

Date: 23 October 2023

Promotion of Access to Information Act (PAIA) Manual

Section 1: Definitions

- 1.1 "CEO" Chief Executive Officer
- 1.2 "IO" Information Officer
- 1.3 "DIO" Deputy Information Officer
- 1.4 "CM" Compliance Manager
- 1.5 "Minister" Minister of Justice and Correctional Services
- 1.6 "PAIA" Promotion of Access to Information Act No. 2 of 2000 or as Amended
- 1.7 "POPIA" Protection of Personal Information Act No.4 of 2013;
- 1.8 "Regulator" Information Regulator; and
- 1.9 "Republic" Republic of South Africa.

Section 2: PAIA Manual Purpose

This PAIA Manual details:

- 3.1 Public disclosure of categories of records held by Khwezi Holdings (Pty) Ltd, without the need to submit a formal PAIA request.
- 3.2 Know the description of the types of data subjects and of the information or categories of information relating thereto.
- 3.3 Privacy request process for access to a person's records held by Khwezi Holdings (Pty) Ltd, by providing a description of the subjects on which the body holds records and the categories of records held.
- 3.4 Description of the records of Khwezi Holdings (Pty) Ltd which are available in accordance with any other legislation.
- 3.5 Relevant contact details of the Information Officer and/or Deputy Information Officer(s) who assist with requests to access the person's records.
- 3.6 The description of the guide on how to use PAIA, as required by the Regulator, and how to obtain access to it.
- 3.7 The purpose(s) of processing personal information, if Khwezi Holdings (Pty) Ltd processes personal information.
- 3.8 The recipients or categories of recipients to whom personal information may be supplied.
- 3.9 If the Khwezi Holdings (Pty) Ltd 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 If the Khwezi Holdings (Pty) Ltd has appropriate security measures to ensure the confidentiality, integrity, and availability of the personal information which is to be processed.

Level-2 125% Procurement Recognition

Section 3: Contact Information

The contact details of the Information officer and/or deputy information officer are as follows:

- 3.1 “CEO” of the Khwezi Holdings (Pty) Ltd is Jason Schoultz, can be reached at + 27 10 271-2224, or email jason@khwezi.co.za
- 3.2 “CTO” of the Khwezi Holdings (Pty) Ltd is Charl Wamsteker, who is the Chief Technical Officer, can be reached at + 27 10 271-2224, or email charl@khwezi.co.za
- 3.3 “DIO” of the Khwezi Holdings (Pty) Ltd is Lebogang Sibuyi, who is a Marketing Director, can be reached at + 27 10 271-2224, or email claire@khwezi.co.za
- 3.4 “CFO” of the Khwezi Holdings (Pty) Ltd is Janine Schoultz, can be reached at + 27 10 271-2224, or email janine@khwezi.co.za
- 3.5 Alternatively, you may also reach the Khwezi Holdings (Pty) Ltd at the following 39 Orion Street Kensington 2094 (moving to new offices 2024).

Section 4: PAIA resources and access to this 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 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.
- 4.4 The Guide can also be obtained
 - (i) upon request to the Information Officer,
 - (ii) from the website of the Regulator (<https://info regulator.org.za/>)
- 4.5 A copy of the Guide is also available in two official languages, for public inspection during normal office hours.
- 4.6 The assistance available from the Regulator in terms of PAIA and POPIA.
- 4.7 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-
 - 4.7.1.1 an internal appeal;
 - 4.7.1.2 a complaint to the Regulator; and
 - 4.7.1.3 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;
- 4.7.1. the provisions of sections⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.7.2. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.7.3. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and

- 4.7.4. the regulations made in terms of section 92¹¹.
- 4.7.5. 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.
- 4.7.6. The Guide can also be obtained-
- 4.7.7. upon request to the Information Officer;
- 4.7.8. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).
- 4.7.9. A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

Section 5: Categories of records processed.

These are the categories of data processed by the Khwezi Holdings (Pty) Ltd:

- Login credentials (ex: username, password, etc.)
- Internet or network activities
- Device specific information
- Business sensitive information (ex: agreements, policies, etc.)
- Contact information (ex: email, phone, etc.)
- Professional or employment related information
- Geolocation information
- Audio/Video information (ex: Photo ID, voice id, CCTV, etc.)
- Information users share (ex: social media, internal chats, etc.)
- Information to process privacy requests

Section 6: Records in accordance with other legislation

The following records of the company are public in accordance with other legislation(s):

- a. Memorandum of Incorporation as per Companies act 71 of 2008
- b. PAIA manual as per Promotion of Access to Information Act 2 of 2000

Section 7: Description of Subjects and Categories of records by Subject

Khwezi Holdings (Pty) Ltd holds records on the following subjects: human resources, company confidential documents, customers, and partners.

- Login credentials (ex: username, password, etc.)
- Internet or network activities
- Device specific information
- Business sensitive information (ex: agreements, policies, etc.)
- Contact information (ex: email, phone, etc.)

- Professional or employment related information
- Geolocation information
- Audio/Video information (ex: Photo ID, voice id, CCTV, etc.)
- Information users share (ex: social media, internal chats, etc.)
- Information to process privacy requests

Section 8: Processing of personal information

Khwezi Holdings (Pty) Ltd processes personal information for the following purposes.

- To Get Customer Feedback
- To Aid in Research
- To Aid in Behavioural Analysis
- To Process Privacy Requests
- To administer pay and benefits.
- To establish, manage, and terminate employment.
- To comply with agreements and contracts
- To comply with legal guidelines and regulations
- To Improve Visitor Engagement
- To Service Customers
- To Provide Sales and Support
- To Answer Questions or Address Requests
- To Evaluate Suitable Candidates for Jobs
- To Create User Accounts
- To Communicate Marketing and Sales Promotions
- To Communicate Company Policy Information
- To Fill, Manage Sales Orders & Support Requests
- To Write Testimonials
- To Deliver Advertisements

Khwezi Holdings (Pty) Ltd processes personal information of the following categories.

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

- 8.1 Khwezi Holdings (Pty) Ltd shares or stores personal information with the following types of external entities: cloud service providers, sub processors, vendors, and related companies.
- 8.2 Khwezi Holdings (Pty) Ltd shares or stores personal information outside the Republic with the following types of external entities: Cloud service providers, sub processors, vendors, and related companies.
- 8.3 Khwezi Holdings (Pty) Ltd implements the following Information Security to ensure confidentiality, integrity, and availability. Anti-virus, firewalls, anti-malware, backup, and data encryption.

Categories of Personal Information	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.

Section 9: Availability of the manual

A copy of the manual is available on

- 9.1 www.khwezi.co.za
- 9.2 Office of the Khwezi Holdings (Pty) Ltd for public inspection during normal business hours:
 - a. to any person upon request and upon the payment of a reasonable prescribed fee, and
 - b. to the Regulator upon request.
- 9.3 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be paid per each A4-size photocopy made.

Section 10: Updates

The Compliance Manager of Khwezi Holdings (Pty) Ltd will on a regular basis update this manual.

Issued by: POPI Information Officer – Charl Wamsteker



Chief Executive Officer – Jason Schoultz

Appendix:

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.

⁵Section 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.”