CORPORATE INSIGHTS PAIA MANUAL

Prepared in terms of section 51 of the

Promotion of Access to Information Act 2 of 2000 (as amended)

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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, as Amended;

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 PAIA MANUAL

This PAIA Manual is useful for the public to-

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 and Deputy Information Officer who will assist the public with the records they intend to access know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

2.5. 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;

2.6. know the description of the categories of data subjects and of the information or categories of information relating thereto;

2.7. know the recipients or categories of recipients to whom the personal information may be supplied;

2.8. 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

2.9. 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. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF CORPORATE INSIGHTS

3.1 Chief Information Officer

Name: George Nicholls

Tel: 011 646 6731

Email: support AT corporprateinsights.co.za

3.2 Access to information general contacts

Email: support AT corporateinsights.co.za

National or Head Office

Postal Address: 12 Edgewater Road, Bantry Bay, Cape Town, Western Cape 8005

Physical Address: 12 Edgewater Road, Bantry Bay, Cape Town, Western Cape 8005 Telephone: 011 646 6731

Email: support AT corporateinsights.co.za

Website: https://corporateinsights.co.za

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

4.1. 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.

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

4.3. The aforesaid Guide contains the description of-

4.3.1. the objects of PAIA and POPIA;

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

4.3.2.1. the Information Officer of every public body, and

4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA[1] and section 56 of POPIA[2];

4.3.3. the manner and form of a request for-

4.3.3.1. access to a record of a public body contemplated in section 11[3]; and

4.3.3.2. access to a record of a private body contemplated in section 50[4];

4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;

4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;

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[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.

4.3.6. 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-

4.3.6.1. an internal appeal;

4.3.6.2. a complaint to the Regulator; and

4.3.6.3. 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;

4.3.7. the provisions of sections 14[5] and 51[6] requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

4.3.8. the provisions of sections 15[7] and 52[8] providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

4.3.9. the notices issued in terms of sections 22[9] and 54[10] regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 92[11].

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[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;

4.4. 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.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (https://www.justice.gov.za/inforeg/).

4.6. A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

4.6.1.English and Afrikaans.

5. CATEGORIES OF RECORDS OF CORPORATE INSIGHTS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of Record	Type of Record	Available on Website	Available on Request
Company Policies	Terms of Use, Information storage, legal, Data Privacy, Electronic Document Signing	X	

6. DESCRIPTION OF THE RECORDS OF CORPORATE INSIGHTS WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of Incorporation	Companies Act 71 of 2008

(c) 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."

PAIA Manual	Promotion of Access to Information Act 2 of 2000

7. DESCRIPTION OF THE SUBJECTS ON WHICH CORPORATE INSIGHTS HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY CORPORATE INSIGHTS

Categories of records	**Subjects on which the body holds records**
Financial Records & Annual Plans	Annual Financial Statements, Annual Plans
Human Resources	HR policies and procedures Advertised posts Employees records

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Where we are the responsible party, we process personal information for compliance requirements with various legislation. Where we are the operating party, we process personal information with the consent of the responsible party for the purposes of fraud detection and prevention.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	**Personal Information that may be processed**
Customers / Clients	name, address, registration numbers or identity numbers, employment status and bank details
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Employees	address, qualifications, gender and race

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

Category of personal information	**Recipients or Categories of Recipients to whom the personal information may be supplied**
Identity number and names, for criminal checks	South African Police Services and Department of Home Affairs
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information Credit Bureaus	Credit and payment history, for credit information Credit Bureaus

8.4 Planned transborder flows of personal information

No personal information is permitted for trans border transactions

8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

8.5.1 Our organisation is committed to safeguarding sensitive information through a comprehensive set of security measures.

8.5.2 Data is encrypted both in transit and at rest to ensure its confidentiality and integrity across all communication channels and storage environments.

8.5.3 Access to critical systems and information is restricted to authorised user accounts only, with strict controls in place to verify the identity and permissions of each user.

8.5.4 Multi-Factor Authentication (MFA) is implemented to further strengthen access controls, requiring users to provide multiple forms of identification before gaining access to secure systems. Additionally, we enforce logical separation between different user roles and data sets to prevent unauthorised access and to maintain strict data compartmentalisation.

8.5.5 All systems have firewall protection and we employ anti spyware and malware products to protect our data.

8.5.6 These measures are regularly reviewed and updated to ensure compliance with best practices and regulatory requirements.

9. AVAILABILITY OF THE MANUAL

A copy of the Manual is available-

9.1 on https://corporateinsights.co.za,
9.2 head office of the Corporate Insights for public inspection during normal business hours;
9.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
9.4 to the Information Regulator upon request.
9.5 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The head of Corporate Insights will on a regular basis update this manual.

Issued by

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George Nicholls – Information Officer