

## PAIA MANUAL

Prepared in terms of Section 51 of the Promotion of Access to Information Act, 2 of 2000 (PAIA)

and incorporating Section 17 of the Protection of Personal Information Act, 4 of 2013 (POPIA)

### 1. Introduction

This manual is published in accordance with Section 51 of the Promotion of Access to Information Act, 2 of 2000 (“PAIA”) and the Protection of Personal Information Act, 4 of 2013 (“POPIA”). It provides an outline of the types of records held by *Joseph IT Solutions Pty Ltd* and explains how individuals may request access to these records in a lawful and compliant manner.

### 2. Company Information

- **Name of Business:** Joseph IT Solutions Pty Ltd
- **Registration Number:** 2025/107778/07
- **Tax Number:** 9038343324
- **Registered Address:** 580 Marine Drive, Bluff, KwaZulu-Natal, Republic of South Africa, 4052 ([Google Maps Link](#))
- **Postal Address:** Same as above
- **Telephone:** +27 69 762 5990
- **Information Officer:** Daniel Thomas, CEO
- **Email (Information Officer):** [policies@josephitsolutions.co.za](mailto:policies@josephitsolutions.co.za)
- **Website:** <https://josephitsolutions.co.za>

### 3. The Act & The Information Regulator

- **PAIA:** Enables public access to information to promote transparency and accountability.
- **POPIA:** Protects the constitutional right to privacy by safeguarding personal information.
- **Information Regulator of South Africa:**
  - Email: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)
  - Website: <https://www.justice.gov.za/infoereg/>

### 4. Guide on How to Use PAIA

A guide to assist individuals in exercising their rights under PAIA is available from the Information Regulator.

Contact details are available at: <https://www.justice.gov.za/infoereg/>.

## 5. Categories of Records Held

### (A) Public Records

- Company registration documents (as filed with CIPC)
- Marketing materials, brochures, and public website content

### (B) Company Records

- Memorandum of Incorporation and statutory registers
- Resolutions and shareholder agreements
- Board meeting minutes and governance records

### (C) Financial Records

- Annual financial statements and tax returns
- Invoices, receipts, and proof of payments
- Bank account records

### (D) Personnel Records

- Employee contracts, CVs, and performance reviews
- Payroll and leave records

### (E) Client Records

- Contracts, service agreements, and quotations
- Correspondence and communication records
- Payment and billing information
- Project documentation and deliverables

### (F) Supplier & Partner Records

- Contracts and service-level agreements
- Payment records

### (G) Information in terms of POPIA

- Categories of personal information processed, as detailed in our Privacy Policy
- Purposes for which personal information is processed
- Recipients or categories of recipients to whom personal information may be supplied

## 6. Access to Records

Access requests must be made in the prescribed manner and form, using **Form 2** of the PAIA Regulations, and submitted to the Information Officer at:

- Email: [policies@josephitsolutions.co.za](mailto:policies@josephitsolutions.co.za)

- Postal: 580 Marine Drive, Bluff, KwaZulu-Natal, RSA, 4052

## 7. Prescribed Fees

- A request fee may be payable before a request is considered.
- If the preparation of the record requires more than the prescribed hours, a further access fee may be charged.
- Fees are prescribed by the PAIA Regulations and are available from the Information Regulator.

## 8. Grounds for Refusal

We may refuse a request for access to records on the following grounds:

- Protection of privacy of a third party
- Protection of commercial and confidential information
- Protection of safety of individuals and property
- Protection of records privileged from production in legal proceedings
- Protection of research information

## 9. Remedies

If your request is refused, you may lodge an internal appeal (where applicable) or approach a court of law or the Information Regulator for relief.

## 10. Availability of the Manual

This manual is available for inspection at our registered office and on our website at:

<https://josephitsolutions.co.za/legal/paia-manual.pdf>

### Approved by:

Daniel Thomas

Information Officer

*Joseph IT Solutions Pty Ltd*

Date: 06 February 2025