



# **PAIA MANUAL**

**Prepared in terms of section 51 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>“PTTSA”</b>      | Push To Talk South Africa (Pty) Ltd, a private company with Registration No. 2012/172283/07, conducting business under the ICT Sector; |
| 1.2 | <b>“CIPC”</b>       | Companies and Intellectual Property Commission   |
| 1.3 | <b>“ICT”</b>        | Information and Communication Technology;  |
| 1.4 | <b>“ICT Sector”</b> | South Africa's IT sector, which includes telecommunications, cybersecurity, digital services, etc;                                     |
| 1.5 | <b>“Minister”</b>   | Minister of Justice and Correctional Services;   |
| 1.6 | <b>“PAIA”</b>       | Promotion of Access to Information Act No. 2 of 2000( as Amended;  |
| 1.7 | <b>“POPIA”</b>      | Protection of Personal Information Act No.4 of 2013;   |
| 1.8 | <b>“Regulator”</b>  | Information Regulator; and   |
| 1.9 | <b>“Republic”</b>   | 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. AVAILABILITY OF THE MANUAL**

A copy of this Manual is available by sending a request for a copy to the Information Officer by e-mail. The manual can also be obtained from our head office, the Regulator, or from the Government Printers. This manual will be updated as and when required.

### **4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION**

#### **4.1. Chief Information Officer**

Name:	Estée Hallatt
Postal Address:	Same As Physical Address

Physical Address: Unit 9 Villa Valencia Office Park, 2 Anemoon Street,  
Glen Marais, Kempton Park, 1619  
Telephone: +27 (0)11 979 3752 / 3  
Email: [estee@verstay.co.za](mailto:estee@verstay.co.za)

#### **4.2. Company Contact Details**

Director B. Du Toit  
G.J.P. Benet  
Postal Address: Same As Physical Address  
Head Office Address: Unit 9 Villa Valencia Office Park, 2 Anemoon Street,  
Glen Marais, Kempton Park, 1619  
Telephone: +27 (0)11 979 3752 / 3  
Email: [info@saptt.co.za](mailto:info@saptt.co.za)  
Website: [www.saptt.co.za](http://www.saptt.co.za)

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

5.1. 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.

5.2. The Guide is available in each of the official languages and in braille.

5.3. The aforesaid Guide contains the description of-

5.3.1. the objects of PAIA and POPIA;

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

5.3.2.1. the Information Officer of every public body, and

- 5.3.2.2. 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>;
- 5.3.3. the manner and form of a request for-
  - 5.3.3.1. access to a record of a public body contemplated in section 11<sup>3</sup>; and
  - 5.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;
- 5.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 5.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 5.3.6. 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-
  - 5.3.6.1. an internal appeal;
  - 5.3.6.2. a complaint to the Regulator; and
  - 5.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a

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<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.*

decision by the Regulator or a decision of the head of a private body;

- 5.3.7. 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;
- 5.3.8. 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;
- 5.3.9. 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
- 5.3.10. the regulations made in terms of section 92<sup>11</sup>.

5.4. 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.

5.5. The Guide can also be obtained-

- 5.5.1. upon request to the Information Officer;

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<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.”

from the website of the Regulator (<https://info regulator.org.za/paia-guidelines/>).

## 6. RECORDS AVAILABLE AS PER LEGISLATION

Where applicable to its operations, PTTSA retains records and documents in terms of the legislation listed below. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of these acts shall be made available for inspection by interested parties in terms of the requirements and conditions of the Act; the below-mentioned legislation, and applicable internal policies and procedures, should such interested parties be entitled to such information. A request to access must be done in accordance with the prescriptions of the Act.

No.	Reference	Act
1	No 75 of 1997	Basic Conditions of Employment Act
2	No 46 of 2013	Broad-Based Black Economic Empowerment Amendment Act
3	No 71 of 2008	Companies Act
4	No 130 of 1993	Compensation of Occupational Injuries and Diseases Act
5	No 98 of 1978	Copyright Act
6	No 25 of 2002	Electronic Communications and Transactions Act
7	No 47 of 2013	Employment Equity Act
8	No 37 of 2002	Financial Advisory and Intermediary Services Act
9	No 33 of 2004	Financial Intelligence Centre Act (FICA)
10	No 95 of 1967	Income Tax Act
11	No 66 of 1995 and 2014 as amended	Labour Relations Amendment Act
12	No 85 of 1993	Occupational Health and Safety Act
13	No 121 of 1998	Prevention of Organised Crime Act
14	No 2 of 2000	Promotion of Access of Information Act
15	No 4 of 2013	Protection of Personal Information Act
16	No 97 of 1998	Skills Development Act
17	No 9 of 1999	Skills Development Levies Act
18	No 30 of 1996	Unemployment Insurance Act
19	No 89 of 1991	Value Added Tax Act

If the Requester believes that a right of access to a Record exists in terms of legislation other than that listed above, the Requester is required to indicate what legislative right the



request is based on, to allow the Information Officer the opportunity of considering the request in the light thereof.

## **7. PROCESSING OF PERSONAL INFORMATION**

This serves as a reference to the categories of information that PTTSA hold. The information is classified and grouped according to records relating to the following subjects and categories. Accessibility to these records is available based on requests in terms of PAIA. Other non-confidential records, such as statutory records maintained at the CIPC, may also be accessed without the need to submit a formal application. However, an appointment to view such records must be made with the Information Officer.

### **7.1. Customer Services Records**

- 7.1.1. Credit application forms
- 7.1.2. Client banking details
- 7.1.3. Client contact information
- 7.1.4. Client Statutory and Tax Records
- 7.1.5. Client Business Information

### **7.2. Corporate Governance**

- 7.2.1. Codes of Conduct
- 7.2.2. Meeting Minutes
- 7.2.3. Executive Committee Meeting Minutes
- 7.2.4. Legal Compliance Records

### **7.3. Finance and Administration**

- 7.3.1. Accounting Records
- 7.3.2. Annual Financial Statements
- 7.3.3. Agreements with Banks
- 7.3.4. Records Correspondence
- 7.3.5. Invoices and Statements
- 7.3.6. Management Reports
- 7.3.7. Tax Records and Returns

### **7.4. Human Resources**

- 7.4.1. Accounting and Payroll Records
- 7.4.2. BEE Statistics

- 7.4.3. Career Development Records
- 7.4.4. Disciplinary Records
- 7.4.5. Personnel Information
- 7.4.6. Employment Equity Reports
- 7.4.7. General Terms of Employment
- 7.4.8. Letters of Employment
- 7.4.9. Leave Records
- 7.4.10. PAYE Records and Returns
- 7.4.11. Performance Management Records
- 7.4.12. Policies and Procedures
- 7.4.13. Returns to UIF
- 7.4.14. Retirement Benefit and Medical Aid Record
- 7.5. Information management and technology
  - 7.5.1. Contracts and Agreements
  - 7.5.2. Domain name registrations
  - 7.5.3. Equipment Register
  - 7.5.4. Information Policies, Standards, Procedures and Guidelines
- 7.6. Learning and Education
  - 7.6.1. Training Material
  - 7.6.2. Training Records and Statistics
  - 7.6.3. Training Agreements
- 7.7. Marketing and Communication
  - 7.7.1. Proposal Documents
  - 7.7.2. New Business Development
  - 7.7.3. Brand Information Management
  - 7.7.4. Marketing Strategies
  - 7.7.5. Communication Strategies
  - 7.7.6. Agreements
  - 7.7.7. Client Relationship Programmes
  - 7.7.8. Marketing Brochures
- 7.8. Operations
  - 7.8.1. Access Control Records
  - 7.8.2. Agreements

- 7.8.3. Archival Administration Documentation
- 7.8.4. Communication Strategies
- 7.8.5. Contracts
- 7.8.6. General Correspondence
- 7.8.7. Insurance Documentation
- 7.8.8. Service level agreements
- 7.8.9. Travel Documentation
- 7.8.10. Job cards
- 7.8.11. Vehicle Registration Documents
- 7.8.12. Financial lease agreements
- 7.8.13. Fixed asset registers
- 7.8.14. Property lease agreements
- 7.8.15. Licenses, permits and authorizations

#### 7.9. Secretarial Services

- 7.9.1. Applicable statutory documents such as but not limited to certificates of incorporation and certificates to commence business.
- 7.9.2. Annual Reports
- 7.9.3. Corporate Structure Diagrams
- 7.9.4. Memoranda and Articles of Association
- 7.9.5. Share Registers
- 7.9.6. Statutory Returns to Relevant Authorities
- 7.9.7. Share Certificates
- 7.9.8. Shareholder Agreements
- 7.9.9. Meeting Minutes

#### 7.10. Internal Correspondence

These records include, but are not limited to, the records which pertain to PTTSA's own affairs.

- 7.10.1. Statutory records
- 7.10.2. Internal Policies and Procedures
- 7.10.3. Registered details
- 7.10.4. Circulars
- 7.10.5. Records held by officials of the institution

#### 7.11. Other Party Records

- 7.11.1. Personnel, customer, or private body records which are held by another party, as opposed to the records held by PTTSA.
- 7.11.2. Records held by PTTSA pertaining to other parties including without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers.
- 7.11.3. PTTSA may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, and service providers. Alternatively, such other parties may possess records that can be said to belong to PTTSA.
- 7.11.4. The accessibility of these records may be subject to the grounds of refusal set out in this PAIA Manual. Amongst others, records deemed confidential on the part of the third party, will necessitate permission from the third party concerned, in addition to normal requirements, before PTTSA will consider granting access.

## **8. PROCESS OF REQUESTING ACCESS TO RECORDS**

Requests for access to records held by PTTSA must be made on the request forms that are available for download on the Regulator's website (<https://info regulator.org.za/paia-forms/>).

A request for information will only be processed once the prescribed fee as contained in the schedule of fees to be found on [www.sahrc.co.za](http://www.sahrc.co.za) has been paid.

Requests for access to records must be directed at our Information Officer at the address or electronic mail address set out in paragraph 4.

The requestor will be required to provide sufficient detail on the request form to enable the Information Officer to identify the requestor and the record requested. The requestor will be required to indicate which form of access is required and how he or she wishes to be contacted and or provided with the requested access, stating the necessary particulars to be so contacted.

The requestor will be required to identify the right that he or she is seeking to exercise or protect, together with an explanation as to why the requested record is required to exercise or protect the stated right.

In the event of a request being made on behalf of another person, the requestor will be required to submit proof of the capacity in which the request is being made, to the satisfaction of the Information Officer.

All requests directed at the Information Officer will be evaluated and considered in accordance with the Act. Publication of this Manual and the contents thereof does not give rise to any rights to access the information or records as described herein, except as provided for in the Act.

**ISSUED BY**



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**GUY JEAN PAUL BENET**  
Managing Director



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**BENJAMIN DU TOIT**  
Director