

LYTH HOUSE

PAIA MANUAL

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

Private body: sole proprietorship / trading name

APPROVED v1.0 - CONTROLLED PUBLIC GOVERNANCE DOCUMENT.

Document control field	Value
Document ID	LHOS-GOV-COMP-001
Title	Lyth House PAIA Manual - Private Body
Status	APPROVED - controlled public issue
Version	1.0
Date of compilation	9 August 2026
Date of revision	Not applicable - initial approved issue
Owner / Information Officer	Terence John Woodhead
Approver	Terence John Woodhead
Classification	Controlled governance document; approved public copy
Authority	Official Information Regulator private-body PAIA Manual template

This Manual records Lyth House as a trading name operated by Terence John Woodhead as a sole proprietor in South Africa. It does not claim that Lyth House is incorporated or registered as a company.

1. Acronyms and abbreviations

Term	Meaning
DIO	Deputy Information Officer
IO	Information Officer

PAIA	Promotion of Access to Information Act 2 of 2000, as amended
POPIA	Protection of Personal Information Act 4 of 2013
Regulator	Information Regulator (South Africa)
Republic	Republic of South Africa

2. Purpose of this PAIA Manual

This Manual is intended to help members of the public understand what records Lyth House holds, which records may be available without a formal request, how to request access to a record, how personal information is processed, and how to contact the Information Officer.

- Identify categories of records that may be available without a formal PAIA request.
- Describe the subjects on which Lyth House holds records and the categories held on each subject.
- Identify records created or retained under applicable South African legislation.
- Provide the contact details required to submit or discuss an access request.
- Explain how to obtain the Information Regulator's PAIA Guide and prescribed request forms.
- Describe categories of data subjects, purposes of processing, recipients, possible transborder flows and general security safeguards.

3. Key contact details for access to information

Field	Controlled entry
Private body / trading name	Lyth House
Legal operator / Head of private body	Terence John Woodhead
Capacity	Sole proprietor; Information Officer
Information Officer registration number	2026-064043
Information Officer email	privacy@lythhouse.com
General access-to-information email	privacy@lythhouse.com
Telephone	069 066 5128
Fax	Not applicable
Postal address	241 Hibiscus Road, Melville, Port Shepstone, 4240.

Physical address	241 Hibiscus Road, Melville, Port Shepstone, 4240
Website	https://lythhouse.com

No Deputy Information Officer is designated at the date of this approved issue. The Information Officer remains responsible for requests and compliance.

Publication approval confirmed by Terence John Woodhead on 9 August 2026. The public telephone number, postal address and physical address above are approved for inclusion in this Manual.

4. Guide on how to use PAIA and how to obtain access to the Guide

The Information Regulator has prepared a Guide under section 10 of PAIA to assist persons who wish to exercise rights under PAIA and POPIA. The Guide explains the objects of the Acts, contact information, prescribed forms, request procedures, available assistance, remedies, fees and related regulations.

The current Guide, language versions, forms and procedures should be obtained from the Information Regulator's official PAIA resources at inforegulator.org.za/paia/ or requested from the Information Officer at privacy@lythhouse.com.

A requester seeking access to a Lyth House record should use the current prescribed Form 2, identify the record and the right to be exercised or protected, provide sufficient contact and delivery details, and submit the request to privacy@lythhouse.com. Prescribed fees may apply. Access remains subject to PAIA's procedural requirements and grounds for refusal.

The Information Officer will provide reasonable assistance where a requester cannot complete the prescribed process without help.

5. Categories of records available without a formal request

The following public-facing records may be accessed from the Lyth House website or requested by email, subject to availability, copyright, privacy, confidentiality, security and version-control restrictions. Listing a category here does not waive any applicable right or restriction.

Category	Examples	Method
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Website and organisational information	About, contact, privacy, editorial terms, disclaimers, accessibility information	Website
Published editorial material	Public articles, knowledge pages and approved public resources	Website
Book and series information	Approved descriptions, covers, metadata, formats, release information and public excerpts	Website
Academy public information	Public course descriptions and access information; not restricted training content	Website
Media and promotional material	Approved press information, public images, announcements and authorised profile material	Website or request
PAIA and privacy information	Approved PAIA Manual, prescribed forms, privacy notice and public compliance statements	Website or request

Internal LHOS manuals, locked manuscripts, unpublished works, restricted Academy content, subscriber information, commercial records, security records and personal information are not automatically available.

6. Records available in accordance with other legislation

The following is a controlled, non-exhaustive register. Records are made available only where the applicable legislation requires access or disclosure.

Record category	Applicable legislation
PAIA Manual, requests and outcomes	Promotion of Access to Information Act 2 of 2000, as amended
Information Officer registration and privacy-governance records	Protection of Personal Information Act 4 of 2013
Tax, accounting and supporting business records	Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011; Value-Added Tax Act 89 of 1991 if applicable
Electronic transactions and website disclosures	Electronic Communications and Transactions Act 25 of 2002
Customer, service, refund and complaint records	Consumer Protection Act 68 of 2008 where applicable
Copyright, licences and permissions	Copyright Act 98 of 1978

Employment and contractor records	Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995; Employment Equity Act 55 of 1998; Compensation for Occupational Injuries and Diseases Act 130 of 1993; Unemployment Insurance Act 63 of 2001, where applicable
Publishing identifiers and deposit records	Legal Deposit Act 54 of 1997, where applicable

Applicability depends on Lyth House's activities and status at the relevant time. This table must be reviewed before approval and whenever services, employment, tax or publication arrangements change.

7. Subjects and categories of records held by Lyth House

Subject	Categories of records
Governance and LHOS	Policies, manuals, registers, document control, approvals, change logs, audit evidence, risk and compliance records
Authorship and publishing	Manuscripts, locked chapters, working drafts, research, citations, editorial assessments, originality records, submission packs, metadata, rights and permissions
Book ecosystem programme	Series bibles, book plans, handbook maps, course plans, quizzes, tests, audiobook and media plans, calendars and production evidence
Website and digital platforms	Website content, forms, audit configurations, SEO and metadata, analytics, accessibility checks, platform configurations and incident logs
Subscribers and communications	Subscriber preferences, consent evidence, mailing lists, newsletters, confirmations, enquiries, reviews and correspondence
Editorial services and submissions	Client/author enquiries, proposals, agreements, manuscript submissions, assessments, deliverables and communications
Academy and workforce	Training content, enrolment, assessment, certification, role permissions, ACC/CC/AM records, contractor and personnel records
Finance and commerce	Quotes, invoices, payments, orders, affiliate records, refunds, expenses, tax and accounting records

Suppliers and operators	Contracts, service-provider records, cloud and platform accounts, operator agreements, security and due-diligence records
Brand, media and intellectual property	Logos, images, covers, author profile assets, avatar permissions, licences, source files, provenance and usage approvals

8. Processing of personal information

8.1 Purposes of processing

- Manage subscriptions, consent, newsletters and requested updates.
- Respond to enquiries, access requests, complaints, reviews and correspondence.
- Receive, assess and manage manuscripts, editorial services and publishing submissions.
- Administer Academy access, training, assessment and certification.
- Operate the website, Virtual Life Self-Audit, accounts, security, analytics and troubleshooting.
- Manage contractors, content creators, suppliers, platforms, payments, accounting and legal obligations.
- Protect intellectual property, authenticate works, maintain evidence and enforce rights.
- Market approved Lyth House books, resources, courses and media where lawful consent or another lawful basis exists.

8.2 Categories of data subjects and personal information

Data subject	Personal information that may be processed
Website visitors and audit users	Technical logs, device/browser data, IP address where recorded, interactions, audit responses and security information
Subscribers and readers	Email address, name if supplied, consent/preferences, engagement, correspondence, reviews and delivery records
Authors, clients and submitters	Identity/contact details, manuscripts, biography, contracts, payment information, communications, rights and permissions
Academy learners and Lyth House personnel	Identity/contact details, role, access, training, assessments, certification, performance and contractual records
Contractors, suppliers and platform providers	Contact and business details, agreements, invoices, payment/banking information where required, service and security records

Rights holders, reviewers and media contacts	Identity/contact details, permissions, releases, correspondence, credits and usage records
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8.3 Recipients or categories of recipients

Personal information may be supplied, only where necessary and lawful, to:

- Website, hosting, security, analytics, email and cloud-storage operators.
- Editorial, design, production, distribution, print-on-demand, publishing and training service providers.
- Payment, accounting, tax, banking and professional advisory providers.
- Publishers, agents or distributors where an author or rights holder has authorised submission or disclosure.
- Regulators, law-enforcement bodies, courts or other authorities where required by law.
- The data subject or an authorised representative.

This approved Manual must be kept aligned with the current operator register and actual platform configuration.

8.4 Planned transborder flows

Lyth House uses or plans to use cloud, email, website, automation, project-management, AI and publishing platforms whose infrastructure or support operations may be located outside South Africa. Categories potentially transferred include account identifiers, contact details, communications, manuscripts or content supplied for an authorised purpose, technical logs, consent records and business documents.

Any transborder processing must be governed by POPIA section 72 and the applicable Lyth House operator, security, confidentiality, rights and approval controls. Confirmed platforms and destinations must be maintained through the current operator register; no unverified country or provider is asserted in this Manual.

Ongoing controlled verification: reconcile this section with the live operator register whenever Google Workspace/Drive, WordPress/Hostinger, MailPoet, Plane, n8n, AI tools, payment services or any other active provider changes.

8.5 General information-security measures

- Role-based access and least-privilege permissions.
- Strong authentication and multi-factor authentication where supported.
- Controlled Google Drive folders, naming, versioning and approval restrictions.
- Backups, recovery procedures and protected master copies.
- Encryption in transit and provider-supported encryption at rest.

- Endpoint protection, patching, anti-malware and security monitoring.
- Confidentiality and operator obligations for personnel and service providers.
- Incident identification, containment, assessment, notification and evidence capture.
- Retention, secure deletion, access-request and data-subject procedures.
- Periodic privacy, security, access and compliance reviews.

Security measures are risk-based and are reviewed as Lyth House systems and processing activities change. No statement in this Manual guarantees absolute security.

9. Availability of the Manual

This approved public version of the Manual is available or will be made available:

- On <https://lythhouse.com> at a dedicated PAIA or legal-compliance page.
- From the Information Officer by request to privacy@lythhouse.com.
- For inspection at the confirmed physical address during agreed normal business hours, subject to reasonable prior arrangement because the business currently operates from a private residence.
- To the Information Regulator upon request or through the eServices portal where applicable.

A prescribed or reasonable copying fee may be payable where permitted by PAIA and the regulations. The website copy should be downloadable without charge.

10. Updating, approval and publication control

The Information Officer will review this Manual at least annually and whenever there is a material change to Lyth House's legal status, contact details, record categories, processing activities, operators, security measures, transborder flows, website services or applicable legislation.

Gate	Requirement
Controlled input	Public telephone, postal address and physical address confirmed
Processing verification	Operator register, data categories, recipients, destinations and retention controls reconciled
Legal-format verification	Current PAIA Guide, Form 2, fees and official template checked
Approval	Terence John Woodhead approves and dates the public version
Publication	Approved PDF/accessible copy placed on lythhouse.com and controlled Drive evidence retained
Regulator evidence	Upload/submission evidence and future annual-report confirmation stored in LHOS compliance evidence

11. Issuing authority

Issued by: Terence John Woodhead

Capacity: Sole proprietor, Head of Private Body and Information Officer

Information Officer registration number: 2026-064043

Approval date: 9 August 2026

Signature / controlled approval reference:

TJ Woodhead

12. Official sources and related controlled records

- Information Regulator - PAIA Manual Template for a Private Body (official template).
- Information Regulator - PAIA resources, Guide and prescribed forms.
- Information Regulator eServices - PAIA Manuals and Annual Reporting.
- LHOS-GOV-COMP-EVID-001 - Information Officer Registration Certificate - 2026-08-09.
- Lyth House Privacy Policy and associated POPIA controls.
- LHOS-GOV-COMP-REG-001 - PAIA Request Register and Compliance Tracker; annual reporting evidence retained in the controlled compliance folder.

Change record

Version	Date	Change	Status
1.0	9 August 2026	Initial controlled issue based on the official private-body template; public contact details completed and approval recorded.	Approved - controlled public issue