

PAIA MANUAL

GUIDELINE BIZTECH Pty Ltd

("the Company")

Prepared in accordance with Section 51 of PROMOTION OF ACCESS TO INFORMATION ACT,
ACT 2 OF 2000 and the PROTECTION OF PERSONAL INFORMATION ACT, Act 4 of 2013

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1 LIST OF ACRONYMS AND ABBREVIATIONS

1.1	CEO	Chief Executive Officer
1.2	IO	Information Officer
1.3	Minister	Minister of Justice and Correctional Services
1.4	PAIA	Promotion of Access to Information Act No. 2 of 2000
1.5	POPIA	Protection of Personal Information Act No. 4 of 2013
1.6	Regulator	Information Regulator
1.7	Republic	Republic of South Africa

2 PURPOSE OF THE PAIA MANUAL

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request.
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject.
- 2.3 know the description of the records of the body which are available in accordance with any other legislation.
- 2.4 access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access.
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it.
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto.
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto.
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied.

- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3 INFORMATION IN TERMS OF SECTION 51

Contact details [Section 51(1)(a)]

Registration number	2012/018904/07
Postal address:	Unit 9, The Straight, Straight Avenue, Pineslopes, Fourways, 2194
Street address:	Unit 9, The Straight, Straight Avenue, Pineslopes, Fourways, 2194
Phone number:	+27 10 141 0241
Email address:	support@rubiqbiz.com
Website:	https://rubiqbiz.com
Information Officer	Werner Wilmot

4 THE SECTION 10 GUIDE ON HOW TO USE THE ACT [SECTION 51(1)(B)]

- 4.1 The PAIA Act grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

4.2 Requests in terms of the PAIA Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.

4.3 The Guide is available from the South African Human Rights Commission. Please direct any queries to:

The South African Human Rights Commission - PAIA Unit The Research and Documentation Department.

Street address: 27 Stiemens Street

Braamfontein

Johannesburg

Postal address: Private Bag 2700

Houghton

2041

Telephone: +27 11 877 3600

Fax: +27 11 403 0668

Email: info@sahrc.org.za

Website: <https://www.sahrc.org.za/>

5 CATEGORIES OF RECORDS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS IN TERMS OF THE ACT IN TERMS OF SECTION 52(2) [SECTION 51(1)(B)(II)]

No notice has been submitted by the practice to the Minister of Justice and Constitutional Development regarding the categories of records, which are available without a person having to request access in terms of Section 52(2) of PAIA.

6 RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION [SECTION 51(1)(B)(III)]

- Basic Conditions of Employment Act. 75 of 1997
- The Constitution of the Republic of South Africa, 1996
- Consumer Protection Act, 68 of 2008
- Companies Act No. 71 of 2008
- Companies Amendment Act No 3 of 2011

- Income Tax Act No. 95 of 1967
- Compensation for Occupational Injuries and Health Diseases Act No.130 of 1993
- Copyright Act No 98 of 1978
- Electronic Communications and Transactions Act No 25 of 2002
- Employment Equity Act No 55 of 1998
- Financial Advisory and Intermediary Services Act No 37 of 2002
- Labour Relations Act No 66 of 1995
- Occupational Health and Safety Act, 85 of 1993
- Promotion of Access of Information Act No 2 of 2000
- Protection of Personal Information Act, 4 of 2013
- Skills Development Levies Act No. 9 of 1999
- Skills Development Act No. 97 of 1998
- Unemployment Contributions Act No. 4 of 2002
- Unemployment Insurance Act No. 63 of 2001
- Value Added Tax Act No. 89 of 1991

7 ACCESS TO THE RECORDS HELD BY THE PRIVATE BODY IN QUESTION [SECTIONS 51(1)(B)(III)]

Records that may be requested. A description of the subjects of the records held by the body and the categories in which these subjects are classed *[Section 51(1)(b)(iii)]*

Category of records	Types of the Record	Available upon request
Marketing	Full Name	x
	Email Address	x
	Contact Number	x
	Industry	x
	Company Name	x
	Approximate number of employees	x
	Internet Browser	x

	Device & OS version	x
	Geographical area	x

8 PROTECTION OF PERSONAL INFORMATION [SECTION 51(1)(C)]

8.1 Purpose of Processing

We collect and process personal information to

- provide you with access to our products and services
- help us improve our offerings
- support our contractual agreements.
- To notify you about changes to our services
- To respond to your queries or comments
- Suggest products or services (including those of relevant third parties) which we think may be of interest to you
- To assist with business development
- Evaluate the use of the site, products, and services

Where we collect Personal Information for a specific purpose, we will not keep it for longer than is necessary to fulfil that purpose, unless we must keep it for legitimate business or legal reasons.

We use Personal Information to comply with legal and regulatory requirements to which apply to us, or when it is otherwise allowed by law.

8.2 A description of the categories of data subjects and of the information or categories of information relating thereto

Categories of data subjects and personal information processed by **Guideline BizTech** include the following:

Category of data subjects	Types of the Record
Personal Records	Full Name
	Email Address
	Contact Number

Non-Personal Records	Industry
	Company Name
	Approximate number of employees
	Internet Browser
	Device & OS version
	Geographical area

8.3 The recipients or categories of recipients to whom the personal information may be supplied

Guideline Biztech may supply Personal and Non-Personal records to service providers who renders the following services to Guideline Biztech;

- Cloud based services for data storage, email, network and security services
- Cloud based tools for Human Resources - and Marketing solutions
- Third-party organizations providing legal services
- Government organizations as required for legal purposes

8.4 Planned transborder flows of personal information

The Act controls the transfer of personal information from South Africa to foreign countries and prohibits this unless: (section 71)

- the person receiving the information is subject to similar laws;
- the subject has agreed to the transfer of information;
- such transfer is part of the performance of a contract which the subject is a party; or
- transfer is for the benefit of the subject and it is not reasonably practicable to obtain their consent and that such consent would be likely to be given. (section 72)

8.5 The suitability of the information security measures to be implemented to ensure confidentiality, integrity and availability of the information which is to be processed

Guideline Biztech employs the latest technology to ensure the confidentiality, integrity and availability of its information assets which include the Personal Information under its care.

These measures include:

- Boundary firewalls and Internet gateways.

- Secure configuration of all devices and software which make up the IT infrastructure.
 - Both logical and physical access controls
 - Malware protection
 - Patch management to keep software up to date.
- Service Providers who process Personal Information on behalf of Guideline Biztech are bound by agreement to implement similar information security controls than those employed by Guideline Biztech

9 THE REQUEST PROCEDURES

9.1 *Form of request.*

- 9.1.1 The requester must use the prescribed form below to make the request for access to a record. This must be addressed to the **Guideline Biztech** Information officer. This request must be made to the address or electronic mail address of the body concerned [s 53(1)].
- 9.1.2 The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed [s 53(2)(a) and (b) and (c)].
- 9.1.3 The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s 53(2)(d)].
- 9.1.4 If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer [s 53(2)(f)].

10 FEES:

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- 10.1 The Information Officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request [s 54(1)].
- 10.2 The fee that the requester must pay to a private body is **R50**. The requester may lodge an application to the court against the tender or payment of the request fee [s 54(3)(b)].
- 10.3 After the Information Officer has made a decision on the request, the requester must be notified in the required form.
- 10.4 If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours (6 hours) to search and prepare the record for disclosure [s 54(6)].
- 10.5 Records may be withheld until the fees have been paid.

11 **AVAILABILITY OF THE MANUAL [SECTION 51(3)]**

- 11.1 This manual is available in electronic format at <https://www.rubiqbiz.com>
- 11.2 Guideline Biztech will update this PAIA Manual at such intervals as may be deemed necessary.

12 **FORMS C: REQUEST FOR ACCESS TO RECORDS OF PRIVATE BODY**

In terms of Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)

A. Particulars of private body

The head (name of body): _____

B. Particulars of person requesting access to the record

(a) The particulars of the person who request access to the records must be given below.

(b) The address and/or fax number in the Republic to which the information is to be sent must be given.

(c) Proof of the capacity in which the request is made, if applicable must be attached.

Full names and surname: _____

Identity number: _____

Postal address: _____

Fax number: _____

Telephone number: _____

E-mail address: _____

Capacity in which request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname: _____

Identity number: _____

D. Particulars of record

(a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.

(b) The address and/or fax number in the Republic to which the information is to be sent must be given.