



Project Portfolio Office (Pty) Ltd

Registration No: 2004/019163/07

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	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	PPO	Project Portfolio Office (Pty) Ltd
1.8	Regulator	Information Regulator;
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 a body 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 body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body 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 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;
- 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 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
- 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 FOR ACCESS TO INFORMATION OF PPO

3.1. Chief Information Officer

Name: Robin Guy Jelley
Tel: 012 348 2366
Email: privacy@go2ppo.com

3.2. Deputy Information Officer

Name: Robin Guy Jelley
Tel: 012 348 2366
Email: privacy@go2ppo.com

3.3 Access to information general contacts

Email: privacy@go2ppo.com

3.4 National or Head Office

Postal Address: P.O. Box 75760, Lynnwood Ridge, Pretoria, 0040

Physical Address: 829 Coral Road, Mooikloof Heights Estate, Mooikloof, 0081

Telephone: 012 348 2366

Email: privacy@go2ppo.com

Website: www.go2ppo.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 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 decision by the Regulator or a decision of the head of a private body;

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.

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

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.”

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

[English](#)

5. CATEGORIES OF RECORDS OF PPO WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of Records	Type of Records	Available on Website	Available upon Request
Company Information	Contact Information BEE Certificate Vacancies	x	x
Media	Company News Events Product News Success Stories	x	x
Policies & Procedures	Privacy Policy Paia Manual Privacy Notice Security Terms and Conditions	x	x
Product Information	Frequently Asked questions Knowledge based articles Product Brochures Product Factsheets Training opportunities	x	x

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

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
Employee Records	Basic Conditions of Employment Act 75 of 1997 Code of Good Practice on the Prevention and Elimination of Harassment in the Workplace (2022) Code of Good Practice on Handling Sexual Harassment Cases Employment Equity Act 55 of 1998 Labour Relations Act 66 of 1995 Occupational Health and Safety Act, 1993 Protection from Harassment Act 17 of 2011 Skills Development Act, 1998
Financial Records	Income Tax Act 58 of 1962 Value Added Tax Act 89 of 1991 Unemployment Insurance Act, 2001
Policies & Procedures (Information Security, Governance & Compliance)	Carbon Tax Act 15 of 2019 Electronic Communication and Transactions Act 25 of 2002 Protection of Personal Information Act 4 of 2013 National Environmental Management Act 107 of 1998
Health and Safety records	Occupational Health and Safety Act, 1993 National Health Act 61 of 2003
Intellectual property and copyright records	Copyright Act 98 of 1978 Intellectual Property Laws Amendment Bill of 2010
PAIA Manual	Promotion of Access to Information Act 2 of 2000

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

Subjects on which the body holds records	Category of Records
Financial Records	Accounting (Agreements, Bank statements, Customer database, Invoices) Insurance (Policies & Certificates) Payroll (PAYE, SDL, UIF) Reporting (Financial Statements, Management Statements) Taxation (Tax, VAT)
Human Resources	Employee Records Policies & Procedures
Intellectual property	Trademark registrations
Marketing	Brochures Publications
Operational	Databases Information Technology Operational Plans Policies & Procedures
Statutory	Company (Registration & Annual Returns) Shareholder & Director (Annual reporting)

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Categories of Data Subject	Purpose of Processing Personal Information
Customers	Execution of service Required as per legislation
Employees	Disciplinary Actions Employee Relations Required as per legislation
Service Providers	Required as per legislation
Operational	Administration Record Keeping Required as per legislation

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

Categories of Data Subject	Personal Information That May Be Process
Customers	Address, Contact Person's Name and Contact Information, Company Name, Registration Number, VAT Number
Employees	Address, Bank Account Details, Contact Information, Disability Information, Disciplinary Records, Full Name, Identification Number, Leave Records, Gender, Performance Evaluation Qualifications, Race, Tax Registration Number
Service Providers	Address, Bank Account Details, Contact Person's Name and Contact Information, Company Name, Registration Numbers, VAT Number

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

Category of Personal Information	Recipients or Category of Recipients to whom the personal information may be supplied
Employment Information	Department of Labour Internal (Finance & HR Departments) Medical Aid Provider South African Revenue Service
Identification Number	South African Police Service South African Qualification Authority
Qualifications	Professional bodies and regulatory authorities South African Police Service South African Qualification Authority

8.4 Planned transborder flows of personal information

We may store and process personal information on secure servers in an outside of the country, including in the European Economic Area (EEA)

The personal information is transferred in accordance with the requirements of POPIA and/or other South African legislative requirements, after the data subject consents to the transferring of personal information across the border.

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

We are committed to keep all personal information safe and secure. We use reasonable and appropriate security measures to protect it from loss, misuse, unauthorised access, disclosure, alteration or destruction.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on www.go2ppo.com , if any;

9.1.2 head office of PPO 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 Information Officer of PPO will on a regular basis update this manual.

Issued by



Robin Guy Jelley

Chief Executive Officer