

PAIA MANUAL

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

DATE OF COMPILATION: 10 December 2025 DATE OF REVISION: 10 December 2025

1. INTRODUCTION

The Story Song Co. is a creative studio specialising in custom songwriting and digital audio production services. This manual has been compiled in accordance with the Promotion of Access to Information Act (PAIA) to facilitate any requests for access to records held by the company.

2. COMPANY CONTACT DETAILS

Name of Private Body: The Story Song Co.

Head of Private Body: Kerry Lassen

Information Officer: Kerry Lassen

Physical Address: 184 Upper Buitenkant Street, Oranjezicht, Cape Town, 8001

Postal Address: 184 Upper Buitenkant Street, Oranjezicht, Cape Town, 8001

Email Address: thestorysongco@gmail.com

Website: <https://thestorysongco.netlify.app>

3. GUIDE ON HOW TO USE THE ACT

The Information Regulator has updated the guide on how to use the Act. This guide is available from the Information Regulator. Any queries can be directed to:

The Information Regulator (South Africa) Physical Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Email: enquiries@info regulator.org.za

Website: www.info regulator.org.za

4. RECORDS AVAILABLE WITHOUT A REQUEST

The following records are automatically available to the public and do not need to be requested in terms of the Act:

- Information available on the company website (product descriptions, pricing, FAQs).
- Marketing brochures and pamphlets.
- News and blog content published by the company.

5. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Where applicable to our operations, we hold records in accordance with the following legislation:

- Electronic Communications and Transactions Act 25 of 2002
- Income Tax Act 58 of 1962
- Consumer Protection Act 68 of 2008
- Protection of Personal Information Act 4 of 2013

6. DESCRIPTION OF RECORDS HELD

We hold the following categories of information:

- **Operational Information:** Client project briefs, custom lyrics, audio files, internal correspondence.
- **Financial Records:** Invoices, receipts, banking records.
- **Client Information:** Names, email addresses, and personal stories submitted for song creation (protected under POPIA).

7. PROCESSING OF PERSONAL INFORMATION (POPIA)

Purpose of Processing: We process personal information solely to deliver custom songwriting services, process payments, and communicate with clients regarding their orders.

Categories of Data Subjects:

- Clients (Customers)
- Service Providers

Security Measures: We employ industry-standard security measures, including secure servers and encryption, to protect the integrity and confidentiality of personal information.

8. REQUEST PROCEDURE

To request access to a record, please complete **Form 2** (Request for Access to Record) available on the Information Regulator's website.

1. Submit the completed form to the Information Officer at the email address listed in Section 2.
2. The Story Song Co. will notify the requester of the decision and any applicable fees within 30 days.

Signed by: Kerry Lassen

**Kerry Lassen
Information Officer
The Story Song Co.**