Explore AI PAIA Manual

1. Introduction

This PAIA Manual has been prepared in accordance with Section 51 of the (Promotion of Access to Information Act) (the "Act").

Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, subject to applicable legislative and / or regulatory requirements, except where the Act expressly provides that the information may or must not be released. The Act sets out the relevant procedure to be adopted when requesting information from a Public or a Private Body.

The purpose of this PAIA Manual is to provide information on how to access records and information held by ExploreAI Group (which is a Private Body under the Act) and to serve as a guide for ExploreAI Group (in this Manual, referred to as "ExploreAI" or "the Institution").

2. ExploreAI Group

ExploreAI Group consists of the following companies:

- .Explore Software (Pty) Ltd, South African Co. Reg: 2013/143957/07, South African registered office: 35 Brickfield Road, Salt River, Cape Town, 7925, South Africa
- EXPLORE Utilities (Pty) Ltd, South African Co. Reg: 2020/457730/07, South African registered office: 35 Brickfield Road, Salt River, Cape Town, 7925, South Africa
- Utility.ai Limited, Mauritian Co. Reg: 175754, Mauritian registered address: Labourdonnais Village, Mapou, Riviere du Rempart , 31803 , Mauritius.
- Explore AI Ltd, UK Co. Reg: 11554357, UK registered office: 114a Cromwell Road, Kensington, London, SW74AG, England, UK.

This PAIA Manual applies to ExploreAI Group's South African entities.

Full company information for each of the above private companies are held on the relevant national registry, in accordance with applicable law.

ExploreAI Academy is the brand name under which .Explore Software (Pty) Ltd offers and provides a range of courses and programs in various fields of study including Artificial Intelligence (AI), data science and data engineering.

3. Contact Information

- Name of Institution: ExploreAI
- Address: 35 Brickfield Road, Salt River, Cape Town, 7925, South Africa
- Email: information@explore.ai
- Website: https://www.explore.ai/

4. Guide on how to use this PAIA Manual

This manual provides guidance on how to request access to information held by the Institution. It outlines the procedures and processes that need to be followed in order to make a valid request for information.

More information about how the Academy collects, processes, stores and transfers information can be found in our Privacy Policy which is available to view on our website at https://admissions.explore.ai/privacy .

5. Categories of Records held by the Institution

The Institution holds various categories of records, including but not limited to:

- Student records
- Academic records
- Administrative records
- Financial records
- Human resources records
- Marketing and communications records
- Research and development records

6. Access to Information

The Institution recognizes the importance of transparency and accountability and is committed to providing access to information in accordance with the provisions of the PAIA. Requests for access to information can be made in writing or via email using the contact details provided in this PAIA Manual.

7. Access Request Procedures

- Data subjects may make subject access requests ("SARs") at any time and free-of-charge (or for a small fee as permissible by the Act) to find out more about the personal data which the Institution holds about them, what it is doing with that personal data, and why.
- Responses to SARs will normally be made within 30 days of receipt, however, this may be extended by up to two months if the SAR is complex and/or numerous requests are made (in which case, the data subject must be informed).
- All requests for access to information must be made in writing and should include the following information:
  - Full name and contact details of the requester
  - Sufficient details to identify the record(s) requested
  - Preferred form of access (e.g., physical copy, electronic copy)
  - Any other relevant information that may assist in locating the requested record(s)
- Upon receipt of a valid request, the Institution will acknowledge receipt within the prescribed timeframe and commence processing the request. The request will be dealt with in accordance with the provisions of the Act, and the requester will be informed of the outcome within the specified timeframe.

8. Information Officer

The Institution has designated an Information Officer who is responsible for ensuring compliance with the provisions of the PAIA. The contact details of the Information Officer are as follows:

- Name: Aidan Helmbold
- Position: CTO
- Name of Institution: ExploreAI
- Address: 35 Brickfield Road, Salt River, Cape Town, 7925, South Africa
- Email: general@explore.ai
- Website: https://www.explore.ai/

9.   Internal Appeals

If a requester is dissatisfied with the outcome of their request, they may lodge an internal appeal within the prescribed timeframe. The appeal will be reviewed by a designated internal appeals officer, and the requester will be informed of the outcome within the specified timeframe.

10.   Availability of this PAIA Manual

This PAIA Manual is available for inspection at the physical address of the Institution during office hours. It is also accessible on the Institution's website.

11.   Updates to this PAIA Manual

The Information Officer will be review and update this PAIA Manual on a regular basis and revisions will be logged in the Version control table below.

12.   Conclusion

This PAIA Manual serves as a guide for accessing information held by the small South African online university and academy. The Institution is committed to promoting transparency, accountability, and the right to access information in accordance with the provisions of the PAIA.

Version control

Version	Issue Date	Summary of changes	Author	Approver
1.1	5 September 2023	N/a	ExploreAI Legal Team	ExploreAI Information Officer
1.2				