

Thelo DB Proprietary Limited

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PAIA MANUAL

Prepared in terms of section 51 of the
Promotion of Access to Information Act
No. 2 of 2000

Revised July 2023

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	"CEO"	Acting 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
1.5	"POPIA"	Protection of Personal Information Act No. 4 of 2013
1.6	"Regulator"	Information Regulator
1.7	"Republic"	Republic of South Africa
1.8	"TDB" or "the body"	Thelo DB (Pty) Ltd

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to –

- 2.1 check the categories of records held by the 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 TDB, 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 IO 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 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 TDB

3.1. Head of Body (Acting CEO) and Information Officer

Name:	Mr Ronald Ntuli
Tel:	011 290 2300
Email:	ronnie.ntuli@thelodb.com

3.4 Head Office

Postal Address: PO Box 650489
Benmore
South Africa, 2010

Physical Address: Second Floor, Building 3
Inanda Greens Business Park
54 Wierda Road West
Wierda Valley
2196

Telephone: 011 290 2300

Website: www.thelodb.com

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 IO of every public body; and
- 4.3.2.2. every DIO 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;

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.

- 4.3.6.2. 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.

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."

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 IO;

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

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

4.6.1 English;

4.6.2 Afrikaans;

4.6.3 isiZulu; and

4.6.4 Sesotho.

5. CATEGORIES OF RECORDS OF TDB WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS (I.E. WITHOUT USING FORM C IN PAIA)

Category of Records	Types of Records	Available on Website	Available upon Request
Contact information	Physical address, postal address, email address, telephone number	Yes	Yes
Company information	Name, website	Yes	Yes
	Registration number, directors	No	Yes
Marketing material	Nature of business, profile of services	Yes	Yes
Shareholder information	Name	Yes	Yes

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

TDB is required to retain certain records as required by applicable legislation. Records are held for the purposes of PAIA in accordance with the following applicable legislation –

- 6.1. Basic Conditions of Employment Act No. 75 of 1997;
- 6.2. Broad-Based Black Economic Empowerment Act No. 53 of 2003;
- 6.3. Companies Act No. 71 of 2008;
- 6.4. Compensation for Occupational Injuries and Diseases Act No. 130 of 1993;
- 6.5. Electronic Communications and Transaction Act No. 25 of 2002;
- 6.6. Employment Equity Act No. 55 of 1998;
- 6.7. Income Tax Act No. 58 of 1962;
- 6.8. Labour Relations Act No. 66 of 1995;
- 6.9. Occupational Health and Safety Act No. 85 of 1993;
- 6.10. Regulation of Interception of Communications and Provision of Communication-Related Information Act No. 70 of 2002;
- 6.11. Skills Development Levies Act No. 9 of 1999;
- 6.12. Skills Development Act No. 97 of 1999;
- 6.13. Unemployment Insurance Act No. 63 of 2001; and
- 6.14. Value Added Tax Act No. 89 of 1991.

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

Subjects on which TDB Holds Records	Categories of Records
Strategic Documents, Plans, Proposals	<ul style="list-style-type: none"> • Annual reports. • Strategic and business plans. • Client proposals.
Accounting	<ul style="list-style-type: none"> • General ledgers. • Journals. • Statements / invoices. • Financial reports. • Payroll. • Budgets.
Human Resources	<ul style="list-style-type: none"> • Policies and procedures. • List of employees. • Personal information of employees. • Salaries of employees. • Leave records. • Training records.
Contracting	<ul style="list-style-type: none"> • Shareholder agreement. • Contracts with clients. • Contracts with suppliers. • Employee contracts of employment. • Personal information of clients, suppliers, shareholder employees.
Risk Management	<ul style="list-style-type: none"> • Assessments. • Registers. • Reports.
Compliance and Legal	<ul style="list-style-type: none"> • Assessments. • Frameworks. • Reviews. • Reports. • Licences, permits and authorisations.
Corporate Governance	<ul style="list-style-type: none"> • Policies and procedures. • Meeting information (Board / EXCO etc.). • Audit reports.

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

8.1.1 TDB will process your personal information in the ordinary course of its

business. Primarily, TDB will use your personal information only for the purpose for which it was originally or primarily collected. Your personal information will only be used for a secondary purpose if such purpose constitutes a legitimate interest and is closely aligned with the original or primary purpose for which your personal information was collected.

8.1.2 TDB processes personal information for several reasons, including, but not limited to –

8.1.2.1 providing services requested;

8.1.2.2 managing relationships with its shareholders;

8.1.2.3 managing the commercial relationship with clients;

8.1.2.4 creating and managing supplier relationships;

8.1.2.5 managing contracts, invoices and accounting;

8.1.2.6 sending quotation estimates and invoices;

8.1.2.7 general human resource and finance functions including those obligations imposed by legislation;

8.1.2.8 procurement processes; and

8.1.2.9 to allow for proper functioning of the website which includes, amongst others, proper display of content, interface personalisation and ensuring that the website is safe and secure to protect against misuse.

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
Clients - Natural Persons	Names and surnames, contact details, postal address, date of birth, ID number, tax related information, nationality, gender, confidential correspondence.
Clients - Juristic Persons / Entities	Names and surnames of contact persons, name of legal entity, physical and postal address and contact details, registration number, founding documents, tax related information, authorised signatories.
Service Providers / Vendors	Names of contact persons, name of legal entity, physical and postal address and contact details, registration number, founding document, tax related information, authorised signatories, beneficiaries, ultimate beneficial owners.
Employees / Directors	Gender, pregnancy, marital status, ethnicity, age, language, education information, financial information, employment history, ID number, physical and postal address, contact details, criminal behaviour, well-being, CV's.
Shareholder Employees	Names and surnames, contact details.

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	Appointed service provider
Qualifications, for qualification verifications	Appointed service provider
Credit and payment history, for credit information	Credit bureaus
Financial information	Financiers, banks, shareholders, SARS, audit firms
Client information	Financiers, law firms
Reference checks	Financiers, service providers

8.4 Planned transborder flows of personal information

Due to the presence of our business activities in other countries, we may transfer Personal Information to parties located in those countries that have a different

data protection regime than is found in the country where you are based. We may transfer information internationally to our group companies, service providers, business partners and governmental or public authorities.

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

TDB utilises up to date technology to ensure the confidentiality, integrity, and availability of the Personal Information under its care. Some of these measures include:

- Firewalls.
- Virus protection software and update protocols.
- Logical and physical access control.
- Secure setup of hardware and software making up the IT infrastructure.

9. AVAILABILITY OF THE PAIA MANUAL AND PAIA FORMS

9.1 A copy of the Manual is available –

9.1.1 on our website www.thelodb.com;

9.1.2 the head office of TDB 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 Regulator upon request.

- 9.2 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 PAIA MANUAL

The TDB Head of Risk, Compliance and Legal will on a regular basis update this Manual.