




Reg No.: 2024/223884/07

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## PAIA MANUAL

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

Read along with this content

PAIA Guidelines: <https://inforegulator.org.za/paiaguidelines/>

PAIA Forms: <https://inforegulator.org.za/paia-forms>

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Document Adherence: All employees, Data Subjects, and Interested Parties

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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1 **"Act"** or **"PAIA"** means the Promotion of Access to Information Act, No. 2 of 2000, including any regulations made under the Act and amendments thereto.

1.2 **"CEO"** Chief Executive Officer

1.3 **"DIO"** Deputy Information Officer;

1.4 **"IO"** Information Officer;

1.5 **"Minister"** Minister of Justice and Correctional Services;

1.6 **"OPINDIE"** refers to OPINDIE SOLUTIONS (PTY) LTD, registration number 2024/223884/07, a private body as defined in PAIA.

1.7 **"PAIA"** Promotion of Access to Information Act No. 2 of 2000(as Amended);

1.8 **"Personal Information"** means information as defined in POPIA, including but not limited to information relating to an identifiable, living, natural person, or, where applicable, an identifiable, existing juristic person.

1.9 **"POPIA"** Protection of Personal Information Act No.4 of 2013;

1.10 **"Regulator"** Information Regulator; and

1.11 **"Republic"** Republic of South Africa

1.12 **"Requester"** means any person (natural or juristic) who makes a request for access to a record of OPINDIE in terms of PAIA.

## 2. INTRODUCTION

2.1 OPINDIE SOLUTIONS (PTY) LTD ("OPINDIE", "we", "us" or "our" interchangeable) is a private company committed to the Constitution of the Republic of South Africa ("Constitution") and strives to ensure that the rights of all enshrined in the Bill of Rights are protected and respected. Section 32 of the Constitution affords everyone the right to access any information that is held by another person and is required for the protection or exercise of any rights.

The Promotion of Access to Information Act 2 of 2000 (PAIA) gives effect to the constitutional right to access to information. In terms of section 51 of PAIA and section 17 of the Protection of Personal Information Act 4 of 2013 (POPIA); a private body is required to compile a manual documenting all processing operations under its responsibility. POPIA promotes the protection of personal information processed by private bodies, including certain conditions so as to establish minimum requirements for the processing of personal information.

Thus, POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information. Where a request is made in terms of PAIA to a private body, that private body must disclose the information if the requester is able to show that the record is required for the exercise or protection of any rights, and provided that no grounds of refusal contained in PAIA are applicable. PAIA sets out the requisite procedural issues attached to information requests.

2.2 OPINDIE is a private body as defined in PAIA and has compiled this OPINDIE PAIA Manual in compliance with the requirements of PAIA and POPIA. This manual is intended to foster a culture of transparency and accountability, in support of and to promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights.

2.3 This manual applies to OPINDIE and all its affiliates.

2.4 This PAIA manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of POPIA.

### 3. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to

3.1 Check the categories of records held by a body which are available without a person having to submit a formal PAIA request;

3.2 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;

3.3 Know the description of the records of the body which are available in accordance with any other legislation;

3.4 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;

3.5 Know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

3.6 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;

3.7 Know the description of the categories of data subjects and of the information or categories of information relating thereto;

3.8 Know the recipients or categories of recipients to whom the personal information may be supplied;

3.9 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

3.10 Know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### 4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF OPINDIE SOLUTIONS

The Information Officer and Deputy Information Officers

4.1 Chief Information Officer

**Name:** Ofentse Madlala

**Cel:** 067 683 7248

**Email:** ofentse.madlala@opindiesolutions.co.za

## 4.2 Deputy Information Officer

**Name:** Tshimane Christian Fika

**Cel:** 078 634 3785

**Email:** christian.fika@opindiesolutions.co.za

## 4.3 Access to information general contacts

**Email:** info@opindiesolutions.co.za

## 4.4 Head Office

**Postal Address:** 6697 TONKI STREET, EMDENI EXT, EMDENI EXT, GAUTENG, 1861

**Physical Address:** 6697 TONKI STREET, EMDENI EXT, EMDENI EXT, GAUTENG, 1861

**Cellphone:** 067 956 4376

**Email:** info@opindiesolutions.co.za

**Website:** <https://opindiesolutions.co.za>

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

5.1 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.

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

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 PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup> ;

5.3.3. the manner and form of a request for

5.3.3.1. access to a record of a public body contemplated in section 11<sup>3</sup> ; and

5.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup> ;

5.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;

5.3.5. the assistance available from the 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

<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.

5.3.6.1. an internal appeal;

5.3.6.2. a complaint to the 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 Regulator or a decision of the head of a private body;

5.3.7. 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;

5.3.8. 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;

5.3.9. 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

5.3.10. the regulations made in terms of section 92<sup>11</sup>.

<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.”

5.4. 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.

5.5. The Guide can also be obtained

5.5.1. upon request to the Information Officer;

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

5.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours

5.6.1 in English and IsiZulu.

## 6. CATEGORIES OF RECORDS OF OPINDIE WHICH ARE PUBLICLY AVAILABLE OR CAN BE REQUESTED OUTSIDE OF PAIA

6.1. The information available on our website, may be automatically accessed by you, without having to follow the formal PAIA request process.

CATEGORY OF RECORDS	TYPES OF THE RECORD	AVAILABLE ON WEBSITE	AVAILABLE UPON REQUEST
MARKETING	COMPANY BUSINESS PROFILE, OUR DETAILED SERVICES DOCUMENT	X	
THIRD PARTIES	PAIA MANUAL	X	

## 7. RECORDS KEPT IN TERMS OF THE OTHER LEGISLATION

CATEGORY OF RECORDS	AVAILABLE UPON REQUEST
<ul style="list-style-type: none"> <li>- MEMORANDUM OF INCORPORATION (MOI)</li> <li>- COMPANY REGISTRATION CERTIFICATE (COR14.3)</li> <li>- SHARE REGISTER / SHAREHOLDERS' AGREEMENT</li> <li>- DIRECTOR RESOLUTIONS &amp; MINUTES</li> </ul>	Companies Act (71 of 2008)
<ul style="list-style-type: none"> <li>- PRIVACY POLICY</li> <li>- TERMS OF SERVICE</li> </ul>	ELECTRONIC COMMUNICATIONS AND TRANSACTIONS ACT (ECTA) (25 OF 2002)
<ul style="list-style-type: none"> <li>- PAIA MANUAL</li> <li>- REQUEST FOR ACCESS FORMS (FORM C)</li> </ul>	PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000
<ul style="list-style-type: none"> <li>- TAX CLEARANCE CERTIFICATE / COMPLIANCE STATUS PIN</li> <li>- SARS REGISTRATION CONFIRMATION (INCOME TAX, VAT, PAYE)</li> </ul>	INCOME TAX ACT (58 OF 1962)

## 8. TYPES OF RECORDS HELD PER OPINDIE SUBJECT

SUBJECTS ON WHICH THE BODY HOLDS RECORDS	CATEGORIES OF RECORDS
STRATEGIC DOCUMENTS, PLANS, PROPOSALS	Annual Reports, Strategic Plan, Annual Performance Plan.
HUMAN RESOURCES	STAFF RECORDS, POLICIES.
ASSOCIATES / INDEPENDENT CONTRACTORS	SLA'S, SERVICES LIST/DESIGNS, PROPOSALS
CLIENT RECORDS	<p>PERSONAL INFORMATION: THIS INCLUDES DETAILS ABOUT OPINDIE CLIENTS, SUCH AS NAME, DATE OF BIRTH, ADDRESS, CONTACT INFORMATION, IDENTIFICATION NUMBERS (LIKE A SOUTH AFRICAN ID NUMBER OR PASSPORT NUMBER), MARITAL STATUS, AND OCCUPATION.</p> <p>TRANSACTIONAL DATA: THIS INCLUDES DETAILS ABOUT OPINDIE CLIENTS, SUCH AS BANKING DETAILS</p> <p>OPERATIONAL METADATA: THIS INCLUDES DETAILS ABOUT OPINDIE CLIENTS, SUCH AS EMPLOYEE CODES</p>

## 9. PROCESSING OF PERSONAL INFORMATION

### 9.1 Purpose of Processing Personal Information.

We may process your personal information for the purposes of:

PURPOSE	REASON
PROVIDING YOU WITH SERVICES AND KEEPING YOU INFORMED,	TO HONOUR CONTRACTS SIGNED WITH RESPECTIVE PARTIES
ENRICHING THE ACCURACY AND QUALITY OF OUR SERVICE DELIVERY;	TO UPDATE THE DATA AND ENSURE ITS AUTHENTICITY IN THE INTEREST OF BOTH PARTIES
MANAGING ONGOING CONTRACTUAL OBLIGATIONS	TO FOSTER AN HONEST RELATIONSHIP BETWEEN ALL PARTIES

### 9.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

**Note** that the nature or categories of the personal information is dependent on the purpose of the body in performing its functions or services.

CATEGORIES OF DATA SUBJECTS	PERSONAL INFORMATION THAT MAY BE PROCESSED
SERVICE PROVIDERS	NAMES, REGISTRATION NUMBER, VAT NUMBERS, ADDRESS AND BANK DETAILS, RECORDS OF CORRESPONDENCE OR ENQUIRIES, RELEVANT CONTRACTS
CUSTOMERS / CLIENTS	NAME, ADDRESS, REGISTRATION NUMBERS OR IDENTITY NUMBERS, EMPLOYMENT STATUS AND BANK DETAILS, RECORDS OF CORRESPONDENCE OR ENQUIRIES, RELEVANT CONTRACTS.
STAFF (SHAREHOLDERS)	NAMES, ADDRESSES, CONTACT DETAILS, DATE OF BIRTH, RELEVANT CONTRACTS

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

CATEGORY OF PERSONAL INFORMATION	RECIPIENTS OR CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED
IDENTITY NUMBER AND NAMES, FOR COMPANY REGISTRATION	COMPANIES AND INTELLECTUAL PROPERTY COMMISSION (CIPC)
IDENTITY NUMBER AND NAMES, FOR SARS REGISTRATION	SOUTH AFRICAN REVENUE SERVICE
QUALIFICATIONS, FOR QUALIFICATION VERIFICATIONS	THE SOUTH AFRICAN INSTITUTE OF PROFESSIONAL ACCOUNTANTS, SOUTH AFRICAN REVENUE SERVICE, CHARTERED INSTITUTE FOR BUSINESS ACCOUNTANTS: CIBA

### 9.4 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

To ensure the confidentiality, integrity, and availability of personal information processed, Oplndie Solutions has adopted the following structured information security measures:



#### 9.4.1 Governance Policies for Information Protection:

The following formal policies have been implemented to govern the manner in which OpIndie Solutions processes and protects personal information:

- POPIA Policy
- PAIA Policy
- Privacy Policy
- Consent Forms

#### 9.4.2 Operational Protocols for Information Handling:

Clear protocols have been developed to guide the management of personal data throughout its lifecycle, including:

- Procedures for submitting and handling requests to access, correct, or delete personal information

#### 9.4.3. IT Security Controls:

The organisation's IT infrastructure is secured through the following technical and administrative controls:

- Role-based access controls
- Anti-virus and malware detection systems
- Use of firewalls to prevent unauthorised external access
- Data encryption for sensitive personal information

#### 9.4.4. Embedded Consent Clauses and Disclosures:

Consent clauses and data processing disclosures are embedded in all applicable forms, contracts, and template where personal information is collected and processed.

#### 9.4.5. Staff Training and Awareness:

Staff have received training on the POPIA Act, data protection best practices, and their individual roles in ensuring compliance. Ongoing awareness efforts are maintained to keep employees up to date with any legislative or procedural changes.

These measures demonstrate OpIndie Solutions' commitment to upholding the highest standards of data protection and compliance with South Africa's data privacy laws.

### 10. AVAILABILITY OF THE MANUAL

10.1 A copy of the Manual is available

10.1.1 on <https://opindiesolutions.co.za>, if any;

10.1.2 head office of OPINDIE SOLUTIONS 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

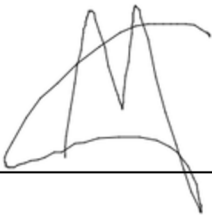
10.1.4 to the Information Regulator upon request.

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

### 11. UPDATING OF THE MANUAL

The head of OPINDIE SOLUTIONS will on a regular basis update this manual.

***Issued by***

Signature: 

OFENTSE MADLALA  
Founder & Chief Executive Officer