



PAIA Manual
prepared in terms of
Section 51 of the Promotion of Access to
Information Act, No 2 of 2000 (as amended)

WAELESE PTY LTD

15 Oct 2024

APPROVAL AND INFORMATION

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CHANGE HISTORY

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The Company shall review, update and amend this Manual from time to time. Any changes will be posted on this page with an updated revision date.

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1. LIST OF ACRONYMS, ABBREVIATIONS AND DEFINITIONS:

Unless otherwise defined herein, terms and expressions used in this Manual shall have the following meaning:

- 1.1. **the Company** means WAELESE Proprietary Limited being a private company incorporated in the Republic of South Africa with Registration number 2020/116748/07;
- 1.2. **client(s)/customer(s)** means a natural or juristic person who or which receives products/goods or services from the Company;
- 1.3. **Data Subject** means the natural or juristic person to whom Personal Information relates;
- 1.4. **electronic communication** means any text, voice, sound, or image message sent over an electronic communications network which is stored in the network or in the recipient's terminal equipment until it is collected by the recipient;
- 1.5. **employee(s)** means any person who works for, or provides services to, or on behalf of the Company, and received or receives or is entitled to remuneration;
- 1.6. **GPS** means Global Positioning System or any similar satellite-based radio positioning system;
- 1.7. **the Guide** means the Guide as made available by the Information Regulator in terms of section 10(1) of PAIA, as amended and updated from time to time, on how to use PAIA, as also referred to in clause 5 hereof;
- 1.8. **Information Officer** means the person appointed at the Company as the Information Officer for purposes of POPIA and PAIA, as set out in clause 3 hereof;
- 1.9. **Information Regulator** means the Information Regulator established in terms of Section 39 of the POPI Act;
- 1.10. **this/the Manual** means this PAIA Manual, prepared in terms of Section 51 of PAIA, together with all annexures thereto, as amended, and made available on the Company's website or at the offices of the Company from time to time;
- 1.11. **MD/Managing Director** means the Managing Director of the Company;

1.12. PAIA

means the Promotion of Access to Information Act, No 2 of 2000, as amended, together with any regulations published thereunder;

1.13. person

means a natural or juristic person;

1.14. Personal Information

means information relating to an identifiable natural or juristic person, including, but not limited to:

1.14.1. Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, or birth of the person;

1.14.2. Information relating to the education or medical, financial, criminal or employment history of the person or information relating to financial transaction in which the person has been involved;

1.14.3. Any identifying number, email address, physical address, telephone number, location information, online identifier, symbol or other particular assigned to the person;

1.14.4. The biometric information, fingerprints or blood type of the person;

1.14.5. The personal opinions, views or preferences of the person;

1.14.6. Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;

1.14.7. The views or opinions of another individual about the person; and

1.14.8. The name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person,

but excludes information about an individual who has been dead for more than 20 years;

1.15. POPI Act/POPIA

means the Protection of Personal Information Act, No 4 of 2013, as amended, together with any regulations published thereunder;

means –

1.16.1. a natural person who carries or has carried on any trade, business or profession, but only in such capacity;

1.16.2. a partnership which carries or has carried on any trade, business or profession;

1.16.3. any former or existing juristic person; or

1.16.4. a political party,

but excludes a public body;

1.17. processing

means any operation or activity or any set of operations, whether or not by automatic means, concerning Personal Information, including:

1.17.1. the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation, or use;

1.17.2. the dissemination or spreading, by means of transmission thereof, distribution or making available in any other form by electronic communications or other means; or

1.17.3. the merging, linking, blocking, degradation, erasure, or destruction for the purposes of this definition;

means –

1.18.1. any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or

1.18.2. any other functionary or institution when –

1.18.2.1. exercising a power or performing a duty in terms of the Constitution or a provincial constitution; or

1.18.2.2. exercising a public power or performing a public function in terms of any legislation;

1.19. **record(s)** means any recorded information, regardless of the form or medium, in the possession or under the control of the Company, and whether or not created by the Company;

1.20. **Requester** means any person, including but not limited to a public body or official thereof, requesting access to a record held by the Company or a person acting on behalf of such person;

1.21. **SAHRC** means The South African Human Rights Commission;

In this Manual words importing any one gender includes the other gender, the singular includes the plural, and vice versa, natural persons include created entities (corporate or unincorporated) and vice versa.

2. INTRODUCTION AND PURPOSE OF THIS MANUAL

2.1. The Company is a private body operating as an internet service provider within the Republic of South Africa.

2.2. The Company has compiled this Manual, known as their PAIA Manual, in terms of Section 51 of PAIA and section 23 to 25 of POPIA. This Manual sets out the information as required in terms of the aforementioned legislation, such as the types and categories of records and Personal Information held by the Company, and the procedure to be followed when requests are made in terms of PAIA.

2.3. PAIA gives effect to the provision of Section 32 of the Constitution of the Republic of South Africa, which provides for the right of access to information held by the State and any person. A person that is entitled to exercise this right or who requires information for the protection of any right, is entitled to access that information, subject to certain restraints and/or limitations. If a public body lodges a request in accordance with PAIA, the public body must be acting in the public interest.

2.4. POPIA promotes the protection of Personal Information processed by responsible parties such as the Company and, read together with the provisions of PAIA, it balances the *rights to access of information with the rights to the protection of Personal Information*.

2.5. Requests in terms of PAIA shall be made in accordance with the prescribed procedures, together with payment of the fees set out in the Guide and PAIA, utilising the forms contained in **Annexure A and Annexure B** hereto ("**REQUEST FOR COPY OF THE GUIDE**" and "**Annexure B: REQUEST FOR ACCESS TO RECORD**").

2.6. This Manual is useful for the public to-

2.6.1. check the categories of records held by the Company which are available without having to submit a formal PAIA request;

2.6.2. have a sufficient understanding of how to make a request for access to a record of the Company, by providing a description of the subjects on which the Company holds records and the categories of records held on each subject;

2.6.3. know the description of the records of the Company which are available in accordance with any other legislation;

2.6.4. access all relevant contact details of the Information Officer and Deputy Information Officer, if appointed, who will assist the public with the records they intend to access;

2.6.5. know the description of the Guide on how to use PAIA, as updated by the Information Regulator, and how to obtain access to it;

2.6.6. know if the Company will process Personal Information; the purpose of processing Personal Information; the description of the categories of Data Subjects; and the information or categories of information relating thereto;

2.6.7. know the description of the categories of Data Subjects and the information or categories of information relating thereto;

2.6.8. know the recipients or categories of recipients to whom the Personal Information may be supplied;

2.6.9. know if the Company 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

2.6.10. know whether the Company 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 WITHIN THE COMPANY

3.1. The Company has appointed an Information Officer who, with the assistance of the Deputy Information Officers (if appointed), is responsible for the administration of, and compliance with, PAIA and POPIA.

3.2. Any requests pertaining to PAIA and/or POPIA should be directed to the Information Officer, whose details are contained below.

3.3. The Information Officer of the Company:

Name	:	Sam Maritz
Designation	:	Managing Director
Telephone number	:	+2764 878 7396
Email address	:	paia@waelese.co.za
Postal address	:	1272 Arcadia St, Hatfield, Pretoria, 0083
Physical address	:	1272 Arcadia St, Hatfield, Pretoria, 0083
Website	:	www.waelese.co.za
Information Regulator Reference	:	2024-041567

3.4. The Deputy Information Officer of the Company:

Name	:	TBA
Designation	:	TBA
Telephone number	:	TBA
Email address	:	TBA
Postal address	:	TBA
Physical address	:	TBA
Website	:	TBA
Information Regulator Reference	:	TBA

3.5. For general contact details for access to information please visit the Company's **website**:
www.waelese.co.za

3.6. National or Head Office of the Company:

Company Name	:	WAELESE
Postal Address	:	1272 Arcadia St, Hatfield, Pretoria, 0083
Physical Address	:	1272 Arcadia St, Hatfield, Pretoria, 0083
Telephone number	:	+2764 878 7396
Email	:	info@waelese.co.za
Website	:	www.waelese.co.za

4. RIGHT OF ACCESS TO RECORDS AS SET OUT IN SECTION 50 OF PAIA

4.1. A Requester has a right to access to records containing their Personal Information, or a person on whose behalf the request is made, if –

- 4.1.1. that record is required for the exercise or protection of any rights;
- 4.1.2. the Requester complies with the procedural requirements set out in PAIA and the Guide relating to a request for access to that record; and

4.1.3. access to that record is not refused in terms of any ground for refusal contemplated in PAIA and the Guide.

4.2. When a public body requests access to a record held by the Company it must be:

- 4.2.1. for the exercise or protection of any rights other than the rights of the public body; and
- 4.2.2. it must be acting in the public interest.

4.3. Access to certain records held by the Company is not automatic and may be refused on any of the grounds for refusal contemplated in Chapter 4 of Part 3 of PAIA.

4.4. Should this Manual not deal with a procedure provided for in PAIA, the Requester or any other interested party is to look at the act (PAIA) for guidance in relation thereto.

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

5.1. The Information Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA, compiled by the SAHRC, 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.

5.2. The Guide is available in each of the 11 (eleven) official languages, including braille¹.

5.3. The aforesaid Guide contains the description of –

- 5.3.1. the objects of PAIA and POPIA;
- 5.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 5.3.2.1. the Information Officer of every public body, and
 - 5.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA² and section 56 of POPIA³,
- 5.3.3. the manner and form of a request for-

¹ Government Notice 1504, GG 454902 dated 16 November 2021, issued by Information Regulator.

² 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.

³ 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.

- 5.3.3.1. access to a record of a public body contemplated in section 11⁴, and
- 5.3.3.2. access to a record of a private body contemplated in section 50⁵;
- 5.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 5.3.5. the assistance available from the Information Regulator in terms of PAIA and POPIA;
- 5.3.6. 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-
 - 5.3.6.1. an internal appeal;
 - 5.3.6.2. a complaint to the Information Regulator; and
 - 5.3.6.3. 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 Information Regulator or a decision of the head of a private body;
- 5.3.7. the provisions of sections 14⁶ and 51⁷ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 5.3.8. the provisions of sections 15⁸ and 52⁹ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 5.3.9. the notices issued in terms of sections 22¹⁰ and 54¹¹ regarding fees to be paid in relation to requests for access; and

⁴ **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.

⁵ **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.

⁶ **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 clause 5.3.7 above.

⁷ **Section 51(1) of PAIA:** The head of a private body must make available a manual containing the description of the information listed in clause 5.3.7 above.

⁸ **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

⁹ **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

¹⁰ **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.

¹¹ **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.

- 5.3.10. the regulations made in terms of section 92¹².
- 5.4. Members of the public can inspect or make copies of the Guide from the offices of public and private bodies, including the office of the Information Regulator, during normal working hours.
- 5.5. The Guide can also be obtained-
 - 5.5.1. upon request to the Information Officer, which can be done by submitting a written request in the prescribed form, which is attached hereto as **Annexure A: "REQUEST FOR A COPY OF THE GUIDE"**, to the Company's Information Officer or Deputy Information Officer, if appointed, as set out in clause 3 above;
 - 5.5.2. from website of the Information Regulator: <https://info regulator.org.za/paia-forms/>
 - 5.5.3. via email sent to the Information Regulator: enquiries@info regulator.org.za
 - 5.5.4. from the physical address of the Information Regulator, being

ID House 27 Stiemens Street
Braamfontein
Johannesburg
2017
- 5.6. A copy of the Guide is also available in the following two official languages, at the physical address of the Company, for public inspection during normal office hours: English and Afrikaans.
- 5.7. Alternatively, you can submit a written request in the prescribed form, which is attached hereto as **Annexure A: "REQUEST FOR A COPY OF THE GUIDE"**, to the Company's Information Officer or Deputy Information Officer, if appointed, as set out in clause 3 hereof to provide you with a copy of the Guide.

6. CATEGORIES OF RECORDS OF THE COMPANY WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

- 6.1. The Company has not issued any notices in terms of the provisions of section 52 (2) of PAIA. All requests for access to information should be made in accordance with the procedure set out in this Manual. However, the Company does make certain information (such as its contact details,

¹² **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."

information relating to its products/goods and services and pricing) freely available on its website set out in clause 3.5 hereof.

7. DESCRIPTION OF THE RECORDS OF THE COMPANY WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

7.1. Records kept in terms of the below-listed legislation may be available for inspection without a Requester having to request access thereto in terms of PAIA; however, reproduction fees will be charged for access to these records where reproductions are requested, as set out in the Guide and as contemplated in PAIA:

- Basic Conditions of Employment Act, No 75 of 1997
- Companies Act, No 71 of 2008
- Compensation for Occupational Injuries and Diseases Act, No 130 of 1993
- Consumer Protection Act, No 68 of 2008
- Electronic Communications Act, No 36 of 2005
- Electronic Communications and Transactions Act, No 25 of 2002
- Employment Equity Act, No 55 of 1998
- Income Tax Act, No 95 of 1967 5
- Insolvency Act, No 24 of 1936
- Labour Relations Act, No 66 of 1995
- National Payment Systems Act, No 78 of 1998
- Occupational Health and Safety Act, No 85 of 1993
- Patents, Designs and Copyright Merchandise Marks Act, No 17 of 1941
- Prevention of Organised Crime Act, No 121 of 1998
- Promotion of Access of Information Act, No 2 of 2000
- Protection of Personal Information Act, No 4 of 2013
- Short Term Insurance Act, No 53 of 1998
- The Criminal Procedure Act, No 51 of 1977
- Trademark Act, No 194 of 1993
- Unemployment Insurance Act, No 30 of 1996
- Value Added Tax Act, No 89 of 1991

7.2. Please note that the above list is not an exhaustive list. Should the Company become aware of any existing or new legislation that should be included in the list it will be updated accordingly. If a Requester believes that a right of access to a record exists in terms of legislation other than listed above, the Requester is required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity of considering the request in light thereof.

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE COMPANY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE COMPANY

8.1. The following records may be requested; however, it should be noted that there is no guarantee that the request will be honored. Each request will be evaluated in terms of PAIA and any other applicable legislation:

Subjects on which the Company holds records	Categories of records
Statutory and Corporate Records	- Company information and registration documents - Memorandum of Incorporation and Articles of Association - Tradename registration - Trademark registration - Minutes of meetings and statutory registers - Register of Directors - Records relating to appointment of Directors, Auditors, Company Secretary, Public Officer and other officers - Shareholder register - Internal policies and procedures - Statutory records - Service records - Charters, codes of conduct and policies to which the Company and personnel subscribe - Records held by officials of the Company
Operational, Marketing and Strategic records and documents	- Internal corporate policies - Marketing information - Procurement and administration for the Company - Risk management records - Products/goods and/or services as made available on the Company's website or elsewhere. - Complaints management framework - Client/Customer complaints procedure and forms
Legal	- Contracts entered into with clients/customers - Agreements with suppliers and/or contractors - Employment contracts - Conditions of employment and other personnel related contractual and quasi-legal records - Lease agreements - Sales agreements
Financial	- Financial and accounting records and reports - Annual statements - Interim reports - Auditor details and reports - Tax records and returns - Records of payments made to SARS

	- Banking details - Banking records - Transactional records - Payment information - Insurance records - Employee remuneration and benefits - Information relating to the Company's own commercial activities
Human Resources	- HR policies and procedures - Advertised posts - Internal evaluation and disciplinary codes and records - Employee contracts - Employee records - Performance evaluation records - Leave records - Documents issued to employees for income tax purposes - Records of payment made to SARS on behalf of employees - Pay slips - Employment policies and procedures - Employment Equity plan - Skills Development plan - Recruitment records, including job applications, resumes, CV's and assessments - Any personal records provided to the Company by personnel - Correspondence with personnel - Training records
Assets and miscellaneous	- Intellectual property - Immovable and/or movable property - Information technology records - Domain name registrations - Assets register
Correspondence, including electronic communications	- Internal correspondence - External correspondence
Clients/Customers	- Records relating to clients/customer generated by the Company - Client/customer database - Any records a client/customer has provided to the Company - Contracts or agreements entered into with clients/customers - Working papers and notes - Records, documents, reports, designs and the like generated by the Company for its clients/customers

	- Invoices, receipts, credit or debit notes and any other payment transactions by or to a client/customer - Any records that clients/customers or a third party has provided to the Company, which concerns a client/customer
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9. PROCESSING OF PERSONAL INFORMATION

9.1. Purpose of Processing Personal Information:

- 9.1.1. The purpose for which we process Personal Information includes but is not limited to:
- 9.1.1.1. Business operations as an internet service provider;
 - 9.1.1.2. Rendering of services as an internet service provider to clients/customers and carrying out the Company's business activities;
 - 9.1.1.3. Responding to requests and correspondence received;
 - 9.1.1.4. Communicating with clients/customers, employees, suppliers, sales representative, consultants, contractors and/or service providers;
 - 9.1.1.5. Employee administration;
 - 9.1.1.6. Transacting with suppliers, sales representative, consultants, contractors and/or service providers;
 - 9.1.1.7. Maintaining records required for the operation of the Company;
 - 9.1.1.8. Recruitment of new employees;
 - 9.1.1.9. General office administration of the Company;
 - 9.1.1.10. Financial and legal requirements;
 - 9.1.1.11. Compliance with legal or regulatory requirements; and
 - 9.1.1.12. Management and operations of the Company's facilities.

9.2. Description of the categories of Data Subjects and of the information, or categories of information, relating thereto:

Categories of Data Subjects	Personal Information relating to Data Subjects that is processed by the Company:	Purpose of processing of Personal Information:
Clients/Customers	Names, identity numbers, identity documents, physical and postal addresses, GPS co-ordinates, email addresses, registration numbers or identity numbers, client/customer representatives, employment status, banking details, payment information, electronic correspondence	To provide products/goods and/or services; to account for products/goods delivered and/or services rendered; to communicate effectively; to physically install, deliver and/or collect hardware and/or products/goods at chosen addresses
Service providers / sale representatives consultants / contractors	Names, registration or identification numbers, vat numbers, physical addresses, email addresses, postal addresses, bank details, electronic correspondence, name and contact details of representatives	To provide quotations, invoices, sales orders and general information relating to products/goods and/or services required for the Company to carry out business activities
Directors / Employees (current / previous)	Names, identity numbers, dates of birth, physical and postal addresses, email addresses, academic records, qualifications, age, gender or race, next of kin details, emergency contacts, employment history, job application details, references, training records, remuneration records, employment contracts, leave records, performance evaluations, disciplinary records, health information, medical aid details, banking details, tax reference numbers, criminal or credit history records, any other personal records provided to the Company by directors/employees	To ensure business operations as an internet service provider, for purposes of recruitment, employment, and all matters relating thereto

9.3. Categories of recipients to whom Personal Information may be supplied¹³:

- 9.3.1. Personal Information may be supplied or disseminated to the following categories of recipients or persons, dependent on the nature of the data and the rights and authorities of the recipients:
- 9.3.1.1. Statutory oversight bodies, regulators, or judicial commissions of enquiry making a request for data;
 - 9.3.1.2. Any court, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for data or in terms of the applicable rules or regulations;
 - 9.3.1.3. South African Revenue Services, or another similar authority;
 - 9.3.1.4. A contracted third party who requires the information to provide a service to a policy holder or any beneficiaries nominated by the policy holder;
 - 9.3.1.5. Third parties with whom the Company has a contractual relationship for the processing of employee payment processing and/or records destruction;
 - 9.3.1.6. Auditing and accounting bodies;
 - 9.3.1.7. Consultants and legal advisors;
 - 9.3.1.8. Credit bureaus and companies for risk mitigation and/or compliance; and/or
 - 9.3.1.9. Anyone making a successful application for access in terms of PAIA.

9.4. Planned trans-border flow of Personal Information¹⁴:

- 9.4.1. Personal Information may at times be transferred to a foreign country or to international companies where it is necessary for reasons including:-
- 9.4.1.1. the provision and administration of services (including cloud or online services), and

¹³ **Section 51(1)(c)(iii) of PAIA:** The head of a private body must make a manual available in terms of subsection (3) containing, insofar as the Protection of Personal Information Act of 2013 is concerned, the recipients or categories of recipients to whom the personal information may be supplied.

¹⁴ **Section 51(1)(c)(iv) of PAIA:** The head of a private body must make a manual available in terms of subsection (3) containing, insofar as the Protection of Personal Information Act of 2013 is concerned, planned trans-border flows of personal information.

9.4.1.2. communication with Data Subjects (including where a Data Subject sends information to the Company from an email service provider that hosts servers in foreign countries or with international companies),

in which case the level of protection afforded to the Personal Information by that third country or international organisation will be maintained at the same level of security (or higher) that the Company is obliged to afford the Data Subject in accordance with the provisions of POPIA.

9.5. Security measures to be implemented by the Company to ensure the confidentiality, integrity and availability of Personal Information:

9.5.1. The Company has implemented reasonable measures relating to Personal Information in the possession of the Company or under its control in order:

- 9.5.1.1. to ensure the integrity and confidentiality of such information;
- 9.5.1.2. to prevent loss of damage thereof;
- 9.5.1.3. to prevent unauthorised destruction of Personal Information; and
- 9.5.1.4. to prevent unauthorised and unlawful access to or processing thereof.

9.5.2. The Company has developed safeguards and measures in terms of the POPI Act which are to be followed when processing Personal Information, which includes the following:

- 9.5.2.1. employment of anti-virus software, malware protection software and firewalls;
- 9.5.2.2. implemented of a password policy by the Company;
- 9.5.2.3. the basis and frequency of back-ups and the testing thereof;
- 9.5.2.4. restriction of access to and access control of Personal Information;
- 9.5.2.5. a network configuration of the Company;
- 9.5.2.6. implementation of unique user identification;
- 9.5.2.7. ongoing training of employees of the Company;
- 9.5.2.8. measures for online back-ups and cloud storage; and
- 9.5.2.9. implementation of security audits which are to be conducted.

9.5.3. The above safeguards and measures are set out in detail in **Annexure 1 to the Company's PRIVACY POLICY (Annexure 1: "SAFEGUARDING PERSONAL INFORMATION: TECHNICAL, SECURITY AND ORGANISATIONAL SAFEGUARDS AND MEASURES")**.

10. AVAILABILITY OF THE MANUAL

10.1. A copy of this Manual is available-

- 10.1.1. on the company website: www.waelese.co.za;
- 10.1.2. at the head office of the Company, as set out in clause 3.6 above, for public inspection during normal business hours;
- 10.1.3. to any person upon request and upon the payment of a reasonable prescribed fee; and
- 10.1.4. to the Information Regulator, upon request.

Issued by

SAM MARITZ
Information Officer
Managing Director
WAELESE PTY LTD

REQUEST FOR A COPY OF THE GUIDE

[From 1 - Regulations 3]

TO: The Information Officer
WAELESE PTY LTD
1272 Arcadia Street
Pretoria
0083

I,

Full names		Information Officer		Other	
In my capacity as (mark with "x")					
Name of public/private body (if applicable)					
Postal address:					
Street address:					
E-mail address:					
Facsimile:					
Contact numbers		Tel (B):		Cellular:	

Hereby request the following copy(ies) of the Guide:

Language (mark with "x")		No of copies	Language (mark with "x")		No of copies
	Sepedi			Sesotho	
	Setswana			siSwati	
	Tshivenda			Xitsonga	
	Afrikaans			English	
	isiNdebele			isiXhosa	
	isiZulu				

Manner of collection (mark with "x")

Personal collection	Postal address	Facsimile	Electronic communication (please specify)

Signed at _____ this _____ day of _____ 20_____

Signature of requester

REQUEST FOR ACCESS TO RECORD

[From 2 - Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation must be attached to this form.

TO: The Information Officer
WAELESE PTY LTD
1272 Arcadia Street
Pretoria
0083

E-mail address: _____
Fax number: _____

Mark with an "X"

☐ Request is made in my own name ☐ Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):	Facsimile:	
	Cellular:		
Full names of person on whose behalf request is made (if applicable)			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers		Tel. (B)	Facsimile
		Cellular	
PARTICULARS OF RECORD REQUESTED <i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			
FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>			
Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)			

Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive(including virtual images and soundtracks)	
Copy of record saved on cloud storage server	
MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	A request fee must be paid before the request will be considered.
b)	You will be notified of the amount of the access fee to be paid.
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	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE	
Reference number:	
Request received by: (State Rank, Name and Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

OUTCOME OF REQUEST AND OF FEES PAYABLE

[Form 3 - Regulation 8]

Note:

- If your request is granted the—
(a) amount of the deposit, (if any), is payable before your request is processed; and
(b) requested record/portion of the record will only be released once proof of full payment is received.
- Please use the reference number hereunder in all future correspondence.

TO: _____ Reference number: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive(including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language:	
(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive			
• To be provided by requester	R40.00		
(ii) Compact disc			
• If provided by requester	R40.00		
• If provided to the requester	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive			
• To be provided by requester	R40.00		
(ii) Compact disc			
• If provided by requester	R40.00		

• If provided to the requester	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

☐ Yes

☐ No

Hours of search	Amount of deposit (calculated on one third of total amount per request)	
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The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch Code: _____

Reference number: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20____

Information officer