



PAIA MANUAL

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

DATE OF COMPILATION: 06/11/2025
DATE OF REVISION: 06/11/2025

1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	“IO”	Information Officer;
1.2	“Minister”	Minister of Justice and Correctional Services;
1.3	“PAIA”	Promotion of Access to Information Act No. 2 of 2000 (as Amended;
1.4	“POPIA”	Protection of Personal Information Act No.4 of 2013;
1.5	“Regulator”	Information Regulator; and
1.6	“Republic”	Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1. To identify the categories of records held by the organisation that are available without the need to submit a formal PAIA request;
- 2.2. To understand the procedure for requesting access to a record, including an overview of the subjects and categories of records maintained by the organisation;
- 2.3. To be informed of the records available in accordance with other applicable legislation;
- 2.4. To obtain the contact details of the Information Officer and Deputy Information Officer, who are responsible for assisting the public with access to records;
- 2.5. To access the official PAIA Guide published and updated by the Information Regulator, and to understand how to obtain a copy thereof;

- 2.6. To determine whether the organisation processes personal information, the purposes for such processing, and the categories of data subjects and related information;
- 2.7. To understand the categories of data subjects and the types of personal information processed in relation thereto;
- 2.8. To be informed of the recipients, or categories of recipients, to whom personal information may be disclosed;
- 2.9. To know whether personal information is transferred or processed outside the Republic of South Africa, and the intended recipients or categories of such recipients; and
- 2.10. To confirm that appropriate security measures are in place to safeguard the confidentiality, integrity, and availability of personal information under the organisation's control.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF **THE COMPANY BUDDY (PTY) LTD ("The Company Buddy")**

3.1. Chief Information Officer

Name: Dawid Leonard Haasbroek
Tel: 082 459 6267
Email: info@thecompanybuddy.co.za

3.2. Access to information general contacts

Email: info@thecompanybuddy.co.za

3.3 Head Office

Postal Address: **ZAYIT HOUSE, STAND 3311
108 SOVEREIGN DRIVE
ROUTE 21 CORPORATE PARK**

IRENE, PRETORIA

0157

Physical Address: **ZAYIT HOUSE, STAND 3311
108 SOVEREIGN DRIVE
ROUTE 21 CORPORATE PARK
IRENE, PRETORIA
0157**

Telephone: 082 459 6267 / 082 520 2350

Email: info@thecompanybuddy.co.za

Website: <https://www.thecompanybuddy.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 Guide is available in each of the official languages and in braille.
- 4.3. The aforesaid Guide contains the description of-
 - 4.3.1. the objects of PAIA and POPIA;
 - 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 4.3.2.1. the Information Officer of every public body, and

- 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 4.3.3. the manner and form of a request for-
 - 4.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. 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-
 - 4.3.6.1. an internal appeal;
 - 4.3.6.2. a complaint to the Regulator; and
 - 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a

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.*

decision by the Regulator or a decision of the head of a private body;

- 4.3.7. 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;
- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.

4.4. 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.

4.5. The Guide can also be obtained-

- 4.5.1. upon request to the Information Officer;

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.”

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

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

4.6.1 Afrikaans

4.6.2 English

5. CATEGORIES OF RECORDS OF THE COMPANY BUDDY WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
Resources - Insights Articles	Insights into business growth etc.	X	X
Resources - Downloads	Downloadable resources	X	X

Also refer our website for records available on our website: <https://www.thecompanybuddy.co.za>

6. DESCRIPTION OF THE RECORDS OF THE COMPANY BUDDY WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Applicable Legislation
Companies Act 71 of 2008
Promotion of Access to Information Act 2 of 2000
Protection of Personal Information Act 4 of 2013
Basic Conditions of Employment Act, 75 of 1997
Employment Equity Act, 55 of 1998
Occupational Health & Safety Act, 85 of 1993
Electronic Communications and Transactions Act 25 of 2002
Labour Relations Act, 66 of 1995

Download Annexure 3 - Form C for request for records held by The Company Buddy by completing the Form C.

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE COMPANY BUDDY (PTY) LTD

Subjects on which the body holds records	Categories of records
Company Secretarial	<ul style="list-style-type: none">- Company Documents including memorandum of incorporation;- Minutes of Meetings and Resolutions;- Statutory returns;- Powers of Attorney;- Shares Certificates;- Wills;- Title deeds;- Trust deeds;- Identity documents;- Birth certificates;- Agreements (Shareholders, sale, buy backs, acquisition of shares).
Company/Trust	<ul style="list-style-type: none">- CIPC Registration
Authorisation and Licence	<ul style="list-style-type: none">- Trusts – letter of authority;- VAT registration.
Financial	<ul style="list-style-type: none">- Financial Statements;- Financial and Tax Records (Company and Employees);- Management Accounts;- Proof of Bank Account.
Intellectual Property	<ul style="list-style-type: none">- Trademarks- Patents- Designs
Human Resources	<ul style="list-style-type: none">- Policies and Procedures- Employee Information;- Employment Contracts;- Training Records;

Subjects on which the body holds records	Categories of records
	<ul style="list-style-type: none"> - Workplace and union agreement records; - Benefit arrangements rules and records.
Administration and Information	<ul style="list-style-type: none"> - MS office 365 licences
Technology	<ul style="list-style-type: none"> - List of Contractors
Operations	<ul style="list-style-type: none"> - Disaster recovery and implementation plans - Policies and Procedures
Website	<ul style="list-style-type: none"> - Company Profile; - Publications;

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

The Company Buddy will only process personal information in line with the Privacy Policy

(<https://www.thecompanybuddy.co.za/terms-of-service#Privacy-Policy>) which is available on the website.

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

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	name, address, registration numbers or identity numbers, employment status, bank details, financial statements
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Employees	address, qualifications, gender and race
Third Party Contractors	Name, address, contact details, banking details

8.3 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 criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

8.4 Planned transborder flows of personal information

Currently The Company Buddy do not, nor do we intend to have personal information flow transborder.

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

The Company Buddy makes use of Anti-virus and Anti-malware Solutions.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on <https://www.thecompanybuddy.co.za>;

9.1.2 head office of The Company Buddy for public inspection during normal business hours;

- 9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
- 9.1.4 to the Information Regulator upon request.

9.2 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.

10. UPDATING OF THE MANUAL

The head of The Company Buddy will on a regular basis update this manual.

Issued by

A handwritten signature in black ink, appearing to read "Dawid Leonard Haasbroek".

Dawid Leonard Haasbroek

Director