

PAIA MANUAL

Getadoc PTY Ltd
(Avily)

In terms of Section 51 (as to be amended) of the Promotion of Access to Information Act (Act 2 of 2000) read with Section 17 of the Protection of Personal Information Act (Act 4 of 2013)

1. **ABOUT THE BUSINESS**

Getadoc PTY Ltd, hereinafter referred to as Avily, is a website development, hosting and digital marketing company serving primarily the Healthcare market.

Any person who wishes to request any information from Avily with the objective of protecting or exercising a right may contact the Information Officer. The Information Officer has been duly authorised by the member to deal with the matters in connection with requests for information in terms of the Promotion of Access to Information Act 2, of 2000.

The business contact details are as follows:

Physical Address: Block B Greenford Office Estate
Punters Way
Kenilworth
Cape Town
E-mail: support@avily.co.za
Telephone: +27 21 671 9193
Website: <https://www.avily.co.za/>

Information Officer:

Name : Ismail Sadien
E-mail: ismail@avily.co.za
Telephone: +27 10 593 0850

2. **THE ACT**

The ACT grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.

The ACT grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041
Telephone Number: +27-11-877 3600
Fax Number: +27-11-403 0625
Website: www.sahrc.org.za

3. SECURITY OF INFORMATION

We are committed to protect the privacy of your information against unauthorised:

- Access
- Processing
- Destruction

Electronic record keeping and data transfer comes with inherent risks. We have the following in place to reduce this risk:

- Password control access to all records and passwords are required to change quarterly
- Use of cloud providers that provide data backups with data centres in territories compliant with GDPR
- Role defined access - an employee will only have access to information required to fulfill their roles as defined by their job specification

4. SECURITY BREACH

We will inform you and the Information Regulator if any person illegally obtained access to your personal information.

5. PRINCIPLES FOR COLLECTING INFORMATION

We apply the the following principles to protect your privacy:

- We only collect the necessary information to provide the services we offer
- Unless you are advised to the contrary, your personal information is used for the sole purposes of providing and billing of the services we offer
- Your personal information is not kept by us if it is no longer needed;
- We do not share your personal information with third parties unless otherwise agreed with you

When information is provided by a 3rd party, the following will apply:

- We accept that the 3rd party is doing this lawfully with the data subject's consent
- The 3rd party must ensure that the data subject understands how we will use and disclose their information

6. AVILY'S RECORDS

Records are kept in accordance with the following legislation and are available without a formal request:

- Companies Act, 1973
- Income Tax Act, 1962
- Unemployment Insurance Act 2001
- Value Added Tax Act 1991
- Compensation for Occupational Injuries and Diseases Act 1993
- Labour Relations Act 1995
- Basic Conditions of Employment Act 1997

Records and information we process and store that must be formally requested in terms of PAIA

The following information must be requested as set out in **Section 7** below

- Client information
 - Name
 - Contact information
 - Banking Information
 - VAT Registration Number
 - Client contract
- Staff and Human resources management records
 - HR policies
 - Staff Information
 - Name
 - Contact information
 - Banking details
 - Leave records
- Financial management records
 - Financial accounting and reporting
 - Management Accounts
 - Asset register
 - Supplier Agreements
- Project and workflow management records

7. **REQUEST FOR INFORMATION PROCEDURE**

Access to information listed above must be made by following the procedures outlined below:

[Complete Form 2](#), which is found as Annexure 1 to this manual. The request must be made in person or by e-mail, fax or post to the Information Officer listed in Section 1 of this manual. If an acknowledgement of receipt for the request is not received within 14 days, please contact the Information Officer to ensure that the request has been received.

The Information Officer is required to take a decision on the request within 30 days of receipt of the request, failing which the request is deemed to have been refused. The Information Officer may extend the period for taking a decision to 60 days under the following circumstances:

- If the request is for large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the activities Avily,
- Where consultation among the divisions of Avily or with another entity is necessary or desirable to decide upon the request and which consultation cannot be reasonably completed within 30 days;
- Where more than one of the circumstances contemplated in paragraphs above exist in respect of the request making compliance with the 30-day period not reasonably possible; or
- If the requester consents in writing to the extension.
- Should the 30-day period be extended, Information Officer will notify the requester of the extension as well as provide the requester with the reasons for the extension.

The requester will be notified of the Information Officer's decision in the manner specified in the request form.

Access to a record is refused on one or more grounds of refusal specified in PAIA, which fall into the following categories: –

- Mandatory protection of privacy of a third party who is a natural person;
- Mandatory protection of commercial information of a third party;
- Mandatory protection of certain confidential information and protection of certain other confidential information of a third party;
- Mandatory protection of safety of individuals and protection of property;
- Mandatory protection of police dockets in bail proceedings and protection of law enforcement and legal proceedings;
- Mandatory protection of records privileged from production in legal proceedings;
- Defence, security and international relations of the Republic;
- Economic interests and financial welfare of the Republic and commercial activities

- of public bodies;
- Mandatory protection of research information of a third party and protection of research information of a public body;
- Operations of public bodies; and
- Manifestly frivolous or vexatious requests or substantial and unreasonable diversion of resources.

If the Information Officer does not give the decision on a request for access to the requester within the 30-day period or within any extended period, then the Information Officer will be regarded as having refused the request.

Should the requester not be satisfied with the decision of the Information Officer, the requester may apply to court for relief. The said application must be made within 180 days after the decision has been made by the Information Officer.

On hearing such an application the court may grant a just and equitable order including:

- Confirming
- Amending or setting aside the decision that is the subject of the application
- Requiring the Information Officer to take some action or to refrain from taking such action as the court considers necessary within the period mentioned in the order
- Granting an interdict, interim or specific relief, a declaratory order or compensation
- Costs

Such an application may be made at the Magistrates Court.

If the request is successful, the requester will be given access to a record if all procedural requirements have been complied with according to PAIA requirements, that is:

- The request is properly documented on the prescribed form;
- Proof of authority to act on another's behalf is furnished, if making the request on another person's behalf;
- The record that is requested is sufficiently described to enable the Information Officer to identify it; and
- Payment of all required fees.

It may be necessary to pay fees for access to records in terms of PAIA.

These fees are for the following:

- Request fee –
If the request is to access a record containing personal information about the requester, he/she will not be required to pay the request fee. Any other request must be accompanied by the required request fee.
- Access fee –
If the request is granted then an access fee must be paid for the reproduction of records and for time in excess of one hour to search and prepare the records for disclosure. Where the time to prepare the records for disclosure

is likely to exceed six hours, a deposit of one third of the anticipated access fee may be required as a deposit.

Annexure 1

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 <i>(when made on behalf of another person)</i>				
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	

Page 1 of 4

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	
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Any further particulars of record	

TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>	
Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
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	

Page 2 of 4

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

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(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)</i>	
Postal services to postal address	
Postal services to street address	

Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(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)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>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.</i>	
Indicate which right is to be exercised or protected	

Page 3 of 4

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

FEES	
<i>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</i>	
Reason	

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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

-- FOR OFFICIAL USE

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

Signature of Information Officer