.4 **Supplier and partner records:** contracts, invoices and correspondence with suppliers, venues and service providers.

7.5 **Marketing records:** content, media consents, marketing opt-ins, testimonials and enquiry records.

08 Processing of Personal Information

8.1 **Purpose.** Personal information is processed to:

- assess applications and recommend the right offering,
- design, deliver and manage coaching programmes,
- screen clients for health risks before training,
- track progress and measure results against agreed targets,
- process payments and keep financial records,
- communicate with clients and enquirers,
- send news and offers to people who have opted in, and
- meet legal, tax and regulatory obligations.

8.2 **Clients.** Name, ID or passport number, date of birth, contact details, emergency contact, occupation, goals, training history, body measurements, progress photos, and payment details.

8.3 **Special personal information.** Health information collected in the website application and the onboarding questionnaire, such as medical conditions, injuries and medication, is processed only with the person's consent, and only to keep training safe.

8.4 **Group members.** Name, contact details, check-in responses and progress updates shared in the group.

8.5 **Suppliers and partners.** Company and contact details, and banking details for payment.

8.6 **Applicants and website visitors.** Name, email address, WhatsApp number, location, goals, training history, preferred training format, availability, budget, payment preference, injuries they choose to share, and how they found the company.

09 Recipients of Personal Information

9.1 Personal information may be shared with:

- the company's accountant and auditors,
- payment providers, such as banks, PayPal and Wise,
- website form, email, coaching, video call and cloud storage service providers,
- insurers, where a claim arises, and
- authorities, where the law requires it.

9.2 Personal information is not sold or shared for marketing by third parties.

9.3 Photos or results are shared publicly only where the client has given written consent.

10 Cross-Border Transfers

10.1 Some personal information is stored or processed outside South Africa. This includes the website form service, email hosting, payment platforms, cloud-based coaching, video and storage services, and records of international clients.

10.2 Information is transferred only to service providers that are bound by data protection laws or agreements with a level of protection similar to POPIA, as required by section 72 of POPIA.

11 Security Measures

11.1 The company protects personal information by:

- storing records in password-protected, access-controlled systems,
- using two-factor authentication on business accounts,

- limiting access to people who need it,
- keeping health information separate from general client records, and
- deleting or destroying records once they are no longer needed, unless the law requires them to be kept.

11.2 If a data breach occurs, the company will notify the Information Regulator and the affected people as POPIA requires.

12 How to Request Access to Records

12.1 Requests must be made on the prescribed form (Form 2), available from the Information Regulator's website.

12.2 Send the completed form to the Information Officer by email, at the address in section 2.

12.3 The requester must give enough detail to identify the record, and say how they want access, for example a copy by email.

12.4 **Fees.** A request fee and access fees may apply, as prescribed in the PAIA regulations. No request fee applies when a person requests their own personal information.

12.5 The company will respond within 30 days. This may be extended once by up to 30 days, with notice.

12.6 **Your own information.** Under POPIA, you may ask to see, correct or delete your own personal information at any time, by contacting the Information Officer.

13 Grounds for Refusal

13.1 Access may be refused where PAIA allows it, for example to protect:

- the privacy of another person,
- commercial information of the company or a third party,
- confidential information,
- the safety of individuals or property, or
- legally privileged records.

14 Remedies

14.1 If you are unhappy with a decision on your request, you may lodge a complaint with the Information Regulator, or apply to court, within 180 days of the decision.

15 Availability and Updates

15.1 This manual is available on the company's website, maisonnoirperformance.com, and on request from the Information Officer at no cost.

15.2 This manual is reviewed every year and updated when anything material changes.

Version: 1.1, October 2026