PAIA and Access to Records

The Promotion of Access to Information Act (PAIA) provides a process for requesting access to records held by public and private bodies. Requests to Acrusure must be assessed under the applicable legal requirements; not every record is automatically available.

How to request a record

Address requests to Tilly Horn, Information Officer, at admin@acrusure.co.za or 478 Kay Avenue, Menlo Park, Pretoria, 0081. Contact +27 64 552 2816 for assistance with the request process.

Use the prescribed PAIA Form 2. Identify the record, the right you seek to exercise or protect and why the record is required. Include your contact details and, where relevant, proof that you are authorised to act for another person.

Guidance and complaints

Identity checks, prescribed fees and statutory response periods may apply. A refusal must be based on a lawful ground. Guidance, prescribed forms and complaint information are available from the Information Regulator.

The Information Regulator can be contacta4 7b 1 F2 5200ise en reqbod@nt in (Regulatorg.coreduesed Pthe) Tj T* se yproint