



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 | “CEO” | Chief Executive Officer |
| 1.2 | “DIO” | Deputy Information Officer; |
| 1.3 | “Her Heiness” | Diyrectly Innovations (Pty) Ltd t/a Her Heiness |
| 1.4 | “IO“ | Information Officer; |
| 1.5 | “Minister” | Minister of Justice and Correctional Services; |
| 1.6 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000(as Amended); |
| 1.7 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.8 | “Regulator” | Information Regulator; and |
| 1.9 | “Republic” | Republic of South Africa |

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by Her Heiness (us, we), 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 held by us, by providing a description of the subjects on we hold records and the categories of records held on each subject;
- 2.3 know the description of the records, which are available in accordance with any other legislation;

- 2.4 access all the relevant contact details of the 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 how we 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 we plan 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 OF HER HEINESS FOR ACCESS TO INFORMATION

3.1. Information Officer

Name: Heine Bunge
Tel: 021 180 3657
Email: heine@herheiness.com

3.3 Access to information contact: Information Officer

3.4 Head Office

Postal Address: 57 SEA MIST CLOSE, CORAL GROVE, ROYAL ASCOT,
CAPE TOWN, 7441.

Physical Address: 57 SEA MIST CLOSE, CORAL GROVE, ROYAL ASCOT,
CAPE TOWN, 7441.

Telephone: 021 180 3657

Email: wave@herheiness.com

Website: <https://www.herheiness.com/>

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

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

4.2. The aforesaid Guide contains the description of-

4.2.1. the objects of PAIA and POPIA;

4.2.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

4.2.2.1. the Information Officer of every public body, and

4.2.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

- 4.2.3. the manner and form of a request for-
 - 4.2.3.1. access to a record of a public body contemplated in section 11³; and
 - 4.2.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.2.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.2.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.2.6. 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-
 - 4.2.6.1. an internal appeal;
 - 4.2.6.2. a complaint to the Regulator; and
 - 4.2.6.3. 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;

³ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁴ Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

- 4.2.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.2.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.2.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.2.10. the regulations made in terms of section 92¹¹.
- 4.3. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours. The Guide can also be obtained upon request to the Information Officer; or from the website of the Regulator <https://info regulator.org.za/paia-guidelines/>

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

6. DESCRIPTION OF THE RECORDS OF WHICH ARE AVAILABLE AND HOW IT CAN BE ACCESSED.

Applicable Legislation	Category of Records	How records can be accessed
Companies Act 71 of 2008	Memorandum of incorporation	Upon Request
	CIPC Registration Documents	Upon request
	Shareholder Certificates	Upon Request
Promotion of Access to Information Act 2 of 2000	PAIA Manual	Available on website
Protection of Personal Information Act 4 of 2013	POPIA Manual Policy	Upon Request
	Data Protection Policy	Upon Request
	Marketing Policy	Upon Request
	Website Privacy Policy	Available on Website
	IO Registration Form	Upon Request
	Proof of Registration as IO	Upon Request

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

The subject on which the private body holds records and the categories on each subject in terms of Section 51(1)(e) are as listed below.

Subjects on which the body holds records	Categories of records
IT	<ul style="list-style-type: none"> - Information systems - Network security - Software licences - Disaster Recovery
Procurement	<ul style="list-style-type: none"> - Service Level Agreements - Service provider records
Operations	<ul style="list-style-type: none"> - Vendor/supplier Database
Marketing	<ul style="list-style-type: none"> - Marketing and promotions - Product Brochures - Marketing Policy - Sales Records - Customer Database - Social Media activity
Financial	<ul style="list-style-type: none"> - Audit management - Financial Statements - Budgets - Insurance

Subjects on which the body holds records	Categories of records
	<ul style="list-style-type: none"> - Asset Register - SARS Registration Certificate - Tax Returns - Invoices
Compliance	<ul style="list-style-type: none"> - POPI Policies & Documents - PAIA Manual

8. FORM OF REQUEST

- 8.1 Please note that a requester is not automatically allowed access to the above stated records, unless specifically stated and the Information Officer has the right to reject any request for information submitted in terms of Sections 62 to 70 of Chapter 4 of the PAIA Act.
- 8.2 The requester must complete Form C which is available on <https://www.paia-manual.co.za/Content/pdf/RequestFormC.pdf> and submit this form together with a request fee, to the Information Officer.
- 8.3 The form must be submitted using any of the following methods noted below:
- 8.3.1 Postal Address or E-mail address
- 8.4 The Information Officer shall notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- 8.5 After the Information Officer has made a decision on the request, the requester shall be notified in the required form.
- 8.6 If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

9. PROCESSING OF PERSONAL INFORMATION

- 9.1 Purpose of Processing Personal Information
- 9.1.1 To support engagement with the media, service providers, industry bodies, customers and the general public
- 9.1.2 To support sales and marketing activities
- 9.1.3 Render the relevant service
- 9.1.4 Billing
- 9.1.5 Record Keeping

9.2 Description of the categories of Data Subjects and of the information that may be processed

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	Full names, address, registration numbers or identity numbers, account details, contact details
Employees	Full Names, Address, ID Number, Income Tax number, Contact Details, Bank Details
Service Providers	Full names, registration number, VAT numbers, address, account details, contact details
Website Users	Name, Surname, Email Address, Contact Details

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

Category of personal information	Recipients or Categories of Recipients
Employees, Customers, Service Providers	Accountant, SAPS, Credit Bureau, Legal Advisors
Customers	Courier Companies

9.4 Planned transborder flows of personal information

9.4.1 Her Heiness makes use of cloud storage solutions such as Google Workspace and Microsoft One Drive.

9.4.1.1 Google has 21 data centre locations over the world.

9.4.1.2 Microsoft has 16 data centre locations over the world.

9.4.2 Her Heiness further outsources its accounting services to a firm that makes use of platforms such as Xero, Hubdoc, Simple Pay and Syft Analytics.

9.4.2.1 Xero and Hubdoc’s server infrastructure is currently located in United States.

9.4.3 These countries may have laws different to what you're used to. Rest assured, where we disclose personal data to a third party in another country, we put safeguards in place to ensure your personal data remains protected.

9.4.4 Further, each cloud hosting server and platforms have vast security measures to protect information.

10. SECURITY MEASURES

10.1 The Responsible party has implemented the following Security Measures to be to ensure the confidentiality, integrity and availability of the personal information:

10.1.1 Cloud Storage

10.1.2 Access controls

10.1.3 Password control

11. UPDATING OF THE MANUAL

This manual will be revised annually and updated, if necessary.

Issued by



HEINE BUNGE (IO)