



PAIA MANUAL - FLEX SERVE IT (PTY) LTD

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



serve^{IT}

www.serve-it.co.za

Table of Contents

1.	LIST OF ACRONYMS AND ABBREVIATIONS.....	3
2.	PURPOSE OF PAIA MANUAL	3
3.	KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF FLEX SERVE IT PTY LTD.....	3
4.	GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE.....	4
5.	RECORDS THAT ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS	5
6.	RECORDS HELD BY THE COMPANY IN ACCORDANCE WITH OTHER LEGISLATION.....	5
7.	DESCRIPTION OF THE SUBJECTS ON WHICH THE COMPANY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT.....	6
8.	PROCESSING OF PERSONAL INFORMATION.....	6
9.	AVAILABILITY OF THE MANUAL	7
10.	UPDATING OF THE MANUAL	7
11.	ANNEXURE A - REQUEST FOR ACCESS TO RECORD	8

1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1. "the company" Flex Serve IT (Pty) Ltd
 - 1.2. "DIO" Deputy Information Officer;
 - 1.3. "IO" Information Officer;
 - 1.4. "Minister" Minister of Justice and Correctional Services;
 - 1.5. "PAIA" Promotion of Access to Information Act No. 2 of 2000 (as amended);
 - 1.6. "POPIA" Protection of Personal Information Act No.4 of 2013;
 - 1.7. "Regulator" Information Regulator; and
 - 1.8. "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 the company 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 company, by providing a description of the subjects on which the company holds records and the categories of records held on each subject;
 - 2.3. know the description of the records of the company 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 company 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 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
 - 2.10. 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 OF FLEX SERVE IT PTY LTD

Chief Information Officer	M Harmse
Postal Address:	P O Box 14123, Zuurfontein, 1912
Head Office Physical Address:	Stephanopark Estate, Annesu de Vos Street, Vanderbijlpark, 1911
Telephone:	016 004 0044
Email:	compliance@serve-it.co.za
Website:	www.serve-it.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 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;
 - 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;
 - 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;

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.

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.

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.

- 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.
- 4.4. The Guide can also be obtained-
- 4.4.1.upon request to the Information Officer.
- 4.4.2.from the website of the Regulator

5. RECORDS THAT ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The records that are located on Serve IT's website <https://serve-it.co.za/> are automatically available and are freely accessible to any person requesting this information. It is therefore not necessary to apply for access thereto in terms of PAIA.

6. RECORDS HELD BY THE COMPANY IN ACCORDANCE WITH OTHER LEGISLATION

Flex Serve IT is required in accordance with legislation to retain certain records. We hold records for the purposes of PAIA in accordance with the following legislation, among others -

- Basic Conditions of Employment Act 75 of 1997;
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- Electronic Communications and Transaction Act 25 of 2002;
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Value-Added Tax Act of 1991;
- Occupational Health and Safety Act 85 of 1993;
- Skills Development Levies Act 9 of 1999;
- Skills Development Act 9 of 1999;
- Unemployment Insurance Act 63 of 2001

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.”

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

Below records are not automatically available without a request in terms of PAIA. A request made in term of PAIA for records in any of the categories below may be refused in accordance with any of the grounds of refusal set out in PAIA.

Subjects on which the body holds records	Categories of records
Statutory records	<ul style="list-style-type: none"> • Company incorporation documents • Share register and Memorandum of Incorporation • Minutes of meetings • Records relating to the appointment of directors, auditors, and other officers
SARS	<ul style="list-style-type: none"> • Income Tax, VAT, PAYE and Customs records • Skills Development Levies, UIF • Other statutory compliance
Human Resources	<ul style="list-style-type: none"> • HR policies and procedures • Employees records
Finance	<ul style="list-style-type: none"> • Financial Statements and Management accounts • Bank Statements • Budgets • Asset Registers • Customer and Supplier Documentation
Risk and Compliance	<ul style="list-style-type: none"> • Policies and Procedures • Compliance records
Other	<ul style="list-style-type: none"> • IT usage statistics and equipment details

8. PROCESSING OF PERSONAL INFORMATION

8.1. Purpose of Processing Personal Information

Flex Serve IT will process your information in the ordinary course of the business of providing wireless telecommunication products and services in accordance with POPIA and our Privacy Policy.

8.2. Description of the categories of Data Subjects and of the information or categories of information relating thereto

Flex Serve IT processes the following personal information and special personal information relating to the following categories of data subject, including but not limited to –

Categories of Data Subjects	Personal Information that may be processed
Customers	name, address, registration numbers or identity numbers, VAT numbers, contact details, bank details, FICA documentation, CCTV images
Service Providers	names, registration number, vat number, address, contact details, tax clearance, invoices and bank details, CCTV images
Employees, Potential employees, New recruitments	name, surname, identity number, contact details, address, date of birth, age, marital status, gender, race, disability, employment history, criminal background, CV's, qualifications, banking details, income tax number, remuneration and benefits, health information, performance, disciplinary procedure, CCTV images, biometric data.

8.3. Disclosure of personal information to third parties

Should we disclose your information to third parties, the latter will be obliged to use that personal information for the reasons and purposes the information was disclosed for. To this end, we have

agreements in place with the relevant third parties to ensure that an adequate level of security and confidentiality is adopted by the third parties to which your personal information is being transferred to.

8.4. Planned transborder flows of personal information

Flex Serve IT may transfer your personal information to recipients outside of the Republic of South Africa. However, Serve IT complies with the conditions for the transborder flow of personal information as provide by section 72 of POPIA.

8.5. Data security

Flex Serve IT takes reasonable, appropriate and adequate technical and organisational measures to ensure that your personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction, damage, alteration, disclosure, or unauthorised access. We contractually mandate any third parties to which your personal information is transferred to do the same. Where there are reasonable grounds to believe that your personal information has been accessed or acquired by any unauthorised person, we will notify the Information Regulator and you, unless the Information Regulator or a public body responsible for detection, prevention or investigation of offences, informs us that notifying you will impede a criminal investigation.

9. AVAILABILITY OF THE MANUAL

9.1. A copy of this manual is available-

9.1.1.on www.serve-it.co.za ;

9.1.2.head office of Flex Serve IT Pty Ltd for public inspection during normal business hours;

9.1.3.to the Information Regulator upon request

10.UPDATING OF THE MANUAL

This manual will be reviewed and update, if necessary, on a periodic basis.

11. ANNEXURE A - 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: _____

<i>Mark with an "X"</i>			
Request is made in my own name	<input type="checkbox"/>	Request is made on behalf of another person.	<input type="checkbox"/>

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel:		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable):</i>			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel:		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 <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
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 <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 <i>(Mark the applicable box with an "X")</i>	
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	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
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>	

<p>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</p> <p><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></p>					
<p>Indicate which right is to be exercised or protected</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> </table>				

<p>Explain why the record requested is required for the exercise or protection of the aforementioned right:</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> </table>				

<p>FEES</p> <p><i>a) A request fee must be paid before the request will be considered.</i></p> <p><i>b) You will be notified of the amount of the access fee to be paid.</i></p> <p><i>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.</i></p> <p><i>d) If you qualify for exemption of the payment of any fee, please state the reason for exemption</i></p>					
<p>Reason</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> </table>				

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:

<p>Postal address</p>	<p>Facsimile</p>	<p>Electronic communication <i>(Please specify)</i></p>

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