

# SITHABILE

## **PAIA Manual**

(Registration Number: 2004/009201/07)

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

**Date of compilation: 01 June 2021**

**Date of Revision? 19 February 2025**

## **LIST OF ACRONYMS AND ABBREVIATIONS**

1.1 "CEO" Chief Executive Officer

1.2 "DIO" Deputy Information Officer;

1.3 "IO" Information Officer;

1.4 "Minister" Minister of Justice and Correctional Services;

1.5 "PAIA" Promotion of Access to Information Act No. 2 of 2000 (as Amended);

1.6 "POPIA" Protection of Personal Information Act No.4 of 2013;

1.7 "Regulator" Information Regulator;

1.8 "Republic" Republic of South Africa; and

1.9 "STS/Us" Sithabile Technology Services.

## **INTRODUCTION TO THE ACT AND THIS MANUAL**

Sithabile Technology Services Pty Ltd is a private South African, black-empowered company that provides data backup, storage solutions, and other related IT support services. "You" means the person reading or intending to use this document.

This Promotion of Access to Information Manual provides an outline of the type of records and the personal information STS 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.

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 must be made as set out in part 6 of this Manual.

If you are accessing this Manual on our website, you can also get a copy from our Information Officer by writing to the address in section 3 or emailing [legal@sithabile.co.za](mailto:legal@sithabile.co.za).

You can obtain more information about PAIA and the requirement to have a Manual by reviewing the Guide in terms of section 10 of PAIA which has been compiled by the South African Human Rights Commission ("SAHRC"), which will contain information for the purposes of exercising your constitutional Rights.

The contact details of the SAHRC are:

**Postal address:**

**Private Bag 2700**

**Houghton**

**2041**

**Tel: 011 877 3600**

## **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;
- 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. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF SITHABILE TECHNOLOGY SERVICES**

#### 3.1. Chief Information Officer

- Name: **Peter Valdemar Blaauw**
- Tel: **011 848 7400**
- Email: **peter.blaauw@sithabile.co.za**

#### 3.2. Deputy Information Officer

- Name: **Wade Norman Calenborne**
- Tel: **011 848 7400**
- Email: **wade@sithabile.co.za**

#### 3.3 Access to information general contacts

- Email: **info@sithabile.co.za**

#### 3.4 National or Head Office

- Physical Address: **Block H, Ground Floor, Wedgewood Office Park, 3 Muswell Road South, Bryanston, Sandton, 2191**
- Telephone: **011 848 7400**
- Email: **info@sithabile.co.za**
- Website: **www.Sithabile.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 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 PAIA1 and section 56 of POPIA2;

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 113; and

4.3.3.2. access to a record of a private body contemplated in section 504;

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;

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 145 and 516 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 157 and 528 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 229 and 5410 regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 9211

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 official language of English, for public inspection during normal office hours.

## 5. CATEGORIES OF RECORDS OF SITHABLE TECHNOLOGY SERVICES WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

| Category of Records | Types of the Record                                                                     | Available on Website | Available upon request |
|---------------------|-----------------------------------------------------------------------------------------|----------------------|------------------------|
| Information Record  | Privacy Notice<br>POPIA Policy Statement<br>POPI Notice<br>Website Terms and Conditions | Yes                  | Yes                    |
|                     | Public statements and communications                                                    | Yes                  | Yes                    |
| Company Records     | ISO Certificates                                                                        | Yes                  | Yes                    |

|                   |                                                                                               |     |     |
|-------------------|-----------------------------------------------------------------------------------------------|-----|-----|
|                   | B-BBEE certificate                                                                            | No  | Yes |
|                   | Annual reports                                                                                | No  | No  |
|                   | General information pertaining to the Company and information regarding the services rendered | Yes | Yes |
| Financial Records | Audited financial statements                                                                  | No  | No  |

**6. DESCRIPTION OF THE RECORDS OF SITHABILE TECHNOLOGY SERVICES WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

| Category of Records    | Applicable Legislation                                                                                                                                                                                                                                                                                        |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Company Records        | Companies Act 71 of 2008                                                                                                                                                                                                                                                                                      |
| Information Records    | Promotion of Access to Information Act 2 of 2000<br>Protection of Personal Information Act, 4 of 2013<br>Electronic Communication and Transaction Act, No 25 of 2002                                                                                                                                          |
| Financial Records      | Auditing Profession Act, No 26 of 2005<br>Public Finance Management Act, No 1 of 1999<br>Tax Administration Act, No 28 of 2011<br>Income Tax Act, No 58 of 1962<br>Value Added Tax Act, No 89 of 1991<br>Transfer Duty Act, No. 40 of 1949                                                                    |
| Human Resource Records | Basic Conditions of Employment Act, No 75 of 1997<br>Employment Equity Act, No 55 of 1998<br>Labour Relations Act, No 66 of 1995<br>Unemployment Insurance Act, No 63 of 2002<br>Compensation for Occupational Injuries and Diseases Act, No 130 of 1993<br>Occupational Health and Safety Act, No 85 of 1993 |

**7. DESCRIPTION OF THE SUBJECTS ON WHICH SITHABILE TECHNOLOGY SERVICES HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY SITHABILE TECHNOLOGY SERVICES**

| Subjects on which the body holds records                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Categories of records        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| Company registration records; Bank account records; Books and records of account and financial statements; Annual budget; VAT, SITE and PAYE records; Asset registers; Details of auditors; External auditor reports; Information pertaining to clients as required in terms of the Financial Intelligence Centre Act; Minutes of the meetings of the Company (non-confidential parts); Minutes of the meetings of committees/ subcommittees; Minutes of staff meetings and/or management meetings. | Financial and Administration |
| Organisational information (organisational structure, etc.); Personnel files; Contracts, conditions of service and other                                                                                                                                                                                                                                                                                                                                                                            | Human Resources              |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| agreements; Statutory employee records; Records of background checks (including qualification, credit and criminal record checks); Immigration documentation; Retirement fund records; Medical aid records; Budget projections in respect of staff; Employee leave records; Employee payments and benefits (statutory and contractual); Correspondence with or about employees; Performance management records; Records of disciplinary hearings and findings; Records of incapacity proceedings, including medical information; Records of occupational injuries and diseases; Employee declarations in terms of the EEA |                             |
| Agreements with stakeholders; Service level agreements with suppliers; Contact details of suppliers; Tender and bid documentation; Service level agreements; Details of customers / clients including contact details, details pertaining to transactions, loyalty programmes, etc.; Licences and general conditions for conducting business.                                                                                                                                                                                                                                                                             | Third Parties Relationships |
| Computer software; Support and maintenance agreements; Licensing agreements; Records regarding computer systems and programmes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Information Technology      |
| Asset registers; Lease agreements in respect of immoveable property; Records regarding insurance in respect of movable or immoveable property.                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Property                    |
| Litigation; Appeals; Contracts and memoranda of understanding; Regulatory permissions, licenses, and/or exemptions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Legal                       |

## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing Personal Information

- a) For the purposes of facilitating a request for personal information, the information below includes details of the purpose of the processing of personal information by the Company, a description of the categories of data subjects and of the information or categories of information relating to data subjects held by the Company, the recipients or categories of recipients to whom personal information may be supplied, planned transborder flows of personal information, and a general description allowing a preliminary assessment of the suitability of the information security measures to be implemented by the Company to ensure the confidentiality, integrity and availability of the information which is to be processed.
- b) In terms of POPIA, a requester to whom certain personal information relates may request the Company to confirm, free of charge, whether or not it holds personal information about that particular requester.
- c) A requester may make a request that the Company provides the record or a description of the personal information about the requester, which is held by it, including information about the identity of third parties, or categories of third parties, who have, or have had, access to the information. This request must be made within a reasonable time, in a reasonable manner, and format, at a fee, and in a form that is generally understandable.

| Categories of Data Subjects | Personal Information that may be processed                                        |
|-----------------------------|-----------------------------------------------------------------------------------|
| Customer/Client             | name, address, registration numbers or identity numbers, and company bank details |
| Service Providers           | name, address, registration numbers or identity numbers, and company bank details |

|                                      |                                                                                                         |
|--------------------------------------|---------------------------------------------------------------------------------------------------------|
| Employees                            | address, qualifications, gender and race, identity numbers, medical history, financial records          |
| Applicant for employment and Referee | Contact details, views or opinions provided about applicants for employment, Recruitment records        |
| Previous Employee                    | Contact details, human resources information, as required to be retained post-termination of employment |

### 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                                                           |
| Qualifications, for qualification verifications    | South African Qualifications Authority                                                  |
| Credit and payment history, for credit information | Credit Bureaus                                                                          |

### 8.4 Planned transborder flows of personal information

NB: Indicate if the body has planned transborder flows of personal information. For example, some personal information may be stored in the cloud outside the Republic. Please specify the country in which personal information will be stored and categories of personal information.

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

## 9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on [www.Sithabile.co.za](http://www.Sithabile.co.za) ;

9.1.2 head office of Sithabile Technology Services for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.2 A fee of R250 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

Sithabile Technology Services will update this manual, as and when required. The manual shall be reviewed annually.

### Issued by



**Peter Valdemar Blaauw**

**Chief Executive Officer**