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**KIKLO FTTx (PTY) LTD**

Trading as

**KIKLO FTTx**

("the Company")

**PAIA MANUAL AND POPIA POLICY**

In terms of Section 51 of The Promotion of Access to Information Act 2 of 2002

("PAIA")

And

In terms of the Protection of Personal Information Act 4 of 2013

("POPIA")



1. **DEFINITIONS:**

- 1.1 **“Data Subject”** means a client of the Company, whether a natural or juristic person who has duly entered into an agreement with the Company;
- 1.2 **“Personal Information”** means any and all data that is obtained from the Data Subject that is not available in the public domain;
- 1.3 **“Responsible Party”** means the Company and the Company’s employees duly authorised to process the Data Subjects personal information;
- 1.4 **“Requestor”** means either the Data Subject or a Third Party requesting access to the Personal Information;
- 1.5 **“Third Party”** means in relation to a request for access to-
  - 1.5.1 a record of a public body, any person (including but not limited to, the government of a foreign state, an international organisation or an organ of that government or organisation) other than-
    - 1.5.1.1 the requestor concerned; and
    - 1.5.1.2 a public body; or
  - 1.5.2 a record of a private body, any person (including but not limited to, a public body) other than the requestor,

but for the purposes of sections 34 and 63, the reference to “person” in clauses 1.5.1 and 1.5.2 hereof must be construed as a reference to “natural person”;

2. **THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000**

- 2.1 The purpose of PAIA is to give effect to section 32 of the Bill of Rights as contained in the Constitution of the Republic of South Africa, 1996 – the right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights.



- 2.2 PAIA was enacted on 3 February 2000 in order to foster a culture of transparency and accountability in public and private bodies by giving effect to the right of access to information and in order to actively promote a society in which the people of South Africa have effective access to information in order to enable them to more fully exercise and protect their rights.
- 2.3 In terms of section 51 of PAIA, all private bodies are required to compile an Information Manual (“PAIA Manual”).
- 2.4 PAIA applies to all records held by a private body. Record is defined in section 1 of PAIA as any recorded information, regardless of the form or medium, in the possession or under the control of the private body – whether or not it was created by that private body.
- 2.5 Where a request is made in terms of section 50 of PAIA, the body to whom the request is made, is obliged to release the information, however, this obligation is subject to the applicable legislative and regulatory requirements as set out in sections 63 to 70 of PAIA, namely:
- 2.5.1 The mandatory protection of the privacy of a Third Party who is a natural person;
  - 2.5.2 the mandatory protection of commercial information of a Third Party;
  - 2.5.3 the mandatory protection of certain confidential information of a Third Party;
  - 2.5.4 the mandatory protection of the safety of individuals and the protection of property;
  - 2.5.5 the mandatory protection of records privileged from production in legal proceedings;
  - 2.5.6 commercial information of a Third Party;
  - 2.5.7 mandatory protection of research information of a Third Party;
  - 2.5.8 the mandatory protection of research information from a Third Party; and



2.5.9 mandatory protection in the public interest.

### 3. KIKLO FTTx (PTY) LTD

3.1 The Company conducts its business as a private limited liability company with registration number Reg: 2015/108108/07;

#### 3.2 **Contact details of the Company in compliance with section 51(1)(a) of PAIA:**

3.2.1 KIKLO FTTx (PTY) LTD trading as KIKLO FTTx

58 MacInnes Road

Midrand

Gauteng

2191

PO Box 1154

Magalies View

2067

#### 3.2.2 **Managing Director:**

Mr. Dimitrios Michalakis

#### 3.2.3 **Contact information:**

3.2.3.1 Telephone: 010 590 0218

3.2.3.2 Electronic mail: [Lefta@kiklo.co.za](mailto:Lefta@kiklo.co.za)

3.2.3.3 Websites: [www.kiklofttx.co.za](http://www.kiklofttx.co.za)

[www.kiklo.co.za](http://www.kiklo.co.za)



3.3 **The Information Officer appointed in terms of section 51(1)(b) of PAIA:**

PAIA prescribes the appointment of an Information Officer who is responsible for, *inter alia*, assessing requests for access to information. The Information Officer appointed in terms of PAIA is also appointed in terms of POPIA and oversees the functions and responsibilities as required for in terms of PAIA as well as section 55 of POPIA, after registering with the Information Regulator.

3.4 **Contact details for the Information Officer of the Company:**

3.4.1 Mr. Dimitrios Michalakis  
082 651 0214  
[takism@kiklo.co.za](mailto:takism@kiklo.co.za)  
58 MacInnes Road  
Midrand  
Gauteng  
2191

4. **THE SOUTH AFRICAN HUMAN RIGHTS' COMMISSION SECTION 10 GUIDE ON HOW TO USE PAIA - SECTION 51(1)(b)**

- 4.1. PAIA grants a requestor access to records of a private body if the record is required for the exercise or protection of any rights.
- 4.2. Should a public body lodge such a request, the public body must be acting in the public interest.
- 4.3. Requests in terms of PAIA shall be made in accordance with the prescribed procedures and at the prescribed rates. The forms and tariffs are dealt with in section 6 and 7 of PAIA.
- 4.4. Requestors are referred to the guide in terms of section 10, which has been compiled by the South African Human Rights Commission ("SAHRC), which will contain information for the purpose of exercising Constitutional Rights. The guide is available from the SAHRC and the relevant contact details are as follows:



4.4.1. PAIA UNIT (the research and Documentation Department)

Private Bag X2700, Houghton 2041

011 877 3600

[www.sahrc.org.za](http://www.sahrc.org.za)

[section51.paia@sahrc.org.za](mailto:section51.paia@sahrc.org.za)

Tel: 011 877 3803

Fax: 011 403 0625

The Guide is available for inspection at the offices of the Human Rights Commission at 29 Princess of Wales Terrace, corner York and St. Andrews Street, Parktown and on its website at [www.sahrc.org.za](http://www.sahrc.org.za).

## 5. CLASSIFICATION OF ACCESSIBILITY OF RECORDS

### 5.1. Records which **may not** be disclosed in terms of PAIA

- 5.1.1. Requests made after the commencement of criminal or civil proceedings in terms of section 7;
- 5.1.2. information required to be kept confidential in terms of any statute, regulation, rule or other lawful prescription;
- 5.1.3. unreasonable disclosures of personal information related to a natural persons in terms of section 63(1);
- 5.1.4. information in terms of section 64(1)(a) and (b) that is likely to harm the commercial or financial interests of a Third Party;
- 5.1.5. information in terms of section 64(1)(c) likely to harm the Firm or Third Party in contract or other negotiations;
- 5.1.6. information in terms of section 65 likely to breach a duty of confidence owed to a Third Party;
- 5.1.7. information in terms of section 66 likely to compromise the safety of individuals or the protection of property;



- 5.1.8. legally privileged documents in terms of section 67;
- 5.1.9. commercial information of the Company as specified in section 68; and
- 5.1.10. information in terms of section 69 likely to prejudice the research and development of the Company or a Third Party.
- 5.1.11. Requests for information that are clearly frivolous, vexatious, or which involve an unreasonable diversion of resources shall be refused.
- 5.1.12. All requests for information will be assessed on their own merits and in accordance with the applicable legal principals and legislation.
- 5.1.13. If a requested record cannot be found or if the record does not exist, the Information Officer will, by way of affidavit, notify the requestor that it is not possible to give access to the requested record. Such a notice shall be regarded as a decision to refuse the request for access to the record concerned for the purpose of PAIA. If the record should later be found, the requestor shall be given access to the record in the manner stipulated by the requestor in the prescribed form, unless the Information Officer refuses access to such record.

5.2. Records of information of which disclosure **may not be refused** in terms of PAIA

- 5.2.1. Disclosure in the public interest; and
- 5.2.2. in terms of section 70.

5.3. Records that may be disclosed in terms of PAIA

- 5.3.1. Statutory instruments/public access documents.

5.4. Records of information available without a person having to request access to same

- 5.4.1. All information on [www.kikloftx.co.za](http://www.kikloftx.co.za);
- 5.4.2. all information on [www.kiklo.co.za](http://www.kiklo.co.za);



5.4.3. records of a public nature, typically those described on the Company's website and in its various annual reports, may be accessed without the need to submit a formal application; and

5.4.4. other non-confidential records, such as CIPC, may also be accessed without the need to submit a formal application, however, please note that an appointment to view such records will need to be made with the Information Officer.

## 5.5. Remedies available when the Company refuses a request

### 5.5.1. Internal remedies:

5.5.1.1. The Company does not have an internal appeal procedure. The decision made by the Information Officer is final. Requestors will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the decision made by the Information Officer.

### 5.5.2. External Remedies:

5.5.2.1. A requestor who is dissatisfied with the Information Officer's refusal, may within 30 (thirty) days' notice apply to the relevant court for relief;

5.5.2.2. a Third Party requestor who is dissatisfied with the Information Officer's refusal, may within 30 (thirty) days' notice apply to the relevant court for relief; and

5.5.2.3. for the purposes of PAIA, the courts that have jurisdiction over these applications are the Constitutional Court of South Africa, the High Court or another court of similar status and a Magistrates' Court designated by the Minister of Justice and Constitutional Development which is presided over by a designated Magistrate.

## 6. **SUBJECTS AND CATEGORIES OF RECORDS AVAILABLE TO ACCESS IN TERMS OF SECTION 51(1)(e) OF PAIA**





6.1. Records held by the Company

6.1.1. For the purposes of this clause “Personnel” refers to any person who works for, or provides services to, or on the behalf of the Company and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the Company. This includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers.

6.1.2. This clause serves as reference to the categories of information that the Company holds. The information is classified and grouped according to records to the following subjects and categories:

<u>Subject</u>	<u>Category</u>
<b>Companies Act Records:</b>	<ul style="list-style-type: none"><li>○ Documents of Incorporation;</li><li>○ index of names of directors;</li><li>○ memorandum of incorporation;</li><li>○ minutes of meetings of the board of directors;</li><li>○ minutes of meetings of the shareholders;</li><li>○ proxy forms;</li><li>○ register of director’s shareholdings;</li><li>○ share certificates;</li><li>○ share register and other statutory registers and/or records and/or documents;</li><li>○ special resolutions/ resolutions passed at meetings; and</li><li>○ records pertaining to the appointment of: Auditors; directors; prescribed officer; public officer; and company secretary.</li></ul>
<b>Financial Records:</b>	<ul style="list-style-type: none"><li>○ Accounting records;</li><li>○ annual financial reports;</li><li>○ annual financial statements;</li></ul>



	<ul style="list-style-type: none"> <li>○ bank statements;</li> <li>○ banking details and bank accounts;</li> <li>○ banking records;</li> <li>○ debtors/creditors statements and invoices;</li> <li>○ ledgers;</li> <li>○ reconciliations;</li> <li>○ invoices;</li> <li>○ policies and procedures; and</li> <li>○ tax returns</li> </ul>
<b>Income Tax Records:</b>	<ul style="list-style-type: none"> <li>○ PAYE records;</li> <li>○ documents issued to employees for income tax purposes;</li> <li>○ records of payments made to SARS on behalf of the employees;</li> <li>○ all other statutory compliances: VAT Regional Service Levies; Skills Development Levies; UIF; and Workmen's Compensation</li> </ul>
<b><u>Personnel Documents and Records</u></b>	<ul style="list-style-type: none"> <li>○ Accident books and records;</li> <li>○ address lists;</li> <li>○ disciplinary codes and records;</li> <li>○ employee benefits arrangements rules and records;</li> <li>○ employment contracts;</li> <li>○ employment equity plan;</li> <li>○ forms and applications;</li> <li>○ grievance procedures;</li> <li>○ leave records;</li> <li>○ medical aid records;</li> <li>○ payroll reports/ wage register;</li> <li>○ pension fund records;</li> <li>○ safety, health and environmental records;</li> </ul>



	<ul style="list-style-type: none"> <li>○ salary records;</li> <li>○ standard letters and notices;</li> <li>○ training manuals;</li> <li>○ training records;</li> <li>○ workplace and union agreements and records.</li> </ul>
<b>Procurement Department</b>	<ul style="list-style-type: none"> <li>○ Standard terms and conditions for supply of services and products;</li> <li>○ contractor, client and supplier agreements;</li> <li>○ lists of suppliers, products, services and distribution; and</li> <li>○ policies and procedures.</li> </ul>
<b>Sales Department</b>	<ul style="list-style-type: none"> <li>○ Customer details;</li> <li>○ credit application information; and</li> <li>○ information and records provided by a third party.</li> </ul>
<b>Marketing Department</b>	<ul style="list-style-type: none"> <li>○ Advertising and promotional material</li> </ul>
<b>IT Department</b>	<ul style="list-style-type: none"> <li>○ Computer and mobile device usage policy documentation;</li> <li>○ disaster recovery plans;</li> <li>○ hardware asset registers;</li> <li>○ information security policies/standards/ procedures;</li> <li>○ information technology systems and user manuals;</li> <li>○ information usage policy documentation;</li> <li>○ project implementation plans;</li> <li>○ software licensing; and</li> <li>○ system documentation and manuals.</li> </ul>

**7. DESCRIPTION OF THE RECORDS OF THE BODY WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION IN TERMS OF SECTION 51(1)(d):**

7.1. Where applicable to its operations, the Company also retains documents in terms of the legislation below. Unless disclosure is prohibited in terms of the legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of these acts will be made available for inspection by interested parties in terms of the requirements of the conditions of PAIA; the below mentioned



legislation and applicable internal policies and procedures, should such interested parties be entitled to such information. A request to access must be done in accordance with the prescriptions of PAIA.

- 7.1.1. Basic Conditions of Employment Act 75 of 1997 (Section 31 prescribes a period of 3 years (from the date of last entry in the record) to retain certain employee information: (a) employee's name and occupation (b) time worked (c) remuneration paid (d) date of birth if under 18 years of age (e) any other prescribed information
- 7.1.2. Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- 7.1.3. Companies Act 71 of 2008 (retention of records for the duration of 7 years);
- 7.1.4. Competition Act;
- 7.1.5. Constitution of the Republic of South Africa, 2008;
- 7.1.6. Consumer Protection Act 68 of 2008 (retention of records for 3 years);
- 7.1.7. Copyright Act, 98 of 1978;
- 7.1.8. National Credit Act (Section 70(2)(d) makes mention of a "prescribed period" for the retention of consumer credit information by the Credit Bureau. The relevant prescribed periods range from 6 months to 5 years as per the National Credit Regulations:

Details and results of complaints lodged by consumers (6 months);

Enquiries (1 year);

Payment profile (5 years);

Adverse classifications of enforcement action/consumer behaviour (1 year or within the period prescribed in section 71A);

Debt restructuring (within the prescribed period in section 71A or until a clearance certificate is issued);

Civil court judgments (the earlier of 5 years until the judgment is rescinded by a court or abandoned by Credit Provider or within the period prescribed by section 70A);

Maintenance judgments (until the judgment is rescinded by a court);



Sequestration order (5 years or until rehabilitation order is granted)  
Rehabilitation order (5 years);  
Administration order (5 years or until order is rescinded by a court).

Section 70(2) of the NCA is subject to the compliance procedures set out in Chapter 10 & 11 of POPI.

- 7.1.9. Electronic Communications Act, 36 of 2005;
- 7.1.10. Electronic Communications and Transactions Act 25 of 2002;
- 7.1.11. Employment Equity Act 55 of 1998 (documents to be retained for 5 years from expiry of the plan and after it has been submitted to the Director-General);
- 7.1.12. Financial Intelligence Centre Act (FICA) 38 of 2001 (retention of records for a period of 5 years, however, the register or record of the hearings and other prescribed particulars of the employee are only to be retained for 4 years);
- 7.1.13. Independent Communications Authority of South Africa Act (ICASA) Act 13 of 2000;
- 7.1.14. Income Tax Act 58 of 1962 (retention for the period of 5 years from the date of submission of the return);
- 7.1.15. Insurance Act 27 of 1943 (retention of records for the duration of 5 years);
- 7.1.16. Insolvency Act 24 of 1936 (retention of records in terms of final liquidated insolvent estates for a period of 6 months and all records in office for the duration of 5 years after the insolvent has been rehabilitated);
- 7.1.17. Intellectual Property Laws Amendment Act 38 of 1997;
- 7.1.18. Labour Relations Act 66 of 1995 (written particulars of employment, employees name and occupation, duration of employment and remuneration must be retained for 3 years from termination of employment);
- 7.1.19. Long Term Insurance Act 52 of 1998 (retention of records for a period of 5 years);
- 7.1.20. Occupational Health and Safety Act 85 of 1993 (retention period of 3 years, however, records of assessments and air monitoring and the asbestos



inventory and medical surveillance records to be kept for a minimum of 40 years;

- 7.1.21. Pension Funds Act 24 of 1956;
- 7.1.22. Prevention of Organised Crime Act 121 of 1998;
- 7.1.23. Promotion of Access to Information Act 2 of 2000;
- 7.1.24. Protection of Personal Information Act 4 of 2013 (Records and personal information must not be retained longer than is necessary for achieving the purpose for which the information was collected or subsequently processed unless: (a) the retention of the record is required or authorised by law; (b) the responsible party requires the record for the lawful purposes related to its functions or activities (c) retention of the record is required by a contract between the parties thereto; or (c) the data subject or competent person where the data is subject is a child has consented to the retention of the record;
- 7.1.25. Unemployment Insurance Contributions Act 4 of 2002 (retention of records for the duration of 5 years of the last entry and must be available for inspection by SARS and UIF Officials)
- 7.1.26. Unemployment Insurance Act 63 of 2002 (retention for the same duration of the Income Tax Act); and
- 7.1.27. Value Added Tax Act 89 of 1991 (retention for the duration of 5 years from date of submission of return).

*Although we have used all endeavours to supply a complete list of applicable legislation, it is possible that the above list may be incomplete. Whenever it comes to the Company's attention that existing or new legislation allows a Requestor access on a basis other than as set out in PAIA, the Company shall update the list accordingly.*

*If a Requestor believes that a right of access to a record exists in terms of legislation, other than which is listed above, the Requestor is required to bring to the Company's attention the legislative right the request is based upon in order to allow the Information Officer an opportunity to consider same in light of the relevant request.*



## 8. **OTHER PRESCRIBED INFORMATION**

### 8.1. Fees in Respect of Requests for Information of Private Bodies in terms of section 54

8.1.1. Where the Requestor is seeking access to a record containing personal information about the Requestor, no fee is payable.

8.1.2. In all other instances, a list of fees payable by a requestor who is not the personal requestor is attached hereto marked as Annexure "A" and is in accordance with regulation 11(2) of the Regulations to The Promotion of Access to Information Act, 15 February 2002 made in terms of section 92 of PAIA.

### 8.2. Application Form for the Request for access to records of a Private Body in terms of section 53

8.2.1. A copy of the relevant application form is attached hereto as Annexure "B". The relevant form is in accordance with regulation 10 of the Promotion of Access to Information Act, 15 February 2002 made in terms of section 92 of PAIA.

### 8.3. The Availability of this Manual in terms of Section 51(3)

8.3.1. A copy of this manual can be found on the Company's website [www.kikloftx.co.za](http://www.kikloftx.co.za) and is available for inspection at the Company's office. A copy of same has been made available to the SAHRC in accordance with regulation 9(1) of The Promotion of Access to Information Act, 15 February 2002 made in terms of section 92 of PAIA.

## 9. **PROTECTON OF PERSONAL INFORMATION THAT IS PROCESSED BY THE COMPANY**

9.1. Chapter 3 of POPIA provides for the minimum Conditions for the Lawful Processing of Personal Information by a Responsible Party. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA;

9.2. the Company needs personal information relating to both individual and juristic persons in order to carry out its business and organisational functions. The manner in which this information is processed and the purpose for which it is processed is determined by the



Company. The Company is accordingly a responsible party for the purposes of POPIA and will ensure that the personal information of a data subject is:

9.2.1. Processed lawfully, fairly and transparently. The Company will tender appropriate information to Data Subjects when their data is collected, in the form of privacy or data collection notices and further provide a legal basis upon which to process Personal Information. To this end, the Company will require consent from the data subject;

9.2.2. processed only for the purpose for which is was collected;

9.2.3. will not be processed for a secondary purpose, unless that processing is compatible with the original purpose for processing;

9.2.4. is adequate, relevant, kept up to date and not excessive for the purpose for which it was collected;

9.2.5. will not be kept for longer than is necessary;

9.2.6. is processed with integrity and confidentiality which includes the physical and organisational measures to ensure that the Personal Information, in both physical and electronic form, are subject to the appropriate level of security when stored, used and communicated by the Company, in order to protect against access and acquisition by unauthorised persons, accidental loss, destruction or damage;

9.2.7. is processed in accordance with the rights of the Data Subject, where applicable. Data Subjects have the right to:

9.2.7.1. Be notified that their Personal Information is being collected by the Company and to be informed in the event of a data breach;

9.2.7.2. know whether the Company holds personal information about the Data Subject and have access to same. Any request for information must be dealt with in accordance with the provisions of this manual;





9.2.7.3. request the correction and/or deletion of any Personal Information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or is considered unlawfully obtained Personal Information;

9.2.7.4. object to the Company's use of Personal Information and request the deletion of same (subject to the Company's record keeping requirements);

9.2.7.5. object to the processing of Personal Information for the purposes of direct marketing by means of unsolicited electronic communications; and

9.2.7.6. lodge a complaint to the Information Regulator as regards an alleged infringement of any rights protected under POPIA and to institute proceedings regarding the alleged non-compliance with the protection of Personal Information.

9.3. Purpose of Processing Personal Information by the Company:

9.3.1. Personal Information may only be processed for a specific purpose. The purposes for which the Company is required to process or will be required to process Personal Information is set out below.

9.3.1.1. **For clients:**

9.3.1.1.1. In order to verify and update Personal Information provided;

9.3.1.1.2. perform duties and instructions in terms of the agreement as entered into between the client and the Company;

9.3.1.1.3. communicate (including direct marketing) with the client via electronic mail, SMS, WhatsApp, letter, telephonically or otherwise unless the client indicates otherwise;

9.3.1.1.4. in order to recover any debt clients may owe to the Company;



9.3.1.1.5. in order to comply with the Company's regulatory obligations; and

9.3.1.1.6. any other reasonably required purpose relating to the Company's business.

9.3.1.2. **For prospective clients:**

9.3.1.2.1. In order to verify and update information provided;

9.3.1.2.2. direct marketing; and

9.3.1.2.3. any other reasonably required purpose relating to the processing of a prospective client's personal information related to the Company's business.

9.3.1.3. **For employees of the Company:**

9.3.1.3.1. For the same purpose of clients as set out in paragraph 9.3.1.1 above;

9.3.1.3.2. verification of applicant employee information during the recruitment process;

9.3.1.3.3. all matters pertaining to employees as prescribed in section 29 of the Basic Conditions of Employment Act 75 of 1997 including in relation to:

9.3.1.3.3.1. Payroll;

9.3.1.3.3.2. disciplinary action;

9.3.1.3.3.3. training;



9.3.1.3.3.4. any other reasonably required purpose relating to the employment or possible employment relationship.

9.4. Categories of Data Subjects and Personal Information/special Personal Information relating thereto

9.4.1. In accordance with section 1 of POPIA, a data subject may either be a natural or juristic person. The various categories of data subjects that the Firm processes personal information on and the types of personal information relating thereto are set out below.

9.4.1.1. **Employees**

9.4.1.1.1. Names, surnames and contact details;

9.4.1.1.2. identity numbers and identity documents, including passports where applicable;

9.4.1.1.3. employment history and references;

9.4.1.1.4. banking and financial details;

9.4.1.1.5. details of payments to third parties (authorised deductions from salaries);

9.4.1.1.6. employment contracts;

9.4.1.1.7. remuneration/salary and commission records;

9.4.1.1.8. performance appraisals;

9.4.1.1.9. disciplinary records;

9.4.1.1.10. leave records; and

9.4.1.1.11. training records.



9.4.1.2. **Clients and prospective clients**

- 9.4.1.2.1. Street address and any substantiating documents proving same;
- 9.4.1.2.2. title, name and surname;
- 9.4.1.2.3. contact numbers and electronic mail addresses;
- 9.4.1.2.4. Age, gender and marital status (including but not limited to the applicable marital regime);
- 9.4.1.2.5. financial information for the purposes of FICA; and
- 9.4.1.2.6. identity or passport numbers, Visa's for non-South African residents and copies of same.

9.4.1.3. **Vendors/suppliers/other businesses**

- 9.4.1.3.1. Names and contact details;
- 9.4.1.3.2. identity or company information; and
- 9.4.1.3.3. director information.

9.5. **Recipients of Personal Information**

9.5.1. The Company may provide relevant Personal Information of Data Subjects to Third Party recipients as set out below:

- 9.5.1.1. Any company, organisation or person which the Company uses to collect payment and recover payments or provide services on the Company's behalf;
- 9.5.1.2. any payment system the Company uses;



- 9.5.1.3. regulatory and government authorities, ombudsmen, or any other authorities, including but not limited to tax authorities where the Company has a duty to share the personal information;
- 9.5.1.4. third Parties to whom payments are made to on the behalf of employees;
- 9.5.1.5. financial institutions from whom payments are received on behalf of data subjects;
- 9.5.1.6. any other operator not specified; and
- 9.5.1.7. employees of the Company authorised to process Personal Information.

9.6. **Cross border flows and transfers of Personal Information**

9.6.1. Section 72 of POPIA provides that Personal Information may only be transferred out of South Africa if:

- 9.6.1.1. The recipient country can offer such data an adequate level of protection. This means that its data privacy laws must be substantially similar to the Conditions of Lawful Processing as set out in Chapter 3 of POPIA; or
- 9.6.1.2. the Data Subject consents to the transfer of his/her Personal Information;
- 9.6.1.3. the transfer is necessary for the performance of a contractual obligation between the Data Subject and the responsible party; or
- 9.6.1.4. the transfer is necessary for the performance of a contractual obligation between the Data Subject and the responsible party, in the interests of the Data Subjects.

9.6.2. Personal Information may be stored in data servers hosted outside South Africa, which may not have adequate data protection laws. The Company will



endeavour to ensure that the relevant data server providers use all reasonable efforts to secure the relevant Personal Information.

9.7. **Description of the information security measures to be implemented by the Company**

9.7.1. The Company undertakes to institute and maintain data protection measures to accomplish the following objectives as set out below. The relevant details provided are to be interpreted as examples used in order for the Company to obtain an adequate data protection level for each objective. The Company may use alternate measures and adapt to technological security development, as required, provided that the relevant objectives are achieved.

9.7.2. Access control of persons

9.7.2.1. The Company shall implement suitable measures in order to prevent unauthorised persons from gaining access to the data processing equipment where the data is processed.

9.7.3. Data media control

9.7.3.1. The Company undertakes to implement suitable measures to prevent the unauthorised manipulation of media, including the reading, copying, alteration or removal of the data media used by the Company and containing Personal Information of Clients.

9.7.4. Data memory control

9.7.4.1. The Company undertakes to implement suitable measures to prevent unauthorised input into data memory and the unauthorised reading, alteration or deletion of stored data.

9.7.5. User control

9.7.5.1. The Company shall implement suitable measures to prevent its data processing systems from being used by unauthorised persons by means of data transmission equipment.



9.7.6. Access control of data

9.7.6.1. The Company confirms that the persons entitled to use the Company's data processing system are only able to access same within the scope and to the extent as authorised.

9.7.7. Transmission control

9.7.7.1. The Company shall implement suitable measures to prevent Personal Information from being read, copied, altered or deleted by unauthorised persons during transmission thereof or during the transport of the data media.

9.7.8. Organisation control

9.7.8.1. The Company shall maintain its internal organisation in a manner that meets the requirements of this manual.

9.8. Objection to the Processing of Personal Information by the Data Subject

9.8.1. Section 11(3) of POPIA and regulation of the POPIA Regulations provides that a data subject may, at any time, object to the processing of his/her/its Personal Information in the prescribed form attached hereto as Annexure "C" subject to the relevant exceptions contained in POPIA.

9.9. Request for Correction or Deletion of Personal Information

9.9.1. Section 24 of POPIA and Regulation 3 of POPIA Regulations provided that a data subject may request their Personal Information be corrected and or deleted in the prescribed form attached as Annexure "D" to this manual.



**PART III**  
**FEES IN RESPECT OF PRIVATE BODIES**

1. The fees for a copy of the manual as contemplated in regulation 9(2)(c) is R1.10 for every photocopy of an A4-size page or part thereof.

2. The fees for reproduction referred to in regulation 11(1) are as follows-

(a)	For every photocopy of an A4-sized page or part thereof	R1.10
(b)	For every printed copy of an A4-size or part thereof held on a computer or in electronic or mechanical readable form	R0.75
(c)	For a copy in a computer-readable form on-	
	(i) Stiffy disk	R7.50
	(ii) Compact disk	R70.00
(d)	(i) For a transcript of visual images, for an A4-size page or part thereof ;	R40.00
	(ii) For a copy of visual images	R60.00
(e)	(i) For a transcription of an audio record, for an A4-size page or part thereof;	R20.00
	(ii) For a copy on an audio record	R30.00

3. The request payable by a requestor, other than a personal requestor referred to in regulation 11(2) is R50.00.

4. The access fees payable by a requestor referred to in regulation 11(3) are as follows-

(a)	For every photocopy on an A4-size page or part thereof	R1.10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	R0.75





(c)	For a copy in a computer-readable form on: (i) Stiffy disk (ii) Compact disk	R7.50 R70.00
(d)	For a copy of visual images (i) For a transcript of visual images for an A4-sized page or part thereof (ii) For a copy of visual images	R40.00 R60.00
(e)	(i) or a transcript of an audio record for an A4-size page or part thereof for a copy of an audio record	R20.00 R30.00
	To search for an prepare the record for disclosure, for each hour or part of an hour reasonably required for such searches an preparation	R30.00

5. For the purposes of section 54(2) of the Act, the following applies:

- (a) Six hours as the hours to be exceeded before a deposit payable; and
- (b) One third of the access fee is payable as a deposit by the requestor.

6. The actual postage is payable when a copy of a record must be posted to a requestor.



**FORM C**  
**REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**  
**(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act 2 of 2000))**  
**(Regulation 10)**

**(A) Particulars of private body The Head:**

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**(B) Particulars of person requesting access to the record**

- (a) The particulars of the person who requests access to the record 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:

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Fax number: \_\_\_\_\_

Telephone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

**(C) Capacity in which request is made, when made on behalf of another person:** Particulars of person on whose behalf request is made This section must be complete ONLY if a request for information made on behalf of another person.

Full names and surname:

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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) If the provided space is inadequate, please continue on a separate folio and attach it to this form. <b>The requester must sign all the additional folios.</b>   |

1. Description of record or relevant part of the record:

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2. Reference number, if available:

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3. Any further particulars of record:

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**(E) Fees**

- |   |
|---|
| (c) A request for access to a record, other than a record containing personal information about yourself, will be processed only after request fee has been paid. |
| (d) You will be notified of the amount required to be paid as the request fee.  |
| (e) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.   |
| (f) If you qualify for exemption of the payment of any fee, please state the reason for exemption.  |

Reason for exemption from payment of fees:

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**(F) Form of access to record**

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:
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Mark the appropriate box with an X.  
NOTES:  
(a) Compliance with your request for access in the specified form may depend on the form in which the record is available.  
(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.  
(c) The fee payable for access to the record, if any, will be determined party by the form in which access is requested.

1. If the record is in printed form:

<input type="checkbox"/>	Copy of the Record	<input type="checkbox"/>	Inspection of the Record
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2. **If record consists of visual images** – (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

<input type="checkbox"/>	View the Images	<input type="checkbox"/>	Copy of the Images	<input type="checkbox"/>	Transcription of the Images
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3. **If the record consists of recorded words or information which can be reproduced in sound:**



	Listen to the soundtrack (audio cassette)		Transcription of soundtrack* (written or printed document)
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**4. If record is held on computer or in an electronic or machine-readable form:**

	printed copy of record		printed copy of information derived from the record		copy in computer readable form (stiffy or compact disc)
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If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? <b>Postage is payable</b>	YES	NO
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**(G) Particulars of Right to be exercised or protected**

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:

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2. Reference number, if available:

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**(H) Notice of decision regarding request for access**



You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

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Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

SIGNATURE OF REQUESTER /  
PERSON ON WHOSE BEHALF  
REQUEST IS MADE



**FORM 1**  
**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION OF SECTION 11(3) OF**  
**THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018**  
(Regulation 2)

*Note:*

1. *Affidavits or other documentary evidence as applicable in support of the objection may be attached.*
2. *If the space provided in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as applicable.*

<b>A</b>	<b>DETAILS OF DATA SUBJECT</b>
<b>Name(s) and surname/ registered name of data subject</b>	
<b>Unique identifier/ identity number</b>	
<b>Residential, postal or business address</b>	Code( _____ )
<b>Contact number/ E-mail address</b>	
<b>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
<b>Name(s) and surname/ registered name of responsible party:</b>	
<b>Residential, postal or business address</b>	Code( _____ )
<b>Contact number(s)</b>	



<b>C</b>	<b>REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f)</b> (please provide detailed reasons for the objection)
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Signed at \_\_\_\_\_ this the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_  
Signature of data subject/  
designated person





## FORM 2

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR  
DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF  
SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018**

(Regulation 3)

*Note:*

4. *Affidavits or other documentary evidence as applicable in support of the objection may be attached.*
5. *If the space provided in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
6. *Complete as applicable.*

<b>A</b>	<b>DETAILS OF DATA SUBJECT</b>
<b>Name(s) and surname/ registered name of data subject</b>	
<b>Unique identifier/ identity number</b>	
<b>Residential, postal or business address</b>	Code(_____)
<b>Contact number/ E-mail address</b>	
<b>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
<b>Name(s) and surname/ registered name of responsible party:</b>	
<b>Residential, postal or business address</b>	



	Code(_____)
<b>Contact number(s)</b>	

Signed at \_\_\_\_\_ this the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_  
Signature of data subject/  
designated person

