

GEOSS South Africa (Pty) Ltd

PAIA MANUAL

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

**DATE OF COMPILATION: 23/09/2022
DATE OF REVISION: n/a**

1. LIST OF ACRONYMS AND ABBREVIATIONS

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|-----|--------------------|---|
| 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 | “Regulator” | Information Regulator; and |
| 1.8 | “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 GEOSS SOUTH AFRICA (PTY) LTD

3.1. Chief Information Officer

Name: Julian Edward Conrad
Tel: 021 880 1079
Email: jconrad@geoss.co.za

3.2. Deputy Information Officer

Name: Samantha Schoeman
Tel: 021 880 1079
Email: sschoeman@geoss.co.za

3.3 Access to information general contacts

Email: info@geoss.co.za

3.4 National or Head Office

Postal Address: PO Box 12412
Die Boord
Stellenbosch
7613

Physical Address: Unit 12, Technostell Building
9 Quantum Street, TechnoPark
Stellenbosch, 7600
South Africa

Telephone: 021 880 1079

Email: info@geoss.co.za

Website: www.geoss.co.za

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 Information Officer 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 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

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.*

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.*

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

5. CATEGORIES OF RECORDS OF GEOSS South Africa (Pty) Ltd WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

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.”

Category of records	Types of the Record	Available on Website	Available upon request (not under PAIA)
Marketing	Service information	X	X
Third parties	PAIA Manual	X	
Certificates	B-BBEE Certificate		X

6. DESCRIPTION OF THE RECORDS OF GEOSS SOUTH AFRICA (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

A description of the records of GEOSS South Africa (Pty) Ltd which are available in accordance with other legislation, is annexed hereto marked PAIA Manual – addendum A. These categories of records are not exhaustive and are subject to change. If you ask for access to these records, we do not automatically grant your request, but we will evaluate it in accordance with the provisions of PAIA, and other legal requirements and our policies.

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE GEOSS SOUTH AFRICA (PTY) LTD

Subjects on which the body holds records	Categories of records
Employee records	Personal information, employee contracts
Client records	Client business details and any information necessary to fulfil the agreed services.
Supplier records	Supplier business details and service level agreements.

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Employee, client and supplier information will be processed in order to fulfil or facilitate the fulfilment of any contractual agreement between GEOSS South Africa (Pty) Ltd and the employee, client and supplier respectively.

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

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	name, address, registration numbers or identity numbers, employment status and bank details, vat numbers, other information required to provide the agreed services.
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Employees	address, qualifications, gender and race, identity information, tax information.

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

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
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
Employee payroll information	South African Revenue Services, Payroll service provider, HR consultant, BEE verification agency.

8.4 Planned transborder flows of personal information

Where necessary, the information may be stored on servers in countries outside South Africa, whose laws protecting personal information may not be as stringent as the laws in the country in which it was collected, GEOSS South Africa Pty (Ltd) will enter into agreements with such entities in terms whereof such entities will be liable to the protection of such 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

GEOSS South Africa (Pty) Ltd stores its information on a password protected secure server, which is either backed up internally or onto secure cloud storage.

All employment contracts contain a confidentiality clause which all staff who have access to client and supplier information are required to sign.

9. ACCESS TO RECORDS HELD BY GEOSS SOUTH AFRICA (PTY) LTD

9.1 Records held by GEOSS South Africa (Pty) Ltd may be accessed by request only once the prerequisite requirements for access have been met.

9.2 A requestor is any person making a request for access to information which GEOSS South Africa (Pty) Ltd is in possession of. There are two types of requesters: a personal requester and other requester.

9.2.1 A personal requester is a requester who is seeking access to their own records and in their own capacity. GEOSS South Africa (Pty) Ltd will voluntarily provide the requested information or give access to any record with regard to the requester's information, on successful verification of the requester and according to the correct process, e.g. PAIA vs POPIA vs records automatically available.

9.2.2 Other requesters are entitled to request access to information on third parties. GEOSS South Africa (Pty) Ltd is not obliged to voluntarily grant access. The requester must fulfil the prerequisite requirements for access in terms of PAIA. The prescribed fee for reproduction of the information requested will be charged.

10. REQUEST PROCEDURE

- 10.1 The requester must comply with all the procedural requirements contained in PAIA relating to the request for access to a record.
- 10.2 The requester must complete the prescribed form (Form 02) as found on the Information Regulator's website.
- 10.3 The completed form as well as payment of the request fee and a deposit, if applicable, must be sent to the Information Officer at the postal or physical address, or electronic mail as provided in this document.
- 10.4 The prescribed form must be filled in with enough particularity and the valid supporting legal & identity documents to at least enable the Information Officer to identify
 - 10.4.1 the record or the records requested,
 - 10.4.2 the identity of the requester
 - 10.4.3 where an agent is lodging the request, agent's identity and proof of capacity
 - 10.4.4 which form of access is required if the request is granted
 - 10.4.5 the postal address of the requester
- 10.5 The requester must state that he/she requires the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected, In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.
- 10.6 The requester will be informed whether access is granted or denied
- 10.7 If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer.
- 10.8 The requester must pay the prescribed fee before any processing can take place.

11. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

- 11.1 Refer to chapter 4 of PAIA for the circumstances under which a request for access to records may/must be refused.

12. REMEDIES AVAILABLE ON REFUSAL OF REQUEST FOR INFORMATION

A requester or third party that is dissatisfied with the Information Officer's refusal to disclose information, may within 30 days of notification of the decision, apply to a Court for relief. For purposes of PAIA, the courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status.

13. AVAILABILITY OF THE MANUAL

13.1 A copy of the Manual is available-

13.1.1 on www.geoss.co.za if any;

13.1.2 head office of the GEOSS South Africa (Pty) Ltd for public inspection during normal business hours;

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

13.1.4 to the Information Regulator upon request.

13.2 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.

Issued by

A handwritten signature in black ink, appearing to read 'Julian Conrad', with a horizontal line drawn underneath it.

Julian Conrad

Director