

# **innovaITon PAIA MANUAL**

**Prepared in terms of section 14 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 | <b>“CEO”</b>       | Chief Executive Officer                                           |
| 1.2 | <b>“DIO”</b>       | Deputy Information Officer;                                       |
| 1.3 | <b>“IO”</b>        | Information Officer;                                              |
| 1.4 | <b>“Minister”</b>  | Minister of Justice and Correctional Services;                    |
| 1.5 | <b>“PAIA”</b>      | Promotion of Access to Information Act No. 2 of 2000( as Amended; |
| 1.6 | <b>“PFMA”</b>      | Public Finance Management Act No.1 of 1999 as Amended;            |
| 1.7 | <b>“POPIA”</b>     | Protection of Personal Information Act No.4 of 2013;              |
| 1.8 | <b>“Regulator”</b> | Information Regulator.                                            |

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

This PAIA Manual is useful for the public to-

- 2.1 check the nature of the records which may already be available at innovalTon, without the need for submitting a formal PAIA request;
- 2.2 have an understanding of how to make a request for access to a record of the innovalTon;
- 2.3 access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 2.4 know all the remedies available from the innovalTon regarding request for access to the records, before approaching the Regulator or the Courts;
- 2.5 the description of the services available to members of the public from the innovalTon, and how to gain access to those services;
- 2.6 a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.7 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;
- 2.8 know if the innovalTon 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
- 2.9 know whether the innovalTon has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### **3. ESTABLISHMENT OF INNOVAITON**

#### **3.1. Objectives/Mandate**

innovaIT is an IT company that develops IT systems and also provides consultation.  
innovaTon is registered as (Pty) Ltd.

### **4. STRUCTURE OF INNOVAITON.**

innovaTon is a start up company with a CEO.

### **5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF INNOVAITON**

#### **5.1. Chief Information Officer**

Name: Johan Erasmus  
Tel: 066 529 3691  
Email: [help@help.innovaiton.co.za](mailto:help@help.innovaiton.co.za)

#### **5.2. Deputy Information Officer**

Name: Johan Erasmus  
Tel: 066 529 3691  
Email: [help@help.innovaiton.co.za](mailto:help@help.innovaiton.co.za)

#### **5.3 Access to information general contacts**

Email: [help@help.innovaiton.co.za](mailto:help@help.innovaiton.co.za)

#### **5.4 National / Head Office**

Postal Address: 70 Griffiths Road,Equestria, 0184

Physical Address: 70 Griffiths Road,Equestria, 0184

Telephone: 066 529 3691

Email: 70 Griffiths Road,Equestria, 0184

Website: [www.innovaiton.co.za](http://www.innovaiton.co.za)

## **6. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY INNOVAITON**

Since innovaITon is a startup, the CEO can be contacted to rectify all non compliance.

## **7. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE**

7.1. The Regulator has, in terms of section 10(1) of PAIA, 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.

7.2. The Guide is available in each of the official languages.

7.3. The aforesaid Guide contains the description of-

7.3.1. the objects of PAIA and POPIA;

7.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

7.3.2.1. the Information Officer of every public body, and

- 7.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
- 7.3.3. the manner and form of a request for-
  - 7.3.3.1. access to a record of a public body contemplated in section 11<sup>3</sup>;  
and
  - 7.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;
- 7.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 7.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 7.3.6. 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-
  - 7.3.6.1. an internal appeal;
  - 7.3.6.2. a complaint to the Regulator; and
  - 7.3.6.3. 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;
- 7.3.7. the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 7.3.8. the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

7.3.9. the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and

7.3.10. the regulations made in terms of section 92<sup>11</sup>.

7.4. Members of the public can inspect or make copies of the Guide from the offices of the public or private bodies, including the office of the Regulator, during normal working hours. The Guide can also be obtained-

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7.4.1. upon request to the Information Officer;

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

## **8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY INNOVAITON**

| <b>Subjects on which the body holds records</b> | <b>Categories of records held on each subject</b>                                                                                                                                                                                                                     |
|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Strategic Documents, Plans, Proposals           | Annual Reports, Strategic Plan, Annual Performance Plan.                                                                                                                                                                                                              |
| Human Resources                                 | <ul style="list-style-type: none"><li>- HR policies and procedures;</li><li>- Advertised posts;</li><li>- Employees records;</li><li>- Learning and development e.g.: skills development and training plans</li><li>- Employment equity plan and statistics</li></ul> |

## **9. CATEGORIES OF RECORDS OF INNOVAITON WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**



| Category                                  | Document Type                                                                                                                                                                                                                                                    | Available on Website | Available upon request |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------------------|
| Tender document                           | <ul style="list-style-type: none"> <li>- Advertised tender</li> <li>- Name of successful bidder</li> </ul>                                                                                                                                                       | X                    |                        |
| Legislation /Regulations                  | -                                                                                                                                                                                                                                                                |                      |                        |
| Strategic Documents<br>(Plans and Report) | <ul style="list-style-type: none"> <li>- Organisational profile (Overview, Objectives, Functions, Architecture)</li> <li>- Annual Reports;</li> <li>- Strategic Plan;</li> <li>- Annual Performance Plan;</li> <li>- Strategic and Performance Plans;</li> </ul> | X                    |                        |

## 10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM INNOVAITON AND HOW TO GAIN ACCESS TO THOSE SERVICES

### 10.1 Powers, duties and function

*No services are currently available.*

## 11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY INNOVAITON

*Any public input can be submitted to [help@help.innovaiton.co.za](mailto:help@help.innovaiton.co.za) and will be reviewed by innovaITon.*

## 12. PROCESSING OF PERSONAL INFORMATION

### 12.1 Purpose of Processing

innovalTon is a IT company and processes data like any other organization to generate income.

## 12.2 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>                                                                                                                                                                                                                                                                                                                |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Natural Persons                    | Names and surname; contact details (contact number(s), fax number, email address); Residential, postal or business address; Unique Identifier/Identity Number and confidential correspondence                                                                                                                                                                    |
| Juristic Persons                   | Names of contact persons; Name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific or technical information and trade secrets                                                                                                                   |
| Employees                          | Gender, pregnancy; marital status; Race age, language, educational information (qualifications); financial information; employment history; ID number; physical and postal address; contact details(contact number(s), fax number, email address); criminal behaviour; well-being and their relatives ( family members) race, medical, gender, sex, nationality, |
| <b>Categories of Data Subjects</b> | <b>Personal Information that may be Processed</b>                                                                                                                                                                                                                                                                                                                |
|                                    | ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, biometric information of the person                                                                                                                                                                        |

## 12.3 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</b> |
|----------------------------------------------------|-----------------------------------------------|
| 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                                |

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

Currently there are no plans for transborder information flow.

#### **12.5 General Description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information**

Where possible innovaiton makes use of data storage that is encrypted. Two factor authentication is the preferred authentication method where such authentication is supported by the system.

### **13. AVAILABILITY OF THE MANUAL**

13.1 This Manual is made available in the following three official languages-

13.1.1 English;

13.2 A copy of this Manual or the updated version thereof, is also available as follows-

13.2.1 on [www.innovaiton.co.za](http://www.innovaiton.co.za), if any, of the public body;

13.2.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

13.2.4 to the Information Regulator upon request.

13.3 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.

#### **14. UPDATING OF THE MANUAL**

innovalTon will, if necessary, update and publish this Manual annually.

**Issued by**

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***Johan Erasmus***

**CEO**

## 15. REFERENCES

- <sup>1</sup> 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.*
- <sup>2</sup> 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.*
- <sup>3</sup> 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.*
- <sup>4</sup> 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.*
- <sup>5</sup> 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.*
- <sup>6</sup> 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.*
- <sup>7</sup> 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*
- <sup>8</sup> 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*
- <sup>9</sup> 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.*
- <sup>10</sup> 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.*
- <sup>11</sup> 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.”*