



# **PAIA MANUAL**

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

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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	<b>“CEO”</b>	Chief Executive Officer
1.2	<b>“DIO”</b>	Deputy Information Officer;
1.3	<b>“IO“</b>	Information Officer;
1.4	<b>“Minister”</b>	Minister of Justice and Correctional Services;
1.5	<b>“PAIA”</b>	Promotion of Access to Information Act No. 2 of 2000(as Amended);
1.6	<b>“POPIA”</b>	Protection of Personal Information Act No.4 of 2013;
1.7	<b>“Regulator”</b>	Information Regulator; and
1.8	<b>“Republic”</b>	Republic of South Africa

## 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to -

- 2.1 Check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 Have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 Know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 Access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 Know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 Know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;

- 2.7 Know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 Know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 Know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 Know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### **3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION**

#### **3.1. Chief Information Officer**

Name: Tammy Bowman  
Tel: 083 302 6869  
Email: tammy@elevate-ps.co.za

#### **3.2. Deputy Information Officer**

Name: -  
Tel: -  
Email: -

#### **3.3 Access to information general contacts**

Email: info@elevate-ps.co.za

### 3.4 Registered Office

Postal Address: 39 Barry Hertzog Drive  
Florida Park  
Roodepoort  
1709

Physical Address: 39 Barry Hertzog Drive  
Florida Park  
Roodepoort  
1709

Telephone: 083 302 6869

Email: [info@elevate-ps.co.za](mailto:info@elevate-ps.co.za)

Website: [www.elevate-ps.co.za](http://www.elevate-ps.co.za)

## 4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2. The Guide is available in each of the official languages and in braille.

4.3. The aforesaid Guide contains the description of-

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 Information Officer of every public body, and
- 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
- 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 11<sup>3</sup>; and
  - 4.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
  - 4.3.6.1. an internal appeal;
  - 4.3.6.2. a complaint to the Regulator; and

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<sup>1</sup> 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*

<sup>2</sup> 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*

<sup>3</sup> 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*

<sup>4</sup> 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*

- 4.3.6.3. 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 14<sup>5</sup> and 51<sup>6</sup> 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 15<sup>7</sup> and 52<sup>8</sup> 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 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
  - 4.3.10. the regulations made in terms of section 92<sup>11</sup>.
- 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-

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<sup>5</sup> 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

<sup>6</sup> 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

<sup>7</sup> 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

<sup>8</sup> 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

<sup>9</sup> 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

<sup>10</sup> 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

<sup>11</sup> 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.”

4.5.1. upon request to the Information Officer;

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

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

4.6.1 English

## 5. THE OBJECTIVES OF PAIA AND POPIA

The **Promotion of Access to Information Act (PAIA)** aims to promote transparency and accountability by providing individuals with the right to access information held by both public and private bodies. The primary goal is to empower individuals to access information necessary to exercise and protect their rights.

Key points include:

- Enabling people to request and obtain records from public and private entities.
- Promoting openness in government and private organizations.
- Helping ensure that any decision-making is transparent and accountable.

The **Protection of Personal Information Act (POPIA)** is designed to protect personal data by regulating how personal information is collected, stored, processed, and shared. The main objective is to ensure that individuals' privacy is respected and that their personal information is handled securely and responsibly by organizations.

Key points include:

- Establishing guidelines for the lawful processing of personal information.
- Safeguarding individuals' privacy rights.
- Preventing data breaches and unauthorized access to personal information.
- Promoting responsible handling of personal data by businesses and organizations.

In summary, **PAIA** focuses on access to information for transparency, while **POPIA** is about protecting personal information to ensure privacy and data security

**6. CATEGORIES OF RECORDS OF ELEVATE PARTNER SOLUTIONS PTY LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

Records that are publicly available, such as those published on the Elevate Partner Solutions (Pty) Ltd website or included in its annual reports, can be accessed without the need for a formal application.

Similarly, non-confidential records, like statutory records held at the CIPC, can also be accessed without submitting a formal application. However, please be aware that an appointment with the Information Officer is still required to view these records.

**7. DESCRIPTION OF THE RECORDS OF ELEVATE PARTNER SOLUTIONS PTY LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

Elevate Partner Solutions (Pty) Ltd keeps certain records and documents as required by applicable laws, as relates to the company's business operations. Unless specific legislation, regulations, contracts, or other agreements prevent disclosure, records that must be made accessible by law will be open for inspection by qualified individuals under the Act's conditions. For those entitled to access, the relevant legislation, along with internal policies and procedures, will guide the process. Access requests must follow the Act's guidelines.

- Auditing Professions Act, No. 26 of 2005
- Basic Conditions of Employment Act, No. 75 of 1997
- Broad-Based Black Economic Empowerment Act, No. 75 of 1997
- Business Act, No. 71 of 1991
- Companies Act, No. 71 of 2008
- Compensation for Occupational Injuries & Diseases Act, No. 130 of 1993
- Competition Act, No. 71 of 2008
- Constitution of the Republic of South Africa, 2008
- Copyright Act, No. 98 of 1978
- Electronic Communications Act, No. 36 of 2005
- Electronic Communications and Transactions Act, No. 25 of 2002
- Employment Equity Act, No. 55 of 1998
- Financial Intelligence Centre Act, No. 38 of 2001
- Identification Act, No. 68 of 1997
- Income Tax Act, No 58 of 1962
- Intellectual Property Laws Amendment Act, No 38 of 1997
- Labour Relations Act, No 66 of 1995
- Long Term Insurance Act, No 52 of 1998

- Occupational Health & Safety Act, No 85 of 1993
- Pension Funds Act, No 24 of 1956
- Prescription Act, No 68 of 1969
- Prevention of Organised Crime Act, No 121 of 1998
- Promotion of Access to Information Act, No 2 of 2000 (PAIA)
- Protection of Personal Information Act, No 4 of 2013 (POPIA)
- Regulation of Interception of Communications and Provision of Communication-Related Information Act
- Revenue Laws Second Amendment Act, No 61 of 2008
- Skills Development Levies Act, No 9 of 1999
- Short-term Insurance Act, No 53 of 1998
- Trust Property Control Act, No 57 of 1988
- Unemployment Insurance Contributions Act, No 4 of 2002
- Unemployment Insurance Act, No 30 of 1966
- Value Added Tax Act, No 89 of 1991

While the list is comprehensive, it may not be exhaustive. If access is requested under legislation not listed, the requester should specify the applicable law to assist the Information Officer. Access to documents is subject to refusal based on the provisions outlined in the PAIA Manual.

**8. DESCRIPTION OF THE SUBJECTS ON WHICH RECORDS ARE HELD AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY ELEVATE PARTNER SOLUTIONS PTY LTD**

Subjects on which the body holds records	Categories of records
Company Statutory Documents	<ul style="list-style-type: none"> <li>• CIPC - Disclosure Certificate</li> <li>• BEE Certificate</li> <li>• Proof of Payment of company Registration</li> <li>• Company share certificates</li> <li>• Company securities register</li> <li>• Company beneficial ownership register</li> <li>• Company mandates</li> <li>• PAIA manual</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>• Employee records</li> </ul>

Financial and Income Tax Records	<ul style="list-style-type: none"> <li>• Income Tax Registration</li> <li>• Tax returns</li> <li>• Accounting records</li> <li>• Annual financial reports</li> <li>• Annual financial statements</li> <li>• Banking details and bank accounts</li> <li>• Banking records</li> <li>• Debtors and creditors statements and invoices</li> <li>• Lease agreements</li> <li>• PAYE records</li> <li>• Documents issued to employees for income tax purposes</li> <li>• Records of payments made to SARS on behalf of employees</li> </ul>
Client Records	<ul style="list-style-type: none"> <li>• Client details</li> </ul>

## 9. PROCESSING OF PERSONAL INFORMATION

### 9.1. Purpose of Processing Personal Information

Elevate Partner Solutions (Pty) Ltd requires personal information from both individuals and legal entities to perform its business and organizational activities effectively.

### 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 that may be processed
Customers / Clients	<ul style="list-style-type: none"> <li>• Name</li> <li>• Address</li> <li>• Contact details</li> <li>• Registration numbers</li> <li>• Bank details</li> <li>• Products and services</li> <li>• Trade secrets and intellectual property</li> </ul>
Service Providers	<ul style="list-style-type: none"> <li>• Names</li> <li>• Registration number</li> <li>• VAT numbers</li> <li>• Address</li> <li>• Contact details</li> </ul>

	<ul style="list-style-type: none"> <li>• Bank details</li> <li>• Products and services</li> <li>• Trade secrets and intellectual property</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Address</li> <li>• Contact details</li> <li>• Qualifications</li> <li>• Gender</li> <li>• Race</li> <li>• Identity numbers</li> <li>• Bank details</li> </ul>

**9.3. The recipients or categories of recipients to whom the personal information may be supplied**

- Any company, organization, or individual engaged by Elevate Partner Solutions for payment collection, debt recovery, or service delivery on its behalf.
- Suppliers providing goods or services to Elevate Partner Solutions.
- Payment systems utilized by Elevate Partner Solutions.
- Regulatory bodies, government authorities, ombudsmen, or tax authorities to whom Elevate Partner Solutions is legally required to disclose information.
- Third parties responsible for processing employee payments.
- Financial institutions involved in processing payments on behalf of data subjects.
- Other unspecified service providers or operators.
- Employees, contractors, and temporary staff.
- Agents.

**9.4. Planned transborder flows of personal information**

Personal Information may be stored in data servers hosted outside South Africa, which may not have adequate data protection laws. Elevate Partner Solutions Pty Ltd will endeavour to engage suppliers who make all reasonable efforts to secure data and Personal Information.

**9.5. General description of Information Security Measures to be implemented to ensure the confidentiality, integrity and availability of the information**

Elevate Partner Solutions Pty Ltd will implement appropriate measures to prevent unauthorized individuals from accessing information storage locations where the

information is stored and processed. This includes password-protected access control to information storage locations, as well as installation of anti-virus programs on Elevate Partner Solutions Pty Ltd's computer equipment.

## **9.6. Request Procedure**

### **9.6.1. Completion of the prescribed form**

- 9.6.1.1. Any request for access to a record in terms of PAIA must be made by completing the [Access Request Form](#) and submitting the form to the Information Officer.
- 9.6.1.2. If a request for access to information does not adhere to the formal requirements outlined in PAIA, it will be returned to the requester for compliance.
- 9.6.1.3. According to the Protection of Personal Information Act (POPIA), a data subject may request, upon providing proof of identity, that Elevate Partner Solutions Pty Ltd confirms, free of charge, all personal information it holds about the data subject. This request may also include access to details regarding any third parties who have or previously had access to the data subject's information.
- 9.6.1.4. Under POPIA, if there is a fee associated with providing access to the requested information, Elevate Partner Solutions Pty Ltd must first provide the data subject with a written estimate of the costs. Elevate Partner Solutions Pty Ltd may also require a deposit for part or all of the estimated fee before delivering the requested service.
- 9.6.1.5. The reasons for which a request for access may be denied are specified in PAIA and will be further elaborated in subsequent sections.
- 9.6.1.6. POPIA allows a data subject to object at any time to the processing of their personal information by Elevate Partner Solutions Pty Ltd, provided there are reasonable grounds related to their specific situation, except when processing is permitted by law. The data subject must complete the prescribed form and submit it to the Information Officer using the provided postal, physical, facsimile, or email address.
- 9.6.1.7. A data subject may also request Elevate Partner Solutions Pty Ltd to correct or delete any personal information in its possession that is

inaccurate, irrelevant, excessive, outdated, incomplete, misleading, or obtained unlawfully. Additionally, they may request the destruction or deletion of personal information records that Elevate Partner Solutions Pty Ltd is no longer authorized to retain in accordance with POPIA's provisions on retention and restriction of records.

9.6.1.8. To request the correction, deletion, or destruction of personal information, the data subject must submit the relevant form to the Information Officer at the provided postal, physical, facsimile, or email address.

#### 9.6.2. Proof of Identity

9.6.2.1. Proof of identity is required to verify your request and authenticate your identity. Along with the required form, you must provide acceptable proof of identity, such as a certified copy of your identity document or another valid form of identification.

#### 9.6.3. Payment of prescribed fees

9.6.3.1. There are two types of [fees applicable](#):

- Request Fee: R140.00
- Access Fee: This fee covers costs for reproduction, search and preparation, as well as postal expenses.

9.6.3.2. Section 54 of PAIA authorizes Elevate Partner Solutions Pty Ltd to charge fees for processing access requests. The [applicable fees](#) are outlined in Government Notice No. R.757, dated 27 August 2021, issued under the PAIA Regulations.

9.6.3.3. Access to the requested records will only be granted once the full payment of the prescribed fees has been received.

#### 9.6.4. Timelines for processing accesses requests

9.6.4.1. Requests for access will be processed within 30 days, unless there are circumstances requiring an extension of the time limit.

9.6.4.2. The Information Officer will notify the requester of the decision and any applicable fees using a form prescribed by Government Notice No. R.757, dated 27 August 2021, under the PAIA Regulations.

9.6.4.3. If an extension is necessary, the requester will be informed along with an explanation for the delay.

#### 9.6.5. Grounds for Refusal of Access and Protection of Information

9.6.5.1. Access to records may be refused based on several grounds, including:

- Protecting personal information of a third party from unreasonable disclosure.
- Safeguarding commercial information of a third party (e.g., trade secrets, financial, commercial, scientific, or technical information that may harm the third party's interests).
- Preventing the breach of a duty of confidentiality owed to a third party.
- Ensuring the safety of an individual or protecting certain property rights of a third person.
- Protecting records produced during legal proceedings unless legal privilege has been waived.
- Preventing the disclosure of trade secrets, financial data, or other sensitive information that could disadvantage Elevate Partner Solutions Pty Ltd in negotiations or commercial competition.
- Safeguarding information related to ongoing or planned research by Elevate Partner Solutions Pty Ltd or on behalf of a third party.

9.6.5.2. However, Section 70 of PAIA mandates the disclosure of a record if it would reveal:

- A substantial violation of, or non-compliance with, the law.
- An imminent and serious public safety or environmental risk.
- The public interest in disclosing the record clearly outweighs the potential harm of its release.

9.6.5.3. If the request for access impacts a third party, the third party must be notified within 21 days of receiving the request. The third party will then have an additional 21 days to make representations or submissions regarding the request.

#### 9.6.6. Remedies Available to a Requester on Refusal of Access

If the Information Officer approves your request for access, the requested record must be provided within 30 days of notification of the decision.

There is no internal appeal process available if your request for access to information is denied. The decision made by the Information Officer is final. If you are dissatisfied with the outcome, you have the right to apply to a competent court for further review.

In cases where a third party is affected by the access request and the Information Officer decides to grant access, the third party has 30 days to appeal the decision in a competent court. If no appeal is lodged within this period, access will be granted.

## **10. AVAILABILITY OF THE MANUAL**

10.1. A copy of the Manual is available-

10.1.1. at Elevate Partner Solutions Pty Ltd's registered office for public inspection during normal business hours;

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

10.1.3. to the Information Regulator upon request.

10.2. A fee for a copy of the Manual, as contemplated in the Regulations, shall be payable per each A4-size photocopy made.

## **11. UPDATING OF THE MANUAL**

The Information Officer of Elevate Partner Solutions Pty Ltd will on a regular basis update this manual.

***Issued by***

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***Tammy Bowman  
Information Officer  
Elevate Partner Solutions (Pty) Ltd***

**Annexure A:**

- **Form 01: Request for a Guide from the Regulator [Regulation 2]**
- **Form 01: Objection to the processing of personal information [regulation 2.1]**
- **Form 01: Request for a Copy of the Guide from an Information Officer [Regulations 3]**
- **Form 02: Request for Access to Record [Regulation 7]**
- **Form 02: Request for correction of deletion of personal information [Regulation 3.2]**
- **Form 03: Outcome of request and of fees payable [Regulation 8]**
- **Form 04: Internal Appeal Form [Regulation 9]**
- **Form 05: Complaint Form [Regulation 10]**
- **Form 13: PAIA Request for Compliance Assessment Form [Regulation 14(1)]**