HeyHi

PAIA Manual

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

HEYHI (PTY) LTD, trading as HeyHi, publishes this manual to explain which records it holds and how to request them.

Registered name	HEYHI (PTY) LTD
Trading name	HeyHi
Registration number	2025/213069/07
Information Officer	Gabriel Michael Strauss
Date of compilation	4 November 2026
Date of revision	4 November 2026
Languages	English and Afrikaans

Contents

1. List of acronyms and abbreviations 2
2. Purpose of this manual 2
3. Key contact details 3
4. Guide on how to use PAIA 3
5. Records available without a request 4
6. Records available under other legislation 5
7. Subjects and categories of records 5
8. Processing of personal information 6
9. How to request access to a record 8
10. Availability of this manual 10
11. Updating this manual 10

1. List of acronyms and abbreviations

Term	Meaning
AI	Artificial intelligence
CIPC	Companies and Intellectual Property Commission
Form 2	The prescribed form for requesting access to a record
Guide	The Regulator's Guide on how to use PAIA, published under section 10 of PAIA
HeyHi	HEYHI (PTY) LTD, registration number 2025/213069/07
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
SARS	South African Revenue Service
VAT	Value-added tax

2. Purpose of this manual

This manual helps the public to find and request the records HeyHi holds. It helps you to:

- check which categories of records are available without a formal PAIA request
- understand how to request access to a record, and which subjects and categories of records HeyHi holds
- see which records are available under other legislation

- find the contact details of the Information Officer, who helps the public with access to records
- learn what the Regulator's Guide covers and how to get it
- see whether HeyHi processes personal information, why it does so, and the categories of people and information involved
- see who may receive personal information
- see whether HeyHi plans to send personal information outside the Republic, and to whom
- see which security measures protect the confidentiality, integrity and availability of personal information

3. Key contact details

Send every PAIA request to the Information Officer at inquiries@heyhi.africa.

3.1 Information Officer

Name	Gabriel Michael Strauss
Position	Sole director and head of HEYHI (PTY) LTD
Telephone	074 734 7685
Email	inquiries@heyhi.africa
Fax	None

3.2 Deputy Information Officer

HeyHi has not designated a Deputy Information Officer. The Information Officer handles all requests.

3.3 General contact for access to information

Email: inquiries@heyhi.africa

3.4 Head office

HeyHi operates online and has no commercial premises. The address below is its principal address, not a public office.

Postal address	Unit 207 Seven Oaks, 9 Main Street, Newlands, Cape Town, 7700
Physical address	Unit 207 Seven Oaks, 9 Main Street, Newlands, Cape Town, 7700
Telephone	+27 21 818 6164 (answered by HeyHi's AI)
Email	inquiries@heyhi.africa
Website	https://heyhi.africa

4. Guide on how to use PAIA

The Regulator publishes a Guide that explains how to use PAIA and POPIA. It is available in each official language and in braille.

The Regulator updated the Guide under section 10(1) of PAIA, in an easily understood form, for anyone who wants to exercise a right under PAIA or POPIA.

The Guide describes:

- the objects of PAIA and POPIA
- the postal and street address, phone and fax number and, if available, email address of the Information Officer of every public body, and of every Deputy Information Officer of every public and private body
- how to request access to a record of a public body (section 11 of PAIA) or a private body (section 50 of PAIA)
- the help available from the Information Officer of a public body under PAIA and POPIA
- the help available from the Regulator under PAIA and POPIA
- all legal remedies for an act or failure to act regarding a right or duty under PAIA and POPIA, including internal appeals, complaints to the Regulator and court applications
- sections 14 and 51 of PAIA, which require public and private bodies to compile a manual, and how to get access to a manual
- sections 15 and 52 of PAIA, on the voluntary disclosure of categories of records
- the notices under sections 22 and 54 of PAIA on fees for requests
- the regulations made under section 92 of PAIA

You can get the Guide in these ways:

- **Download it** from the Regulator's website at https://inforegulator.org.za/paia/. Direct links: English and Afrikaans.
- **Ask the Information Officer** for a copy, using Form 1 (Request for a Copy of the Guide from an Information Officer), which is on the same page.
- **Inspect or copy it** at the offices of public and private bodies, including the Regulator's office, during normal working hours.

HeyHi keeps a copy of the Guide in English and Afrikaans for public inspection during normal office hours, at the address in section 3.4. HeyHi has no commercial premises, so please email inquiries@heyhi.africa first to arrange a time.

5. Records available without a request

You can get the records below without completing Form 2. They are on https://heyhi.africa, or you can email inquiries@heyhi.africa for a copy. No notice under section 52(2) of PAIA has been published on HeyHi's automatically available records.

Category of records	Types of records	On the website	On request
Company information	Registered name, trading name, registration number and contact details	Yes	Yes
Legal notices	Privacy policy and terms of service	Yes	Yes
Product information	Descriptions of HeyHi Voice, HeyHi Comply, HeyHi Sales and HeyHi Refine	Yes	Yes
PAIA records	This manual	Yes	Yes

6. Records available under other legislation

HeyHi creates or keeps the records below because South African law requires it. Access to some of them is limited to the people those laws name.

Category of records	Applicable legislation
Memorandum of Incorporation, registration certificates, securities register, director and beneficial ownership records, resolutions, annual returns, financial statements and accounting records	Companies Act 71 of 2008
Tax registrations, returns, assessments and supporting records	Income Tax Act 58 of 1962 Tax Administration Act 28 of 2011
VAT records, if HeyHi registers for VAT	Value-Added Tax Act 89 of 1991
This manual and records of PAIA requests	Promotion of Access to Information Act 2 of 2000
Privacy policy, documentation of processing activities and Information Officer registration	Protection of Personal Information Act 4 of 2013
Electronic records and online transaction information	Electronic Communications and Transactions Act 25 of 2002
Customer agreements, notices and records of goods and services	Consumer Protection Act 68 of 2008
Employment records, if HeyHi employs staff	Basic Conditions of Employment Act 75 of 1997 Labour Relations Act 66 of 1995 Unemployment Insurance Act 63 of 2001

7. Subjects and categories of records

HeyHi holds records on the subjects below. Listing a category does not mean access will be given: section 9.4 sets out the grounds for refusal.

Subject	Categories of records
Company administration	Memorandum of Incorporation, CIPC certificates and notices, securities register, director and beneficial ownership records, resolutions and annual returns
Finance and tax	Financial statements, accounting records, bank statements, invoices, tax registrations and returns
HeyHi Voice	Phone numbers, call times and lengths, call transcripts, orders taken on calls, test-call records and each business customer's setup details
HeyHi Comply	Account and business details, chosen packages, requirement status, reference numbers, uploaded proof documents, reminder emails and API keys
HeyHi Sales and HeyHi Refine, in development	Waitlist sign-ups, business leads, draft messages, prompt tests and change logs

Subject	Categories of records
Customers and enquiries	Enquiries, emails, waitlist sign-ups, proposals and agreements
Service providers	Agreements, invoices and account records
Legal and compliance	Privacy policy, terms of service, this manual, PAIA and POPIA requests, and compliance records
Technology and security	Source code, system documentation, server logs and access records
Intellectual property	The HeyHi name and mark, website content, software and domain records
People	Director records and, if HeyHi employs staff, personnel records

8. Processing of personal information

HeyHi processes personal information to run its website, phone line and products, and to meet its legal obligations. It does not sell or rent personal information.

8.1 Purpose of processing

HeyHi processes personal information to:

- answer enquiries, and provide and support its products
- tell people when a product whose waitlist they joined is ready
- contact businesses about its products, where the law allows
- keep its website, phone line and products secure and working well
- manage its agreements with customers and service providers
- meet its legal obligations

8.2 Categories of data subjects and their information

Data subjects	Personal information that may be processed
Website visitors	IP address, browser details, pages opened and the cookies the website needs to work securely
People who contact HeyHi	Name, email address and subject of the enquiry; phone number, industry and message if they add them; the contents of any email they send
Waitlist sign-ups	Name, email address and product
Callers to HeyHi's phone line	Phone number, time and length of the call, and a transcript. Call audio is processed in real time.
People using the AI on HeyHi's website	Voice or typed questions, processed in real time. HeyHi's servers do not keep these conversations.
HeyHi Comply users	Business name, name, email address, sign-in details, financial year-end, incorporation date, requirement status, reference numbers and uploaded proof documents
Callers to businesses that use HeyHi Voice	Phone number, time and length of the call, a transcript, and any name or order given on the call

Data subjects	Personal information that may be processed
Customers and prospective customers	Names, business contact details, public information about the business, proposals, agreements and billing details
Service providers	Names, registration and VAT numbers, addresses, contact details and bank details
Director and shareholder	Name, identity number, address, contact details, tax number and shareholding
Staff, if HeyHi employs people	Names, identity numbers, contact details, qualifications, and employment and payroll records

Each business that uses a HeyHi product with its own customers decides how those customers' information is used. HeyHi handles that information on the business's behalf, under its agreement with the business.

8.3 Recipients of personal information

Category of personal information	Recipients or categories of recipients
Website, product and account data	Hosting providers
Emails and contact-form messages	Email delivery and mailbox providers
Call audio, phone numbers and transcripts	Telephony, speech-processing and AI model providers
Questions asked of the AI on the website	AI model providers
Company, director, tax and financial information	CIPC, SARS and HeyHi's professional advisers, if appointed
Any personal information, when the law requires it	Authorities, including the Regulator

8.4 Planned transborder flows of personal information

HeyHi's service providers process and store personal information in the European Union, outside the Republic. This covers website and product data, emails and contact-form messages, call records and transcripts, and questions asked of its AI.

8.5 Security measures

HeyHi protects personal information in these ways:

- Its website is served only over encrypted connections.
- Contact-form messages go to HeyHi's inbox and are not stored on its web servers.
- Only the people who need personal information can see it.
- Limits on messages and calls from one connection protect the website and phone line from misuse.
- The website uses only the cookies it needs to work securely, and no advertising or tracking cookies.
- HeyHi Comply passwords must have at least 10 characters, and its API keys can be limited to read-only access.
- If personal information is exposed to someone who should not have it, HeyHi tells the people affected and the Regulator, as POPIA requires.

9. How to request access to a record

To request a record, send a completed Form 2 to the Information Officer. HeyHi must generally tell you its decision within 30 days.

9.1 Making a request

1. Complete Form 2 (Request for Access to Record), available at https://inforegulator.org.za/paia/.
2. Describe the record clearly enough for HeyHi to find it, and say how you want to receive it.
3. Identify the right you want to exercise or protect, and explain why you need the record for it. PAIA requires this for requests to private bodies.
4. Attach proof of your identity and, if you are acting for someone else, proof of your authority.
5. Email the form to inquiries@heyhi.africa, or post it to the address in section 3.4.

You can also email the Information Officer to ask whether HeyHi holds personal information about you, and to ask for it to be corrected or deleted. HeyHi confirms free of charge whether it holds your personal information. A copy or description of that information is available under section 23 of POPIA at a prescribed fee, if any. HeyHi may need to confirm who you are first.

If you need help to make a request, HeyHi's Information Officer will help you free of charge. The Regulator can also help, including if you cannot read or write or are blind. Its details are in section 9.5.

9.2 Fees

HeyHi charges the fees prescribed for private bodies, which the Regulator publishes at https://inforegulator.org.za/paia-fees-structure-2/.

HeyHi will ask you by notice to pay the request fee before it processes your request further.

Item	Description	Amount
1	Request fee, payable by every requester	R140.00
2	Photocopy or printed black and white copy, per A4 page	R2.00 per page or part of a page
3	Printed copy of an A4 page	R2.00 per page or part of a page
4	Copy in computer-readable form:	
	on a flash drive provided by the requester	R40.00
	on a CD provided by the requester	R40.00
	on a CD provided by HeyHi	R60.00
5	Transcription of visual images, per A4 page or part of a page	Outsourced; depends on the service provider's quotation
6	Copy of visual images	Outsourced; depends on the service provider's quotation
7	Transcription of an audio record, per A4 page	R24.00
8	Copy of an audio record:	
	on a flash drive provided by the requester	R40.00
	on a CD provided by the requester	R40.00
	on a CD provided by HeyHi	R60.00

Item	Description	Amount
9	Search and preparation, for each hour or part of an hour after the first hour	R145.00
	Maximum search and preparation fee	R435.00
10	Deposit, if the search will take more than 6 hours	One-third of the amount per request, calculated using items 2 to 8
11	Postage, email or other electronic transfer	Actual expense, if any

9.3 Timelines

- HeyHi tells you its decision and any fees payable on Form 3, as soon as reasonably possible and within 30 days of receiving your request.
- It may extend this once by up to 30 days, for example if the request covers many records. It will give its reasons.
- If a record contains certain information about a third party, HeyHi must take all reasonable steps to notify that third party within 21 days, and consider their response. HeyHi must then decide within 30 days of informing every third party (section 73(1)).
- If HeyHi cannot find a record or it does not exist, HeyHi must tell you in an affidavit or affirmation, with the steps taken to find it.
- If HeyHi does not respond in time, the request is regarded as refused (a deemed refusal).

9.4 Grounds for refusal

HeyHi may refuse access only on the grounds in PAIA. For a private body, these protect:

- the privacy of a third party who is a natural person (section 63)
- a third party's commercial information (section 64)
- a third party's confidential information (section 65)
- the safety of individuals and the protection of property (section 66)
- records privileged from production in legal proceedings (section 67)
- HeyHi's own commercial information (section 68)
- research information of a third party or of HeyHi (section 69)

HeyHi must still give access if the record would reveal evidence of a substantial breach of the law, or of an imminent and serious risk to public safety or the environment, and the public interest clearly outweighs the harm (section 70). If only part of a record is affected, HeyHi gives access to the rest where it reasonably can.

9.5 If you are not satisfied

PAIA has no internal appeal against a private body's decision. You can:

- **Complain to the Regulator** on Form 5, available at https://inforegulator.org.za/paia/, within 180 days of the decision or deemed refusal.
- **Apply to court**, within 180 days of the decision or deemed refusal. You cannot do this while your complaint is pending with the Regulator.

Information Regulator

Address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Telephone	010 023 5200
Toll-free	0800 017 160
General email	enquiries@inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za
Website	https://inforegulator.org.za

10. Availability of this manual

A copy of this manual is available:

- on HeyHi's website, https://heyhi.africa
- at the address in section 3.4, for public inspection during normal business hours. HeyHi has no commercial premises, so please email inquiries@heyhi.africa first to arrange a time.
- to anyone who asks, on payment of a reasonable prescribed fee
- to the Regulator, on request

A printed copy of this manual costs R2.00 per A4 page, the prescribed fee for a photocopy.

11. Updating this manual

The head of HeyHi updates this manual on a regular basis, and whenever its details change.

Issued by

Gabriel Michael Strauss
Director and Information Officer
HEYHI (PTY) LTD