W TECHNICAL CONSULTING SA (PTY) LTD

PAIA Manual

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2000 and the Protection of Personal Information Act, 2013

Document Control

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Information Officer Email	info@wconsulting.co.za
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Company Details

Field	Details
Company	W Technical Consulting SA (Pty) Ltd
Registration Number	2010/000744/07
Head Office Address	Building B, Monte Circle, 178 Montecasino Boulevard, Fourways, 2191
Telephone	+27 11 568 0370
Email	info@wconsulting.co.za
Website	wconsulting.co.za

1. Introduction

This manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (PAIA). Its purpose is to outline the records held by W Technical Consulting SA (Pty) Ltd (the Company), the process to request access to those records, and the Company's approach to the protection of personal information under the Protection of Personal Information Act, 2013 (POPIA).

This manual is intended to assist requesters in exercising or protecting their rights in terms of PAIA and POPIA.

2. Information Officer

Field	Details
Information Officer	Blaise Colyvas
Email	blaise@wconsulting.co.za
Telephone	+27 11 568 0370

Deputy Information Officers may be appointed and registered with the Information Regulator where required.

3. Guide on How to Use PAIA

The Information Regulator has published a guide to assist members of the public to understand how to exercise their rights under PAIA. The guide and prescribed PAIA forms are available from the Information Regulator website: inforegulator.org.za/paia/ and inforegulator.org.za/paia-forms/.

Requesters may also contact the Information Regulator for guidance using the contact details listed in section 12 of this manual.

4. Applicable Legislation

The Company may hold records in terms of, among others, the following legislation:

- Companies Act 71 of 2008
- Basic Conditions of Employment Act 75 of 1997
- Labour Relations Act 66 of 1995
- Income Tax Act 58 of 1962
- Electronic Communications and Transactions Act 25 of 2002
- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013

5. Categories of Records Held

Category	Examples of Records
Company and statutory records	Incorporation documents, registration documents, shareholder and director information, resolutions, statutory registers and corporate governance records.
Financial and tax records	Annual financial statements, management accounts, invoices, supplier records, tax records, payment records and audit-related records.
Human resources records	Employment contracts, payroll information, leave records, performance records, disciplinary records, training records and recruitment records.
Client and project records	Client contracts, service level agreements, statements of work, correspondence, billing records, implementation records, project documentation and deliverables.
IT, technical and platform records	System documentation, support tickets, user account records, audit logs, security logs, change requests, integration documentation, hosting and infrastructure records, and website or platform records.
Policies and procedures	Privacy notices, POPIA policies, information security procedures, access-control procedures, data retention procedures and internal operating procedures.
Supplier and service-provider records	Supplier agreements, vendor due diligence records, procurement records, service-provider correspondence and support records.
Marketing and communications records	Public website content, newsletters, marketing communications, enquiry records and related correspondence.

6. Records Automatically Available

The following records may be made available without a formal PAIA request, where applicable: privacy notices, public company information, published policies, website terms, publicly available marketing material, and procedures made available on the Company website.

Automatically available records may be accessed through the Company website or by contacting the Information Officer.

7. Request Procedure

1. Requests for access to records must be submitted on the prescribed PAIA Form 02: Request for Access to Record [Regulation 7]. Form 02 is available from the Information Regulator website.
2. Completed requests must be submitted to the Information Officer using the contact details in section 2 of this manual.

3. Proof of identity must accompany the request. Where a request is made on behalf of another person, proof of authority must also be provided.
4. The requester must provide sufficient detail to enable the Company to identify the record requested, the requester, the preferred form of access, and the right that the requester seeks to exercise or protect.
5. The Company will consider and respond to requests in accordance with PAIA and POPIA. A request may be granted, partially granted, refused, or transferred where PAIA allows or requires this.

8. Fees

Prescribed request and access fees may be charged in accordance with PAIA and the applicable regulations. The requester will be informed of any fees payable before the request is processed or access is provided, where required.

9. Grounds for Refusal

A request may be refused on any ground permitted by PAIA, including where disclosure would unreasonably disclose personal information of a third party, reveal confidential or commercially sensitive information, compromise safety or security, prejudice legal privilege, or contravene applicable law.

If only part of a record may lawfully be disclosed, the Company may sever the protected information and provide access to the remainder where PAIA permits this.

10. POPIA: Processing of Personal Information

The Company processes personal information for legitimate business purposes and maintains appropriate records of processing activities. The following summary is provided for PAIA and POPIA transparency purposes.

Area	Description
Categories of data subjects	Clients, client users, employees, job applicants, contractors, suppliers, service providers, website users and persons who communicate with the Company.
Categories of personal information	Names, contact details, identity or registration information, employment information, financial and billing information, contractual information, user account information, technical identifiers, system logs, correspondence and information required to provide services.
Purposes of processing	Providing services, managing client relationships, project delivery, support, billing, employment administration, supplier management, legal compliance, security monitoring, fraud prevention, audits, reporting and general business administration.
Recipients or categories of recipients	Employees and authorised representatives, clients where relevant to service delivery, contracted service providers, professional advisers, auditors, regulators, law enforcement where legally required, hosting providers and other authorised processors.
Cross-border transfers	Personal information may be transferred outside South Africa where cloud hosting, support, software, storage, communication or other service providers are located outside South Africa. The Company will take reasonable steps to ensure appropriate safeguards are in place where required by POPIA.
Security safeguards	Reasonable technical and organisational measures are applied, including access controls, authentication, user permissions, backups, logging, monitoring, secure hosting practices, confidentiality undertakings and internal security procedures.
Retention	Personal information is retained only for as long as required for business, legal, contractual, tax, audit or legitimate

Area	Description
	operational purposes, after which it is securely deleted, anonymised or archived where appropriate.
Data subject rights	Data subjects may request access to, correction of, or deletion of their personal information, or object to processing where allowed by POPIA. Requests should be sent to the Information Officer.
Security compromises	Where required by POPIA, the Company will notify the Information Regulator and affected data subjects of security compromises.

11. Availability of this Manual

This manual is available on the Company website, at the Company head office during office hours, and from the Information Regulator where applicable. A copy may be requested from the Information Officer.

12. Information Regulator Contact Details

Field	Details
Regulator	Information Regulator (South Africa)
Address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Telephone	010 023 5200
Toll Free	0800 017 160
General Enquiries	enquiries@inforegulator.org.za
PAIA Complaints	PAIAComplaints@inforegulator.org.za
Website	inforegulator.org.za

13. Complaints

If a requester is dissatisfied with the outcome of a request, or if the Company does not respond within the time periods prescribed by PAIA, the requester may lodge a complaint with the Information Regulator using the prescribed PAIA Form 05: Complaint Form [Regulation 10].

14. Policy Review

This manual is reviewed periodically and updated where there are material changes to the Company, its records, processing activities, legislation, regulatory guidance or contact details.

Appendix A: PAIA Form 02 Request Checklist

The official prescribed Form 02 should be used for PAIA requests. This checklist is included to help requesters prepare the information usually required by the prescribed form. The official form is available from the Information Regulator website.

- Proof of identity of the requester.
- Proof of authority, if the request is made on behalf of another person.
- Full names and contact details of the requester.
- Sufficient description of the record requested.
- Preferred form of access, such as inspection, copy, electronic copy or other available format.
- The right that the requester seeks to exercise or protect and why the requested record is required for that right.
- Preferred method for receiving the decision.
- Any applicable request fee or access fee, once advised by the Company.

Appendix B: Useful Links

- Information Regulator PAIA Forms: https://inforegulator.org.za/paia-forms/
- Information Regulator PAIA page: https://inforegulator.org.za/paia/
- Information Regulator complaints page: https://inforegulator.org.za/complaints/
- Information Regulator contact page: https://inforegulator.org.za/contact-us/