



# **THE PROMOTION OF ACCESS TO INFORMATION MANUAL**

**“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 Purpose of the PAIA Manual

This PAIA Manual is useful for the public to;

1. check the categories of records held by a PRP Solutions (Pty) Ltd (*The Company*) which are available without a person having to submit a formal PAIA request.
2. have 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.
3. know the description of the records of the Company which are available in accordance with any other legislation.
4. access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access.
5. know the description of the guide on how to use PAIA, as updated by the Information Regulator (*Regulator*) and how to obtain access to it.
6. know if the Company will process personal information and the purpose of processing of personal information
7. know the description of the categories of data subjects and the information or categories of information relating thereto
8. know the recipients or categories of recipients to whom the personal information may be supplied.
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.
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.

## 2 Contact Details

<b>Name of Private Body:</b>	PRP Solutions (Pty) Ltd
<b>Designated Information Officer:</b>	The Information Officer
<b>Email Address of Information Officer:</b>	<a href="mailto:infoofficer@prpsolutions.com">infoofficer@prpsolutions.com</a>
<b>Call Centre Number:</b>	+27112930500
<b>Website:</b>	<a href="http://www.prpsolutions.com">www.prpsolutions.com</a>
<b>Postal Address:</b>	Unit A, Building 9, Somerset Office Park, 5 Libertas Road, Bryanston
<b>Street Address:</b>	Unit A, Building 9, Somerset Office Park, 5 Libertas Road, Bryanston

### 3 The Regulator's Guide

The Regulator has, in terms of section 10(1) of PAIA, made available a guide on how to use PAIA 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. The guide can be obtained from the website of the Regulator (<https://infoeregulator.org.za/>).

### 4 PRP Solutions Records – Public Records

The table below provides the list of records available without a person having to request access.

Category of records	Types of the Record	Available on Website	Available upon request
Physical address, contact details of the company	Public record	X	X
Contact details of the Sales and support team	Public record	X	X
Product information	Public record	X	X

### 5 PRP Solutions Records – Other

The table below provides a list of records available in accordance with other legislations as may from time to time be applicable.

Category of Records	Applicable Legislation
Company documentation	Companies Act 71 of 2008
Personal information of the Company's employees Third parties who have access to the Company employee's personal information	Protection of Personal Information Act 4 of 2013
Personal information of the Company's employees The Company's financial information	BBBEE Act 53 of 2003
The Company's financial information Personal information of the Company's employees	Income Tax Act 58 of 1962
Personal information of the Company's employees	Unemployment Insurance Contribution Act 4 of 2002

Personal information of the Company's employees	Unemployment Insurance Act 36 of 2001
The Company's financial information	Value Added Tax Act 89 of 1991

## 6 Records held by PRP Solutions

The Company maintains records on the subjects and categories of records listed below.

Subjects	Categories of records
Internal Records	Memorandum and Article of Association Financial Records Organisational and Business Plans Internal Policies and Procedures Statutory Records Minutes of Meeting Marketing and Branding Records Operational Records Shareholder and Director records
Personnel Records	Employees records
Client Records	Contracts & Service Level Agreements Tender Responses Client Details Relevant Client Employee Details
Vendor Records	Contracts & Service Level Agreements Vendor Details

## 7 PROCESSING OF PERSONAL INFORMATION

### 7.1 Purpose of Processing Personal Information

The Company processes personal information of data subjects for the following purposes:

- Staff administration and processing of job applicants
- Keeping of accounts and records for statutory purposes
- Procure services from and manage relationships with service providers
- Engage with existing clients to provide services
- Process client requests and complaints
- Market services to existing and potential clients

### 7.2 Categories of Data Subjects

The table below provides a list of categories of the data subjects and the information related to them.

Categories of Data Subjects	Personal Information that may be processed
Clients	Client name, Email address, Postal & Physical address, Contact numbers, Registration numbers, Information on the representatives of clients, Details of financial transactions
Service Providers	Service provider name, Email address, Postal & Physical address, Contact numbers, Registration numbers, Banking details, Details of financial transactions, Information on the representatives of service providers
Employees/Contractors	First names, Surname, Preferred name, Nationality, Date of birth, Identity number or Passport number, Start date, Home address, Postal address, Telephone - home/mobile, Marital status, Spouse/Partner's Name & Surname, Spouse/Partner's telephone – office/mobile, Children's names, date of birth, gender, Emergency contact name, Emergency contact address, Emergency contact numbers, Banking details, tax reference number.  Copies of the identity document, educational transcripts, certificates, awards etc.
Clients' Employees	First names, Surname, Preferred name, Nationality, Date of birth, Identity number or passport number, Contact number, Marital status, Home address, Email address, Employee number assigned by employer, PRP login username in the case of PRP users

Categories of Data Subjects	Personal Information that may be processed
Prospects and Leads	Name, Email address, Contact numbers, Information on the representatives of prospect
Shareholders & Directors	Full name, Email address, Contact numbers, Postal and residential addresses, ID number

### ***7.3 Recipients of personal information***

The Company may provide personal information in its possession to the following recipients or categories of recipients:

- Any organisation or person that the Company uses to provide a service on its behalf
- Any organisation or person that provides the Company with services or products
- Any payment system the Company uses
- Regulatory and governmental authorities or other authorities, including tax authorities, where the Company is obligated to share information
- Third parties to whom payments are made on behalf of the Company's employees
- Any other operators not specified

### ***7.4 Planned transborder flows of personal information***

No personal information of data subjects resident in South Africa is sent to any country outside of South Africa.

### ***7.5 Information Security Measures***

The Company has implemented extensive information security measure to ensure that the personal information is secure but accessible when required. These include, but not limited to, physical, technical and procedural measures to ensure the personal information remains confidential, secure against unauthorised access or accidental loss, destruction or damage.

## **8 Procedure to Access and Manage Personal Information**

This section outlines the procedures to be followed to access and manage personal information stored by the Company as provided for in the POPI Act 4 of 2013.

### ***8.1 Request for Access***

Any request for access to records held by the Company must be done using Form 2 in Annexure A or the applicable form available at the time of the request. Requesters must also refer to the Annexure B for the applicable fees for access to records.

Note that proof of identity is required to authenticate your identity and the request. The prescribed form must also be accompanied by a certified copy of your identity document or other legal forms of identity.

## ***8.2 Outcome of the Request for Access***

Information officer will complete Form 3 in Annexure C or the applicable form available at the time of the response to indicate the outcome of a request for access and any applicable fees to be paid.

Request for access will be processed within 30 (thirty) days. This period may be extended if the nature of the request requires additional time.

There is no internal appeal procedure that may be followed after a request to access the information has been refused. The decision made by the Information Officer is final. If you are not satisfied with the outcome of the request, you are entitled to apply to a court of competent jurisdiction to take the matter further.

## ***8.3 Object to Processing of Personal Information***

POPIA provides that a data subject may object, at any time, to the processing of personal information by the Company. The objection must be on reasonable grounds relating to the data subject's particular situation, unless legislation provides for such processing.

The data subject must complete the form in Annexure D and submit it to the Information Officer at the postal, physical address or email address as specified under Contact Details above.

## ***8.4 Request to Correct or Delete Personal Information***

A data subject may request the Company to correct or delete personal information about the data subject. This is applicable only to personal information that is in the Company's possession or under its control.

The request can be made for personal information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully. Additionally, the data subject can request that a record of personal information be deleted or destroyed when the Company is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.

To process such requests, the data subject must complete the form in Annexure E and submit it to the Information Officer at the postal, physical address or email address as specified under Contact Details above.

## **9 Availability of the Manual**

A copy of this manual is available;



1. on [www.prpsolutions.com](http://www.prpsolutions.com)
2. at the office of PRP Solutions for public inspection during normal business hours
3. to any person upon request and upon the payment of a reasonable prescribed fee
4. to the Information Regulator upon request

## **10 Updating of the Manual**

The Information Officer of PRP Solutions will, on a regular basis, update this manual.

## 11 ANNEXURE A

### FORM 2

#### REQUEST FOR ACCESS TO RECORD

[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**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Address)

E-mail address: \_\_\_\_\_

Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

#### PERSONAL INFORMATION

Full Names and surname: \_\_\_\_\_

Identity Number: \_\_\_\_\_

Capacity in which request is made *(when made on behalf of another person)*:

\_\_\_\_\_

Postal Address: \_\_\_\_\_

Street Address: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Contact Numbers:

Telephone number (business): \_\_\_\_\_

Mobile number: \_\_\_\_\_

**PARTICULARS OF RECORD REQUESTED**

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.)

Description of record or relevant part of the record:

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Reference number, if available:

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Any further particulars of record:

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**TYPE OF RECORD**

*(Mark with an "X")*

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**

*(Mark with an "X")*

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

**MANNER OF ACCESS**

*(Mark with an "X")*

Personal inspection of record at registered address of public/private body <i>(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)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(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)</i>	

**PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

*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.*

Indicate which right is to be exercised or protected:

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Explain why the record requested is required for the exercise or protection of the aforementioned right:

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**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:

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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:

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Electronic communication (Please specify):

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Signed at \_\_\_\_\_ this day of \_\_\_\_\_ 20\_\_\_\_\_.

\_\_\_\_\_  
Signature of Requester / Person behalf of whom 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

## 12 ANNEXURE B

### FEES IN RESPECT OF PRIVATE BODIES

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy of A4-size page	R2.00 per page or part thereof
3.	Printed copy of A4-size page	R2.00 per page or part thereof
4.	For a copy in a computer readable form on: <ul style="list-style-type: none"> <li>i. Flash drive (to be provided by the requestor)</li> <li>ii. Compact disc <ul style="list-style-type: none"> <li>• If provided by requester</li> <li>• If provided to the requester</li> </ul> </li> </ul>	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotations from the service provider.
6.	Copy of visual images	Service to be outsourced. Will depend on quotations from the service provider.
7.	Transcription of audio record, per A4-size page	R24.00 per page or part thereof
8.	Copy of audio record on: <ul style="list-style-type: none"> <li>i. Flash drive (to be provided by the requestor)</li> <li>ii. Compact disc <ul style="list-style-type: none"> <li>• If provided by requester</li> <li>• If provided to the requester</li> </ul> </li> </ul>	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	R145.00
	To not exceed a total cost of	R435.00
10.	Deposit: if search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 6.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

## 13 ANNEXURE C

### FORM 3 OUTCOME OF REQUEST AND FEES PAYABLE

[Regulation 8]

*Note:*

1. *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.*
2. *Please use the reference number hereunder in all future correspondence.*

Reference number: \_\_\_\_\_

**To:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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	
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:

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**4. Fees payable with regards to your request**

Item	Cost per A4-size page or part thereof	Number of pages	Total
Photocopy	R2.00		
Printed copy	R2.00		
For a copy in a computer readable form on:			
i. Flash drive (to be provided by the requestor)	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 audio record, per A4-size page	R24.00		
Copy of audio record on:			
i. Flash drive (to be provided by the requestor)	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 expense		
<b>TOTAL:</b>			

**5. Deposit payable (if search exceeds 6 hours)**

☐

Yes

☐

No

Hours of search		Amount of deposit (calculated on one third of the 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 Nr: \_\_\_\_\_

Submit proof of payment to: \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
Signature of Information officer

## 14 ANNEXURE D

**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE  
PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) REGULATIONS  
RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018**

[Regulation 2]

**Note:**

1. Affidavits or other documentary evidence as applicable in support of the objection may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this
3. Form and sign each page.
4. Complete as is applicable.

**A. DETAILS OF DATA SUBJECT**

Name(s) and surname/ registered name of data subject:

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Unique Identifier/ Identity Number

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Postal or business address:

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Contact number(s):

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Email address:

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**B. DETAILS OF RESPONSIBLE PARTY**

Name(s) and surname/ registered name of responsible party (i.e. the name of the company to whom this request is directed):

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Residential, postal or business address:

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Contact number(s):

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Email address:

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**C. REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f)**  
*(Please provide detailed reasons for the objection)*

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Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

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Signature of Data Subject/Designated Person

## 15 ANNEXURE E

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR  
DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE  
PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) REGULATIONS  
RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018**  
[Regulation 3]

**Note:**

1. Affidavits or other documentary evidence as applicable in support of the request may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

**Mark with an "X"**

**Request for:**

☐

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

☐

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

**A. DETAILS OF DATA SUBJECT**

Name(s) and surname/ registered name of data subject:

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Unique Identifier/ Identity Number

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Residential, postal or business address:

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Contact number(s):

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Email address:

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**B. DETAILS OF RESPONSIBLE PARTY**

Name(s) and surname/ registered name of responsible party (i.e. the name of the company to whom this request is directed):

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Postal or business address:

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Contact number(s):

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Email address:

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**C. INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED**

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**D. REASONS FOR \*CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY;**

**AND/OR**

**REASONS FOR \*DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.**

*(Please provide detailed reasons for the request)*

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Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
Signature of Data Subject/Designated Person



## 16 Document History

Version	Date	Description
0.03	27-08-2024	Initial draft
0.04	03-09-2024	Updates after review
1.00	11-09-2024	Issued after review

## 17 Approvals

This version of the document has been reviewed and approved by:

Nicola Evans 11-09-2024

IO Date

Miles Crisp 11-09-2024

CEO Date