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PAIA MANUAL

**Published in terms of Section 51 (Private Bodies) of the
Promotion of Access to Information Act 2 of 2000 (PAIA)**

As amended by the
PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013 (POPIA)

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1. LIST OF ACRONYMS AND ABBREVIATIONS

- | | | |
|-----|-------------|--|
| 1.1 | “IO “ | Information Officer; |
| 1.2 | “Minister” | Minister of Justice and Correctional Services; |
| 1.3 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000 (as Amended); |
| 1.4 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.5 | “Regulator” | Information Regulator; and |
| 1.6 | “Republic” | Republic of South Africa |

2. INTRODUCTION

COR Concepts Information Management Consulting offers a range of Information Governance, Records Management and Enterprise Content Management (ECM) consulting services.

This Promotion of Access to Information Manual (“Manual”) provides an outline of the type of records and the personal information it holds and explains how to submit requests for access to these records in terms of the Promotion of Access to Information Act 2 of 2000 (“PAIA Act”). In addition, it explains how to access, or object to, personal information held by the Company, or request correction of the personal information, in terms of paragraphs 23 and 24 of the Protection of Personal Information Act 4 of 2013 (“POPI Act”).

The PAIA and POPI Acts give effect to everyone’s constitutional right of access to information held by private sector or public bodies, if the record or personal information 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.

Requests shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in section 5.

3. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to;

- 3.1. check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 3.2. 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;
- 3.3. know the description of the records of the body which are available in accordance with any other legislation;
- 3.4. access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 3.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 3.6. 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;
- 3.7. know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.8. know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.9. 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
- 3.10. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF COR CONCEPTS

4.1 Chief Information Officer

Name: Paul Mullon
Tel: +27 12 003 6637
Email: paulm@corconcepts.co.za

4.2 Access to information general contacts

Email: paulm@corconcepts.co.za

4.3 National or Head Office

Postal Address: P O Box 66484, Highveld, 0169

Physical Address: 52 monte Carlo Drive, Centurion residential Estate,
Centurion

Telephone: +27 12 003 6637

Email: paul@corconcepts.co.za

Website: <http://corconcepts.co.za>

5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

5.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

5.2. The Guide is available in each of the official languages and in braille.

5.3. The aforesaid Guide contains the description of-

5.3.1. the objects of PAIA and POPIA;

5.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

- 5.3.2.1. the Information Officer of every private body, and
- 5.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 5.3.3. the manner and form of a request for-
 - 5.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 5.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 5.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 5.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 5.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 5.3.6.1. an internal appeal;
 - 5.3.6.2. a complaint to the Regulator; and

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

- 5.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 5.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 5.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 5.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 5.3.10. the regulations made in terms of section 92¹¹.
- 5.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 5.5. The Guide can also be obtained-

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

5.5.1. upon request to the Information Officer;

5.5.2. from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

5.6 A copy of the Guide is also available in the following official language, for public inspection during normal office hours-

5.6.1 English

6. CATEGORIES OF RECORDS OF COR CONCEPTS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Departmental records	Subject
Product and Company Information	Current Product Information
	Training Schedules
	Launches and Events Information
	Company Contact Information and Profile Media Releases
	White Papers and Guidance Notes

7. DESCRIPTION OF THE RECORDS OF COR CONCEPTS WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Departmental records	Subject
Sales and Marketing	Product Brochures
	Product Sales Records
Financial and Regulatory	Financial and Tax Regulatory Reports
Employee	Occupational Health and Safety
	Employment Equity Reports
	Training and Skills Development Reports

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY COR CONCEPTS

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	<ul style="list-style-type: none"> - Annual Reports - Strategic Plan - Annual Performance Plan - Name and Contact Details
Human Resources	<ul style="list-style-type: none"> - HR Policies and Procedures - Advertised Posts - Employees Records - ID Numbers - Name and Contact Details - Employment History - Race or Ethnic Origin
Finance	<ul style="list-style-type: none"> - Financial and Banking details - Revenue Management - Payments, Deductions Loans, Bonuses etc.
SCM	<ul style="list-style-type: none"> - Financial and Banking details - Supplier invoice and Payments
Training	<ul style="list-style-type: none"> - Logistical Arrangements - Names and Contact Details - Portfolio of Evidence

9. PROCESSING OF PERSONAL INFORMATION

COR Concepts takes the privacy and protection of personal information very seriously and will only process personal information in accordance with the current South African privacy. Accordingly, the relevant personal information privacy principles relating to the processing thereof (including, but not limited to, the collection, handling, transfer, sharing, correction, storage, archiving and deletion) will be applied to any personal information processed by COR Concepts.

9.1 Purpose of Processing Personal Information

We process personal information for a variety of purposes, including but not limited to the following:

- to provide or manage any information, products and/or services requested by data subjects;
- to help us identify data subjects when they contact COR Concepts;
- to maintain customer records;
- for recruitment purposes;
- for employment purposes;
- for general administration, financial and tax purposes;
- for legal or contractual purposes;
- for health and safety purposes;
- to transact with our suppliers and business partners;
- to help us improve the quality of our products and services;
- to help us detect and prevent fraud and money laundering;
- to help us recover debts; and
- to identify other products and services which might be of interest to data subjects and to inform them about our products and services.

9.2 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 COR Concepts include the following:

Categories of Data Subjects	Personal Information that may be processed
Customers and potential customers	Customer personal information
	Customer contracts, and warranties
COR Concepts business partners	Partner personal information
Suppliers	Supplier personal information
	Personal information of supplier representatives
Employees	Employee personal information
	Employee medical information
	Employee Contracts
	Employee Performance Records
	Payroll Records
	Surveillance Records
	Health & Safety Records

Categories of Data Subjects	Personal Information that may be processed
	Training Records
	Employment History Records
Job Applicants	Curriculum Vitae & Application Forms

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

We may share the personal information of our data subjects for any of the purposes outlined in Section 9.1, with: the following:

- our authorised COR Concepts Divisions;
- our carefully selected business partners who provide products and services under one of our brands; and
- our service providers and agents who perform services on our behalf

We do not share the personal information of our data subjects with any third parties, except if:

- we are obliged to provide such information for legal or regulatory purposes;
- we are required to do so for purposes of existing or future legal proceedings,
- we are selling one or more of our businesses to someone to whom we may transfer our rights under any customer agreement we have with you;
- we are involved in the prevention of fraud, loss, bribery or corruption;
- they perform services and process personal information on our behalf;
- this is required to provide or manage any information, products and/or services to data subjects; or
- needed to help us improve the quality of our products and services.

We will send our data subjects notifications or communications if we are obliged by law, or in terms of our contractual relationship with them.

We will only disclose personal information to government authorities if we are required to do so by law.

Our employees, and our suppliers, are required to adhere to data privacy and confidentiality principles and to attend data privacy training.

9.4 Information security measures to protect personal information

Reasonable technical and organisational measures have been implemented for the protection of personal information processed by COR Concepts and its operators. In terms of the POPI Act, operators are third parties that process personal information on behalf of COR Concepts.

We continuously implement and monitor technical and organisational security measures to protect the personal information we hold, against unauthorised access, as well as accidental or wilful manipulation, loss or destruction.

We will take steps to ensure that operators that process personal information on behalf of COR Concepts apply adequate safeguards as outlined above.

9.5 Planned transborder flows of personal information

We will only transfer personal information across South African borders if the relevant business transactions or situation requires trans-border processing and will do so only in accordance with South African legislative requirements; or if the data subject consents to transfer of their personal information to third parties in foreign countries.

We will take steps to ensure that operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information, in terms of the POPI Act.

We will take steps to ensure that operators that process personal information in jurisdictions outside of South Africa, apply adequate safeguards as outlined in Section 9.4.

9.6 Personal Information received from third parties

When we receive personal information from a third party on behalf of a data subject, we require confirmation that they have written consent from the data subject that they are aware of the contents of this PAIA manual and the COR Concepts Privacy Policy, and do not have any objection to our processing their information in accordance with this policy.

10. AVAILABILITY OF THE MANUAL

A copy of the Manual is available-

This manual is published on the Company website at <http://corconcepts.co.za> or alternatively, a copy can be requested from Paul Mullon (see contact details in section 4).

11. PRESCRIBED REQUEST FORMS AND FEES

Prescribed forms and fees are published on the Company website or, alternatively, copies can be requested from the Information Officer (see contact details in section 4).

Prescribed forms and fees can be found on the Company website as follows:

The following applies to requests (other than personal requests):

- i. A requestor is required to pay the prescribed fees (R50.00) before a request will be processed.
- ii. If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted).
- iii. A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.
- iv. Records may be withheld until the fees have been paid.
- v. The detailed Fee Structure is available on the website of the Company, at the following address: <http://corconcepts.co.za>.

12. REMEDIES

The company does not have internal appeal procedures regarding PAIA and POPI Act requests. As such, the decision made by the duly authorised persons in section 4, is final. If a request is denied, the requestor is entitled to apply to a court with appropriate jurisdiction, or the Information Regulator (once established), for relief.

13. AVAILABILITY OF GUIDES TO THE PAIA AND POPI ACTS

POPI Act and PAI Act
Information Regulator P.O Box 31533 Braamfontein, Johannesburg, 2017

JD House
27 Stiemens Street
Braamfontein
Johannesburg
2001

Fax number: (086) 500 3351

Website: www.justice.gov.za/inforeg/

E-mail: inforeg@justice.gov.za

14. UPDATING OF THE MANUAL

The Director of COR Concepts will on a regular basis update this manual.

Issued by

Mr Paul Mullan
Managing Director

Identity number:

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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. The requester must sign all the additional folios. |

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

.....

.....

.....

.....

2. Reference number, if available:

.....

.....

.....

.....

3. Any further particulars of record:

.....

.....

.....

.....

E. Fees

- | |
|---|
| (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid. |
|---|

- (b) You will be notified of the amount required to be paid as the request fee.
- (c) 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.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

.....

.....

.....

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 below, state your disability and indicate in which form the record is required.

Disability: Form in which record is required:

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 partly by the form in which access is requested.*

1. If the record is in written or printed form:				
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record	<input type="checkbox"/>
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"/>
<input type="checkbox"/>		<input type="checkbox"/>		transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:				
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)	<input type="checkbox"/>
4. If record is held on computer or in an electronic or machine-readable form:				
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*	<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>		copy in computer readable form* (stiffy or compact disc)

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
--	-----	----

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:

.....
.....

2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

.....
.....
.....

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?

.....

Signed at this day..... ofyear

.....
SIGNATURE OF REQUESTER /
PERSON ON WHOSE BEHALF REQUEST IS MADE



REPUBLIC OF SOUTH AFRICA
FORM E

AUTOMATICALLY AVAILABLE RECORDS AND ACCESS TO SUCH RECORDS:
(Section 52 of the Promotion of Access to Information Act, 2000 (Act 2 of 2000))
[Regulation 9A]

DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 52(1)(a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS (e.g. website) (SECTION 52(1)(b))
FOR INSPECTION IN TERMS OF SECTION 52(1)(a)(i):	
<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
FOR PURCHASING IN TERMS OF SECTION 52(1)(a)(ii):	
<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
FOR COPYING IN TERMS OF SECTION 52(1)(a)(ii):	
<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 52(1)(a)(iii):	
<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>