

INFOBUILD (PTY) LTD

PAIA MANUAL

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InfoBuild (Pty) Ltd.

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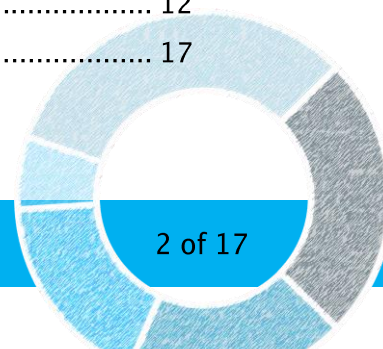
Company Reg. No.: 2011/142565/07 VAT Reg. No.: 4360263075

**INFOBUILD (PTY) LTD
MANUAL PREPARED IN TERMS OF SECTION 51 OF
THE PROMOTION OF ACCESS TO INFORMATION ACT (ACT 2 OF 2000)**

Note: This manual is based on “EXAMPLE OF A MANUAL FOR A PRIVATE BODY” issued by the South African Human Rights Commission, amended to meet the needs of InfoBuild (Pty) Ltd, with further additions to enhance its usefulness and comply with the Protection of Personal Information Act, No. 4 of 2013.

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INTRODUCTION

This manual explains how to get access to InfoBuild Pty Ltd 's information/records.

We are the proud sole representative of Information Builders in southern Africa. Information Builders provides business intelligence (BI), analytics, and data management solutions that help companies manage their data, generate insights, take action, and deliver impact.

While other companies have come and gone, Information Builders has been helping customers manage and use their data for more than 40 years.

1 INFORMATION REQUIRED UNDER SECTION 51(1) (a) OF THE ACT

Designated Head of InfoBuild (Pty) Ltd: Mr. Johan Jurd

Postal Address of InfoBuild (Pty) Ltd: PO Box 1166, Fourways, 2055

Street Address of InfoBuild (Pty) Ltd: Spaces, Willow Wood Office Park, Corner Cedar Rd and Third Street, Broadacres, 2021

Tel. No of InfoBuild (Pty) Ltd: 011 064 5668

Fax. No of InfoBuild (Pty) Ltd: 086 500 7130

E- Mail address of InfoBuild (Pty) Ltd: johan.jurd@infobuild.co.za

2 DESCRIPTION OF GUIDE REFERRED TO IN SECTION 10

A Guide has been compiled in terms of Section 10 of PAIA by the South African Human Rights Commission (SAHRC). It contains information required by a person wishing to exercise any right, contemplated by PAIA. It is available in all of the official languages.

The Guide is available for inspection, inter alia, at the office of the offices of the Information Regulator South Africa, inter alia, at JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001:

Postal Address: P.O Box 31533, Braamfontein, Johannesburg, 2017
Tel Number: 010 023 5200
Email: PAIACompliance@inforegulator.org.za



3 RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Records available in terms of other legislation are as follows:

Administration of Estates Act, No. 66 of 1965
Arbitration Act No. 42 of 1965
Atmospheric Pollution Prevention Act 45 of 1965.
Banks Act No. 94 of 1990
Basic Conditions of Employment Act No. 75 of 1997
Bills of Exchange Act 34 of 1964
Broad-based Black Economic Empowerment Act 53 of 2003
Children's Act 38 of 2005;
Companies Act No 71 of 2008 and Applicable Regulations
Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993
Competition Act No. 89 of 1998
Consumer Affairs (Unfair Business Practice) Act No. 71 of 1988
Consumer Protection Act 68 of 2008
Copyright Act No. 98 of 1978
Currency and Exchanges Act No .9 of 1933
Customs and Excise Act, 55 of 1998;
Debt Collector's Act No. 114 of 1998
Electronic Communications Act, No. 36 of 2005;
Electronic Communications and Transactions Act No 25 of 2002
Employment Equity Act. No. 55 of 1998
Exchange Control Amnesty and Amendment of Taxation Laws Act of 2003
Explosives Act 26 of 1956.
Financial Advisory and Intermediary Services Act 37 of 2002
Financial Intelligence Centre Act No. 38 of 2001.
Financial Services Board Act No. 97 of 1990
Firearms Control Act 60 of 2000
Harmful Business Practices Act No. 23 of 1999
Hazardous Substances Act 15 of 1973
Health Professions Act 56 of 1974
Identification Act 68 of 1997
Immigration Act 13 of 2002
Income Tax Act No 58 of 1962
Insider Trading Act 135 of 1998
Insolvency Act No. 24 of 1936
Insurance Act No. 27 of 1943
Intellectual Property Laws Amendment Act No. 38 of 1997
Johannesburg Stock Exchange Listing Requirements
Labour Relations Act No 66 of 1995
Long -Term Insurance Act No. 52 of 1998
Medical Schemes Act 131 of 1998;
Medicines and Related Substances Act 101 of 1965
National Health Act 61 of 2003
Mine Health and Safety Act 29 of 1996



Mines and Works Act 27 of 1956
National Credit Act No. 34 of 2005
National Environmental Management Act 107 1998
National Water Act 36 of 1998.
Nonprofit Organisations Act No. 71 of 1997
Occupational Diseases in Mines and Works Act 78 of 1973
Occupational Health and Safety Act No. 85 of 1993
Pension Funds Act No 24 of 1956
Prevention and Combating of Corrupt Activities Act No 12 of 2004
Prevention of Organised Crime Act No. 121 of 1998
Promotion of Access to Information Act No.2 of 2000
Promotion of Equality and Prevention of Unfair Discrimination Act No. 4 of 2000
Protected Disclosures Act No. 26 of 2000
Protection of Personal Information Act 4 of 2013
Protection of Constitutional Democracy against Terrorist and Related Activities Act 33 of 2004
Regulation of Interception of Communication and Provision of Communications Act, No.2 of 2000
Regulation of Interception of Communications and Provisions of Communication Related
Road Accident Fund Act 56 of 1996;
Information Act No. 70 of 2002
SA Reserve Bank Act No. 90 of 1989
Second-Hand Goods Act No. 6 of 2009
Securities Services Act No. 36 of 2004
Securities Transfer Tax Act 25 of 2007
Skills Development Act 97 of 1998
Skills Development Levies Act No 9 of 1999
South African Reserve Bank Act No. 90 of 1989
South African Schools Act of 1996
Stock Exchanges Control Act No. 1 of 1985
Supreme Court Act No. 59 of 1959
Tobacco Products Control Act No 83 of 1993
Trade Marks Act 194 of 1993
Trust Property Control Act No. 57 of 1988
Unemployment Insurance Act No. 63 of 2001
Unemployment Insurance Contributions Act No 4 of 2002
Value Added Tax Act No 89 of 1991

4 RECORDS AUTOMATICALLY AVAILABLE

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



5 SUBJECTS AND CATEGORIES OF RECORDS HELD BY INFOBUILD (PTY) LTD

General information about InfoBuild (Pty) Ltd can be accessed via the internet on www.infobuild.co.za which is available to all persons who have access to the internet.

The subjects on which the private body holds records and the categories on each subject in terms of Section 51(1)(e) are as listed below. Please note that a requester is not automatically allowed access to these records and that access to them may be refused in accordance with Sections 62 to 69 of the Act:

5.1 Companies Act Records

- All trust deeds;
- Documents of Incorporation;
- Index of names of members of Close Corporation;
- Memorandum of Incorporation;
- Minutes of meeting of the Board of Directors;
- Minutes of meetings of Shareholders;
- Proxy forms
- Register of debenture-holders;
- Register of directors' shareholdings;
- Research and development;
- Share certificates; and
- Share Register and other statutory registers and/or records and/or documents;
- Special resolutions/Resolutions passed at General and Class meetings.

Records relating to the appointment of:

- Auditors;
- Directors;
- Prescribed Officer.
- Public Officer; and
- Secretary;

5.2 Financial Records

- Accounting Records
- Annual Financial Reports;
- Annual Financial Statements
- Asset Registers;
- Bank Statements
- Banking details and bank accounts;
- Banking Records



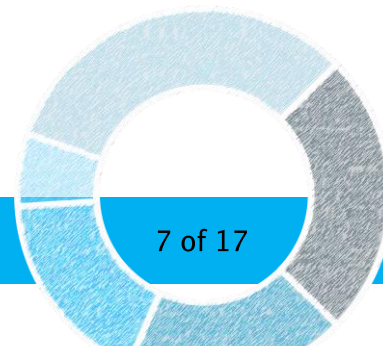
- Debtors / Creditors statements and invoices;
- General ledgers and subsidiary ledgers;
- General reconciliation;
- Invoices;
- Paid Cheques
- Policies and procedures;
- Rental Agreements; and
- Tax Returns.

5.3 Income Tax Records

- PAYE Records
- Documents issued to employees for income tax purposes
- Records of payments made to SARS on behalf of employees
- All other statutory compliances:
 - VAT
 - Regional Services Levies
 - Skills Development Levies
 - UIF
 - Workmen's Compensation

5.4 Personnel Documents and Records

- Accident books and records;
- Address Lists;
- Disciplinary Code and Records;
- Employee benefits arrangements rules and records;
- Employment Contracts;
- Employment Equity Plan
- Forms and Applications;
- Grievance Procedures;
- Leave Records;
- Medical Aid Records;
- Payroll reports/ Wage register;
- Pension Fund Records;
- Safety, Health and Environmental records;
- Salary Records;
- SETA records
- Standard letters and notices
- Training Manuals;
- Training Records;
- Workplace and Union agreements and records.



5.5 Procurement Department

- Standard Terms and Conditions for supply of services and products;
- Contractor, client and supplier agreements;
- Lists of suppliers, products, services and distribution; and
- Policies and Procedures.

5.6 Sales Department

- Customer details
- Credit application information
- Information and records provided by a third party

5.7 Marketing Department

- Advertising and promotional material

5.8 Risk Management and Audit

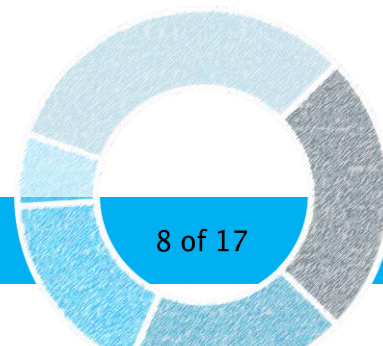
- Audit reports;
- Risk management frameworks; and
- Risk management plans.

5.9 Safety, Health and Environment

- Complete Safety, Health and Environment Risk Assessment
- Environmental Managements Plans
- Inquiries, inspections, examinations by environmental authorities

5.10 IT Department

- Computer / mobile device usage policy documentation;
- Disaster recovery plans;
- Hardware asset registers;
- Information security policies/standards/procedures;
- Information technology systems and user manuals
- Information usage policy documentation;
- Project implementation plans;
- Software licensing; and
- System documentation and manuals.



6 PURPOSE OF PROCESSING OF PERSONAL INFORMATION

To support sales and marketing activities
To support recruitment and management of staff
To support engagement with suppliers
To support engagement with the general public
To support engagement with investors and the media]

7 DATA SUBJECTS CATEGORIES AND THEIR PERSONAL INFORMATION

Customers: record of customer life cycle
Employees: record of employee life cycle
Suppliers: record of supplier life cycle
General public: tracking general enquiries and web site visits
Investors: records as maintained by the Company Secretary
Media: records of media interactions]

8 PLANNED RECIPIENTS OF PERSONAL INFORMATION

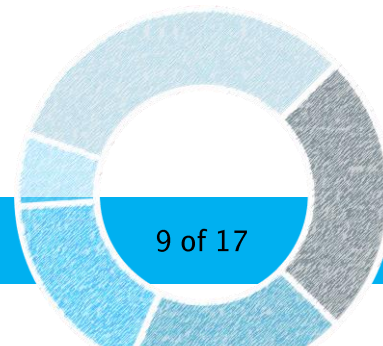
Statutory authorities
Law enforcement
Tax authorities
Financial institutions
Medical schemes
Employee pension and provident funds
Industry bodies

9 PLANNED TRANS-BORDER FLOWS OF PERSONAL INFORMATION

Flows to service providers/operators
Flows to business partners
Flows to customers
Flows to suppliers
Flows through the use of social media]

10 SECURITY MEASURES TO PROTECT PERSONAL INFORMATION

Physical security measures
Cyber security measures
Policies in information security



11 DETAIL ON HOW TO MAKE A REQUEST FOR ACCESS

11.1 PAIA FORM 02: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

In terms of Section 53 (1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) [Regulation (7), Form 02 should be used to request access to a record held by a Public or Private body in terms of PAIA. Form 02 can be downloaded from the Information Regulator website under Documents/Forms. It can also be downloaded using the link below.

Form 02: Request for Access to Record:

<https://inforegulator.org.za/paia-forms/>

Please note: Do not use Form 02 for personal information requests (Data Subject Requests). The appropriate form for these requests is described in point 14.2 below.

11.2. POPIA 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, 2013 (ACT NO. 4 OF 2013)

In terms of the Protection of Personal Information Act of 2013, Section 24 and the Regulations relating to the Protection of Personal information, 2017, [Regulation 3(2)] Form 2 should be used to raise requests for the correction or deletion of personal information, or destroying or deletion of record of personal information. Form 2 is available on the Information Regulator website under Documents/Forms. It can be downloaded using the link below:

Form 2: Request for Correction or Deletion of Personal Information or Destroying or Deletion of Record of Personal Information

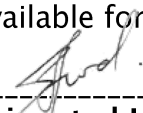
<https://inforegulator.org.za/popia-forms/>

InfoBuild has the right to reject any request for information submitted in terms of Sections 62 to 70 of Chapter 4 of the PAIA Act.

InfoBuild has the right to reject any request for information submitted in terms of Sections 62 to 70 of Chapter 4 of the PAIA Act.

12 AVAILABILITY OF THE MANUAL

This manual is available for inspection at the office of InfoBuild (Pty) Ltd free of charge.



Signature of Designated Head of the Private Body

[Johan N Jurd](#)

Name of Designated Head of the Private Body

(Note: each page should be initialled to complete the signing process).

Date of signature 13 December 2023

Publication date of this manual: 13/12/2023

Next revision date of this document: 12/12/2024

13 FEES IN RESPECT OF PRIVATE BODIES

The following is a breakdown of the fees structure for the purposes of determining the manner in which fees relating to a request for access to a record of a private body are to be calculated:

Part III of Regulation 187 published in the Government Gazette on the 15 February 2002:

1. The fee 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. (a) For every photocopy of an A4-size page or part thereof R1,10
 - b. (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. (c) For a copy in a computer-readable form on – (i) stiffy disc R 7,50; (ii) compact disc R 70,00
 - d. (d) (i) For a transcription of visual images, for an A4-size page or part thereof R 40,00, (ii) For a copy of visual images R 60,00
 - e. (e) (i) For a transcription of an audio record, for an A4-size page or part thereof R 20,00; (ii) For a copy of an audio record R 30,00
3. The request fee payable by a requester, other than a personal requester, referred to in Regulation 11(2) is R50,00.
4. The access fees payable by a requester referred to in Regulation 11(3) are as follows:
 - a) For every photocopy of an A4-size page or part thereof R 1,10;
 - b) For every printed copy of an A4-size page or part; thereof held on a computer or in electronic or machine-readable form R 0,75;
 - c) For a copy in a computer-readable form on – (i) stiffy disc R 7,50; (ii) compact disc R 70,00
 - d) (i) For a transcription of visual images, for an A4-size page or part thereof R 40,00; (ii) For a copy of visual images R 60,00
 - e) (i) For a transcription of an audio record, for an A4-size page or part thereof R 20,00; (ii) For a copy of an audio record R 30,00
 - f) To search for and prepare the record for disclosure, R30,00; for each hour or part of an hour reasonably required for such search and preparation.

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

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

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

FORM C: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

In terms of Section 53 (1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) [Regulation 10]

A. Particulars of private body

The Head (name of body): _____

B. Particulars of person requesting access to the record

- (a) *The particulars of the person who 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: _____

Fax number: _____

Telephone number: _____

E-mail address: _____

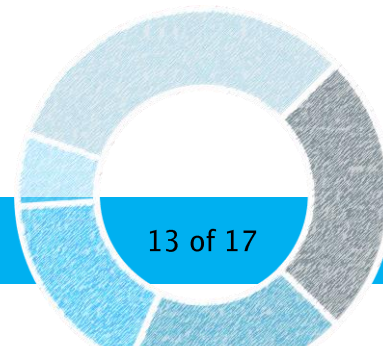
Capacity in which request is made, when made on behalf of another person: _____

C. Particulars of person on whose behalf request is made

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

Full names and surname: _____

Identity number: _____



D. Particulars of record

(a) Provide full particulars of the record to which access is requested, including the reference number if

that is known to you, to enable the record to be located.

(b) 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 hereunder, state your disability and indicate in which form the record is required.

Disability: _____

Form in which record is required: _____

NOTES:

(a) Compliance with your request 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.



Mark the appropriate choice with an X.

1. If the record is in written or printed form:

- copy of record
- inspection of record

2. If record consists of visual images

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

- view the images copy of the images
- transcription of the images

3. If record consists of recorded words or information which can be reproduced in sound:

- listen to the soundtrack (audio file)
- transcription of soundtrack (written or printed document)

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)

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.

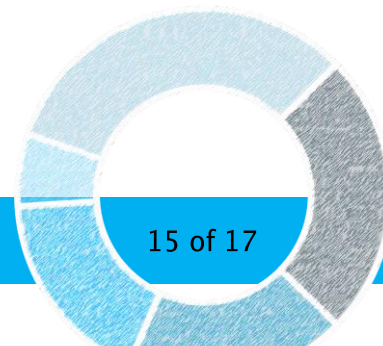
- YES
- NO

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: _____



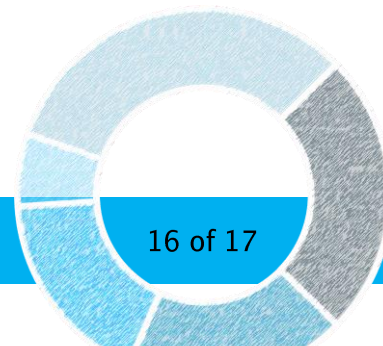
H. Notice of decision regarding request for access

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 of _____

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE



14 FORM E: AUTOMATICALLY AVAILABLE RECORDS

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):	
.....
FOR PURCHASING IN TERMS OF SECTION 52(1)(a)(ii):	
.....
FOR COPYING IN TERMS OF SECTION 52(1)(a)(ii):	
.....
AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 52(1)(a)(iii):	
.....

