PAIA & POPIA

Compliance Manual

Promotion of Access to Information Act (PAIA)

Protection of Personal Information Act (POPIA)

Document Information

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Purpose of this Manual

This manual has been refreshed into a cleaner, more professional layout while retaining the PAIA and POPIA compliance content and Weram Group International contact details.

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Our Details

Name of Private Body	Weram Graphic and Website Designs cc t/a The Weram Group International
Registration Number	CK2000/001664/23
Postal Address	1st Floor, 292 Surrey Ave, Randburg, Gauteng, 2194
Physical Address	1st Floor, 292 Surrey Ave, Randburg, Gauteng, 2194
Phone Number	+27 87 351 6984
Email	compliance@weram.co.za
Information Officer	Mr WEJ Martin
Website	https://www.weram.co.za

These are all our details, but please rather contact us by email at compliance@weram.co.za whenever possible.

Availability of this Manual

This manual is available in English. A copy of this Manual is available on our website at https://www.weram.co.za/paia.pdf or by sending an email request to our Information Officer. The Manual may also be obtained from our Head Office or the relevant regulatory body at the addresses set out below. This Manual will be updated from time to time, as and when required.

Guidance on PAIA

For further guidance on how you can get access to information under PAIA, you may contact the South African Human Rights Commission (SAHRC) or the applicable Information Regulator channels. The previously listed SAHRC guidance details include:

Phone Number	011 877 3825
Fax Number	011 403 0625
Postal Address	Private Bag X2700, Houghton, 2041
Physical Address	The South African Human Rights Commission, Braampark Forum 3, 33 Hoofd Street, Braamfontein, Johannesburg, 2041
Website	http://www.sahrc.org.za/index.php/understanding-paia
Email	section51.paia@sahrc.org.za

Voluntary Disclosure

We have not published a notice in terms of Section 52(2) of the Act. However, information relating to us and our services is freely available on our website. Further information in the form of marketing brochures, advertising material and other public communication is made available from time to time.

Records That We Keep and Hold

We hold the following subjects and categories of records:

- Internal records
- Personnel records
- Customer records
- Technical records
- Other Parties records
- Other records

We hold various subjects and categories of records in electronic or physical form that are available automatically or in other ways.

Internal Records

Memorandum of Incorporation	Not automatically available
Financial records	Not automatically available
Operational records	Not automatically available
Intellectual property	Not automatically available
Marketing records	Not automatically available
Internal correspondence	Not automatically available
Product records	Not automatically available
Statutory records	Not automatically available

Personnel Records

Personnel refers to any person who works for or provides services to us or on our behalf, and receives or is entitled to receive any remuneration. It also refers to any other person who assists us in carrying out or conducting our business. This includes, without limitation, directors, executive directors, non-executive directors, all permanent, temporary and part-time staff as well as contract workers.

Any personal records provided to us by our personnel	Not automatically available
Any records a third party has provided to us about any of their personnel	Not automatically available
Conditions of employment and other personnel-related contractual and quasi-legal records	Not automatically available
Internal evaluation records	Not automatically available
Other internal records and correspondence	Not automatically available

Customer Records

Confidentiality Note

We are very concerned about protecting the confidential information of our customers. Please motivate any request for customer information very carefully, having regard to sections 63 to 67 of the Act.

Records provided by a customer to us or a third party acting for us	Not automatically available
Contractual information	Not automatically available
Customer needs assessments	Not automatically available
Personal records of customers	Not automatically available
Credit information and other research conducted in respect of customers	Not automatically available
Records a third party has provided to us about customers	Not automatically available
Confidential, privileged, contractual and quasi-legal records of customers	Not automatically available
Customer evaluation records	Not automatically available
Customer profiling	Not automatically available
Performance research conducted on behalf of customers or about customers	Not automatically available
Records generated by or within our business pertaining to customers, including transactional records	Not automatically available

Technical Records

Technical records generated by, or within our business pertaining to customers.

Other Parties Records

Records are kept in respect of other parties. This includes, without limitation, contractors, suppliers, joint ventures, service providers and general market conditions. In addition, such other parties may possess records that can be said to belong to us.

Personnel, customer or our records held by another party as opposed to being held by us	Not automatically available
Records held by us pertaining to other parties, including financial records, correspondence, contractual records, electronic mail, logs, cached information, records provided by the other party, and records third parties have provided about contractors, suppliers or customers	Not automatically available

Other Records

Further records are held, including:

Information relating to our own commercial activities	Not automatically available
Research carried out on behalf of one of our clients or commissioned from a third party for a customer	Not automatically available
Research information belonging to us, whether carried out ourselves or commissioned from a third party	Not automatically available

Information We Hold to Comply with the Law

We hold records for the purposes of PAIA in terms of the following main laws, among others:

- Basic Conditions of Employment Act 75 of 1997
- Closed Corporation Act No. 69 of 1984
- Companies Act 61 of 1973
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Disease Act 130 of 1993
- Consumer Protection Act 68 of 2008
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Financial Intelligence Centre Act 38 of 2001
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- Occupational Health and Safety Act 85 of 1993
- Promotion of Access to Information Act No. 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Regional Services Councils Act No. 109 of 1985
- Skills Development Levies Act 9 of 1999
- Skills Development Act No. 97 of 1998
- Unemployment Contributions Act No. 4 of 2002
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991

Access to the Records Held by the Private Body

The latest notice regarding the categories of records of the body, which are available without a person having to request access in terms of this Act in terms of section 52(2), section 51(1)(c): Not applicable.

How to Request Access

We have authorised and designated our Information Officer to deal with all matters relating to PAIA in order to comply with our obligations in terms of PAIA. To request access to a record, please complete the prescribed request form available from the relevant regulatory website or from the Department of Justice and Constitutional Development website.

Please submit the completed form to our Information Officer together with the relevant request fee at our Information Officer email address, physical address, or by other permitted means in terms of the details provided above.

Please ensure that the completed form:

- has enough information for the Information Officer to identify you, the requested records, and the form of access required
- specifies your email address, postal address, or fax number
- describes the right that you seek to exercise or protect
- explains why you need the requested record to exercise or protect that right
- provides any other way you would like to be informed of our decision other than in writing
- provides proof of capacity if you are making the request on behalf of someone else

Grounds for Refusal

If you do not use the standard form available at https://www.weram.co.za/paia.pdf, we may reject the request due to lack of procedural compliance, refuse it if you do not provide sufficient information, or delay it.

We may have to refuse you access to certain records in terms of PAIA to protect:

- someone else privacy
- another company commercial information
- someone else confidential information
- the safety of individuals and property
- records privileged from production in legal proceedings
- research information

We will notify you in writing whether your request has been approved or denied within 30 calendar days after we have received a completed request for access form. If we cannot find any requested record or it does not exist, then we will notify you by way of affidavit that it is not possible to give access to that particular record.

How We Will Give You Access

We will evaluate and consider all requests to us in terms of PAIA. If we approve your request for access to our records, then we will decide how to provide access to you, unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

How Much It Will Cost You

You must pay us a request fee as required by law when submitting a request for access to information. The prescribed fees are as set out in the applicable Fee Schedule. You must pay us the fees before we hand over any information. You may have to pay a further access fee if we grant the request for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

How We Process and Protect Personal Information

We process the personal information of various categories of people for various purposes as set out in this clause and in terms of our Privacy Policy.

We process the personal information of the following categories of people:

- customers or clients
- prospects or leads
- employees
- contractors, vendors, or suppliers
- debtors and creditors
- dealers
- directors and shareholders

Purposes

We process personal information to:

- provide our goods or supply our services
- better understand our data subjects needs when doing so
- keep our data subject records up-to-date
- manage employees in general
- manage supplier contracts in general
- manage dealer relationships in general
- manage customers in general
- manage customer credit in general
- market to customers in various countries
- market goods and services to prospects
- process customer requests or complaints
- process personal information of employees for forensic purposes

Categories of Personal Information

We process many different categories of personal information, including:

- contact details, such as phone numbers, physical and postal addresses, and email addresses
- personal details, such as names and ages
- demographic details, such as races and age groups
- biometric information
- account numbers when processing debit orders or payment runs, invoices, quotes and related records
- background information
- contract information
- credit information
- debt and debtor information

Third-party Disclosures

We give the following people personal information that we process in the ordinary course of business to fulfil our obligations to our customers or clients:

- contractors, vendors, or suppliers
- agents, distributors, or other resellers
- operators, other responsible parties, or co-responsible parties
- third-party vendors, such as software developers, to help us maintain our services

Cross-border Transfers

We send personal information outside of South Africa to various countries. We will only transfer data to other countries who have similar privacy laws to South Africa, or recipients who can guarantee the protection of personal information to the same standard we must protect it.

Security

We secure our data by maintaining reasonable measures to protect personal information from loss, misuse, and unauthorised access, disclosure, alteration and destruction. We also take reasonable steps to keep personal information accurate, current, complete, and reliable for its intended use.

We do our best to keep all data in our possession secure and up-to-date.

Other Prescribed Information

The Minister of Justice and Constitutional Development has not made any regulations prescribing any other information that needs to appear in this manual.

FORM 2

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: _____

Fax number: _____

*Mark with an **"X"***

☐ Request is made in my own name ☐ Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made *(when made on behalf of another person)*				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile:	
	Cellular:			
Full names of person on whose behalf request is made *(if applicable):*				
Identity Number				
Postal Address				

Street Address				
E-mail Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

PARTICULARS OF RECORD REQUESTED

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.)*

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD
*(Mark the applicable box with an "**X**")*

Record is in written or printed form	
Record comprises virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
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 *(Mark the applicable box with an "**X**")*	
Printed copy of record *(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)*	
Written or printed transcription of virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Transcription of soundtrack *(written or printed document)*	
Copy of record on flash drive *(including virtual images and soundtracks)*	
Copy of record on compact disc drive*(including virtual images and soundtracks)*	
Copy of record saved on cloud storage server	

MANNER OF ACCESS *(Mark the applicable box with an "**X**")*	
Personal inspection of record at registered address of public/private body *(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)*	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
E-mail of information *(including soundtracks if possible)*	
Cloud share/file transfer	
Preferred language *(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)*	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED *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.*	
Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a) A request fee must be paid before the request will be considered. *b) You will be notified of the amount of the access fee to be paid.* *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.* *d) If you qualify for exemption of the payment of any fee, please state the reason for exemption*	
Reason	

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:

Postal address	**Facsimile**	**Electronic communication** ***(Please specify)***

Signed at _____ this _____ day of _____ 20 _____

_____

Signature of Requester / person on whose behalf request is made

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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