



## **PAIA MANUAL**

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

**Date of Compilation: October 2021**

# **Table of Contents**

<b>1.</b>	<b>LIST OF ACRONYMS AND ABBREVIATIONS .....</b>	<b>3</b>
<b>2.</b>	<b>PURPOSE OF THIS PAIA MANUAL .....</b>	<b>4</b>
<b>3.</b>	<b>KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF KA – MBONANE COOPER.....</b>	<b>5</b>
<b>4.</b>	<b>GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE .....</b>	<b>6</b>
<b>6.</b>	<b>DESCRIPTION OF THE RECORDS OF KA–MBONANE COOPER WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION .</b>	<b>9</b>
<b>7.</b>	<b>DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY KA – MBONANE COOPER.....</b>	<b>10</b>
<b>8.</b>	<b>PROCESSING OF PERSONAL INFORMATION.....</b>	<b>10</b>
<b>9.</b>	<b>AVAILABILITY OF THE MANUAL.....</b>	<b>13</b>

## 1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1 **"Applicable Laws"** All laws, regulations and policies that Ka-Mbonane Cooper is required to comply with;
- 1.2 **"Data Subjects"** all living individuals and juristic persons about whom Ka-Mbonane Cooper holds Personal Information;
- 1.3 **"IO"** Information Officer;
- 1.4 **"DIO"** Deputy Information Officer;
- 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 **"Regulator"** Information Regulator;
- 1.8 **"Republic"** Republic of South Africa;

## **2. PURPOSE OF THIS PAIA MANUAL**

2.1 Ka-Mbonane Cooper is a duly established and incorporated private body, in accordance with the applicable laws of the Republic, having the registration number: 2012/14226/21.

2.2 This PAIA Manual is compiled in accordance with the provisions of section 51 of PAIA and ensures that effect is given to the public's right to access information held by Ka-Mbonane Cooper as envisaged in the Constitution.

2.3 While this Manual seeks to give effect to the right to access information, this right is subject to justifiable limitations in terms of section 9 of PAIA, including, but not limited to limitations aimed at:

2.1.1 The reasonable protection of privacy;

2.1.2 Commercial confidentiality; and

2.1.3 Effective, efficient and good governance.

in a manner which balances the right with any other right, including the rights in the Bill of Rights in Chapter 2 of the Constitution.

2.4 This PAIA Manual is useful for the public as it sets out:

2.1.4 the categories of records held by Ka-Mbonane Cooper which may be available without the need for a formal PAIA request to be submitted;

2.1.5 how to make a request for access to a record held by Ka-Mbonane Cooper, by providing a description of the subjects on which the Company holds records and the categories of records held on each subject;

- 2.1.6 the description of the records of Ka-Mbonane Cooper which are available in accordance with any other legislation;
- 2.1.7 the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.1.8 the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.1.9 whether Ka-Mbonane Cooper 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;
- 2.1.10 the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.1.11 the recipients or categories of recipients to whom the personal information may be supplied;
- 2.1.12 whether Ka-Mbonane Cooper 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
- 2.1.13 whether Ka-Mbonane Cooper 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 KA-MBONANE COOPER**

#### **3.1. Information Officer**

Name: Athisten Kwezi Cooper  
Tel: 011 442 6982  
Email: [athisten@kclaw.africa](mailto:athisten@kclaw.africa)

### 3.2. Deputy Information Officer:

Name: Lesedi Monamodi  
Tel: 011 442 6982  
Email: [lesedi@kclaw.africa](mailto:lesedi@kclaw.africa)

### 3.3 Access to information general contacts

Email: [lesedi@kclaw.africa](mailto:lesedi@kclaw.africa)

### 3.4 **Head Office**

Postal Address: 1<sup>st</sup> Floor, North Building, 26 Baker Street,  
Rosebank, Johannesburg, 2196

Physical Address: 1<sup>st</sup> Floor, North Building, 26 Baker Street,  
Rosebank, Johannesburg, 2196

Telephone: 011 442 6982

Email: [athisten@kclaw.africa](mailto:athisten@kclaw.africa) / [lesedi@kclaw.africa](mailto:lesedi@kclaw.africa)

Website: [www.kclaw.africa](http://www.kclaw.africa)

## **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 (“the

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 PAIA and section 56 of POPIA;

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 11; and

4.3.3.2. access to a record of a private body contemplated in section 50;

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;

4.3.7. the provisions of sections 14 and 51 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 15 and 52 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 22 and 54 regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 92.

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/>).

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

4.6.1 English; and

4.6.2 IsiZulu.

## **5. CATEGORIES OF RECORDS OF KA-MBONANE COOPER WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

At this stage, no notice(s) has/have been published on the categories of records that are automatically available without a person having to request access in terms of the Act.

## **6. DESCRIPTION OF THE RECORDS OF KA-MBONANE COOPER WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

<b>Category of Records</b>	<b>Applicable Legislation</b>
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Client documents and information	Promotion of Access to Information Act 2 of 2000
Employee documents and information	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 KA-MBONANE COOPER**

<b>Subjects on which the body holds records</b>	<b>Categories of records</b>
Strategic Documents, Plans, Proposals	Reports, Strategic Plans, Annual Performance Plan.
Human Resources	HR policies and procedures Employees records Clients records
Finance	Accounts

**8. PROCESSING OF PERSONAL INFORMATION**

**8.1 Purpose of Processing Personal Information**

Ka-Mbonane Cooper may process Personal Information for the purposes of:

- 8.1.1 providing clients with the services, products or offerings have been requested, and notifying clients about important changes to these services, products or offerings;
- 8.1.2 managing clients' accounts or relationships and complying with instructions or requests received from such clients;
- 8.1.3 detecting and preventing fraud and money laundering and/or in the interest of security and crime prevention;
- 8.1.4 assessing and dealing with complaints and requests;

- 8.1.5 operational, marketing, auditing, legal and record keeping requirements;
- 8.1.6 verifying the identity of prospective clients or the identity of beneficial owners;
- 8.1.7 complying with Applicable Laws, including lawful requests for information received from local or foreign law enforcement, government and tax collection agencies;
- 8.1.8 recording and/or monitoring telephone calls and Electronic Correspondence to/with Ka-Mbonane Cooper in order to accurately carry out instructions and requests received from clients, to use as evidence and in the interests of crime prevention;
- 8.1.9 conducting market research and providing clients with information about Ka-Mbonane Cooper's products or services from time to time via email, telephone or other means (for example, events);
- 8.1.10 disclosing clients' Personal Information to Third Parties for reasons set out in this Manual and the company's POPIA Policy document or where it is not unlawful to do so;
- 8.1.11 monitoring, keeping record of and having access to all forms of correspondence or communications received by or sent from Ka-Mbonane Cooper or any of its Employees, agents or contractors, including monitoring, recording and using as evidence all telephone communications between clients and Ka-Mbonane Cooper;
- 8.1.12 improving or evaluating the effectiveness of Ka-Mbonane Cooper's business or products, services or offerings; and
- 8.1.13 prevention and control of any disease.

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

<b>Categories of Data Subjects</b>	<b>Personal Information that may be processed</b>
Clients	Name, address, gender, registration numbers or identity numbers, employment status, contact numbers, email address(es), and bank details.
Service Providers	Names, registration number, vat numbers, postal and physical addresses, contact numbers, email address(es), and bank details.
Employees	Physical and postal addresses, qualifications, banking details, contact numbers, email address(es), gender and race, identity numbers.
Debtors	Names, identity numbers, gender, address(es).

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

<b>Category of personal information</b>	<b>Recipients or Categories of Recipients to whom the personal information may be supplied</b>
Identity number or Passport 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
Identity numbers, names, for locating current whereabouts of Debtors	Tracing Agent
Names, addresses, contact details, for service of documents	South African Board of Sheriffs

#### **8.4 Planned transborder flows of personal information**

Ka-Mbonane Cooper has no planned transborder flows of personal information.

#### **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**

All records and information held by Ka-Mbonane Cooper are located on physical servers and laptops which are secured by encryptions, firewalls and are password protected. Anti-Virus and system monitoring are also in place and access to records is strictly limited to authorised personnel.

### **9. AVAILABILITY OF THE MANUAL**

9.1 A copy of the Manual is available-

9.1.1 on [www.kclaw.africa](http://www.kclaw.africa);

9.1.2 at the head office of Ka-Mbonane Cooper 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 Ka-Mbonane Cooper will on a regular basis update this Manual.

***Issued by:***

***ATHISTEN KWEZI COOPER***

***Director of Ka-Mbonane Cooper***