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LAST UPDATED NOVEMBER 2025

PAIA MANUAL

QUICKTRADE PROPRIETARY LIMITED
REGISTRATION NUMBER 2014/062267/07
PAIA MANUAL

**In terms of Section 51 of The Promotion of Access to
Information Act 2 of 2000 ("PAIA")**

This manual provides the necessary information in terms of the Promotion of Access to Information Act No. 2 of 2002 ("PAIA") to enable persons to request access to information from QuickTrade (Proprietary) Limited.



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1. DEFINITIONS AND INTERPRETATION

Company means QuickTrade Proprietary Limited (registration number 2014/062267/07);

Conditions for Lawful Processing means the conditions for the lawful processing of Personal Information as fully set out in POPIA and in section 12 of this Manual;

Data Subject has the meaning ascribed thereto in section 1 of POPIA and includes both natural persons and juristic persons;

Information Officer means the person that has been registered as the information officer with the Information Regulator in accordance with POPIA, being Zelda Van Pletsen;

Manual means this manual prepared in accordance with section 51 of PAIA;

PAIA means the Promotion of Access to Information Act 2 of 2000, as amended or replaced from time to time;

Personal Information means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to -

- information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
- information relating to the education or the medical, financial, criminal or employment history of the person;
- any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- the biometric information of the person;
- the personal opinions, views or preferences of the person;
- correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- the views or opinions of another individual about the person; and
- the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person;

POPIA means the Protection of Personal Information Act 4 of 2013, as amended or replaced from time to time;

POPIA Regulations means the regulations promulgated in terms of section 112(2) of POPIA;

Private Body means -

- a natural person who carries or has carried on any trade, business or profession, but only in such capacity;
- a partnership which carries or has carried on any trade, business or profession; or
- any former or existing juristic person, but excludes a public body;

Processing means any operation or activity or any set of operations, whether or not by automatic means, concerning Personal Information, including -

- the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
- dissemination by means of transmission, distribution or making available in any other form; or
- merging, linking, as well as restriction, degradation, erasure or destruction of information;

Record of, or in relation to, a Private Body, means any recorded information -

- regardless of form or medium;
- in the possession or under the control of that Private Body; and
- whether or not it was created by that Private Body;



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Requester, in relation to a Private Body, means -

- any person, including, but not limited to, a public body or an official thereof, making a request for access to a record of that Private Body; or
- a person acting on behalf of the person contemplated above;

Request for Access, in relation to a Private Body, means a request for access to a record of a Private Body in terms of section 50 of PAIA;

Responsible Party means a public body or Private Body or any other person which, alone or in conjunction with others, determines the purpose of and means for Processing Personal Information;

SAHRC means the South African Human Rights Commission; and

Special Personal Information means Personal Information concerning religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life, biometric information and criminal behaviour.

Capitalised terms used in this Manual have the meanings ascribed thereto in section 1 of POPIA and PAIA as the context specifically requires, unless otherwise defined herein.

2. PREAMBLE

PAIA came into operation on 23 November 2001 and POPIA came into effect on 1 July 2020, subject to a 12-month grace period. The Company is a Private Body as defined in PAIA. Section 51 of PAIA requires that the Company as a Private Body compiles a manual giving information to the public regarding the procedure to be followed when requesting information from the Company for the purpose of exercising or protecting rights.

The Manual is not exhaustive of, nor does it comprehensively deal with, every procedure provided for in PAIA and POPIA. Requesters are advised to familiarise themselves with the provisions of PAIA and POPIA before making any request to the Company in terms of PAIA and POPIA.

Nothing stated in this Manual shall limit, or constitute a waiver of, any of the rights of the Requester or the Company in terms of PAIA and POPIA.

The Company makes no representation and gives no undertaking or warranty that the information in this Manual or any other information provided by the Company to a Requester is complete or accurate, or that such information is fit for any purpose. All users of any such information shall use such information entirely at their own risk, and the Company shall not be liable for any loss, expense, liability or claims, of whatsoever nature or howsoever arising, resulting from any use of this Manual or any other information provided in this Manual or from any error therein.

All users irrevocably agree to submit exclusively to the law of the Republic of South Africa and to the exclusive jurisdiction of the courts of the Republic of South Africa in respect of any dispute arising out of the use of this Manual or any information provided by the Company.

3. INTRODUCTION TO THE COMPANY QuickTrade (Pty) Ltd is a registered Financial Services Provider ("FSP") holding a Category I FAIS license, under license number 45262. In terms of its FSP license, QuickTrade (Pty) Ltd is licensed to provide advice and intermediary services in respect of shares, derivative instruments and warrants, certificates and other instruments.



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The Company has compiled this Manual to comply with the provisions of PAIA and POPIA and to ensure that members of the public have effective access to information in the Company's possession which will assist them in exercising and protecting their rights. Where information requested is not immediately available the Company will endeavour to make it available in a timely manner insofar as that is reasonably practicable in the circumstances.

This Manual sets out the procedure to be followed to facilitate a request for access to information as well as to provide the following information:

- The purpose of the Processing of Personal Information;
- A description of the categories of Data Subjects and of the information or categories of information relating thereto;
- The recipients or categories of recipients to whom Personal Information may be supplied;
- The planned transborder flows of Personal Information; and
- A general description of the security measures implemented by the Company to ensure the confidentiality, integrity and availability of the information which is to be processed.

4. COMPANY CONTACT DETAILS – SECTION 51(1)(A)

Name of Business:	QuickTrade Proprietary Limited
Company Type:	Private Company
Registration Number:	2014/062267/07
Vat Number:	4460267422
Directors:	Hardus Van Pletsen (Managing) Zelda Van Pletsen
Information Officer:	Zelda Van Pletsen
Physical Address:	WeWork South Africa (Pty) Ltd - The Link 173 Oxford Rd Rosebank Johannesburg Gauteng 2196
Postal Address:	PostNet Suite No. 031 Private Bag X81 Halfway House 1685
Telephone:	+27 82 908 3332
Website:	www.quicktrade.co.za
E-mail:	hello@quicktrade.co.za
Email address of Information Officer	[zelda@quicktrade.co.za]



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5. SECTION 10 GUIDE

A guide is produced as required by section 10 of PAIA and is available from the South African Human Rights Commission ("SAHRC") to any person wishing to exercise any right/s in terms of PAIA.

The Guide that has been published contains the following information:

- the object of PAIA;
- the particulars of the information;
- the manner and form of a Request for Access to information held by a Private Body;
- the type of assistance available from both the Information Officer and the SAHRC in terms of PAIA;
- all remedies in law regarding acts, omissions, rights and duties, including how to lodge an internal appeal and a
- court application;
- the schedules of fees to be paid in relation to requests for access to information; and
- the regulations made in terms of PAIA.

Please direct any enquiries including requests for a copy of the Guide to:

The South African Human Rights Commission
PAIA Unit
The Research and Documentation Department
Private Bag 2700
Houghton
2041

Telephone: (011) 877 3600
Fax: (011) 403 0668
Website: www.sahrc.org.za
E-mail: PAIA@sahrc.org.za

PAIA

- 5.1** PAIA 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.
- 5.2** Requests in terms of PAIA shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariffs are dealt with in paragraphs 6 and 7 of PAIA.
- 5.3** Requesters are referred to the Guide in terms of Section 10 which has been compiled by the SAHRC, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC. The contact details of the SAHRC are:

Postal Address: South African Human Rights Commission
Promotions of Access to Information Act Unit
Research and Documentation Department

Telephone Number: Private Bag 2700, Houghton, 2041

Fax Number: +27-11-877 3600

Website: +27-11-403 0668

Email: www.sahrc.org.za or www.section51.paia@sahrc.org.za
PAIA@sahrc.org.za



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6. INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION

No.	Act	Reference
1.	Companies Act	No. 71 of 2008
2.	Copyright Act	No. 98 of 1978
3.	Employment Equity Act	No. 55 of 1998
4.	Income Tax Act	No. 58 of 1962
5.	Labour Relations Act	No. 66 of 1995
6.	Value Added Tax Act	No. 89 of 1991
7.	Financial Advisory and Intermediary Services	No. 37 of 2002
8.	Basic Conditions of Employment Act	No. 75 of 1997
9.	Close Corporations Act	No. 69 of 1984
10.	Electronic Communications and Transactions Act	No. 25 of 2002
11.	Promotion of Access of Information Act	No. 2 of 2000
12.	Unemployment Insurance Act	No. 63 of 2001
13.	Financial Intelligence Centre Act	No. 38 of 2001
14.	Financial Intelligence Centre Amendment Act	No. 1 of 2017
15.	Financial Markets Act	No. 19 of 2012
16.	Compensation for Occupational Injuries and Diseases Act	No. 130 of 1993
18.	Consumer Protection Act	No. 68 of 2008
20.	Insurance Act	No. 63 of 2001
22.	National Health Act	No. 61 of 2003
23.	Occupational Health and Safety Act	No. 85 of 1993
24.	Pension Funds Act	No. 24 of 1956
25.	Protected Disclosures Act	No. 26 of 2000
26.	Protection of Personal Information Act	No. 4 of 2013
27.	Skills Development	No. 97 of 1998
28.	Act Skills Development Levies	No. 9 of 1999
29.	Act Unemployment Insurance Contributions Act	No. 4 of 2002



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7. INFORMATION AUTOMATICALLY AVAILABLE

Records generally available without having to request access are listed below.

Request forms for these categories of information are also available from the Company's Information Officer, whose contact details appear in section 1 of this Manual:

- Documents of incorporation
- Internal contact lists
- Company policies
- FSCA licenses
- Marketing material

8. SUBJECTS , CATEGORIES AND DESCRIPTIONS OF INFORMATION HELD

We hold the following categories of information which will be available for inspection in terms of PAIA. The procedure in terms of which such Records may be requested from the Company is set out in Section 10 of this Manual. The Records listed below will not in all instances be provided to a Requester who requests them in terms of PAIA as the Requester is required to identify the right the Requester is seeking to exercise or protect and provide an explanation of why the requested Record is required for the exercise or protection of that right. Furthermore, the request may be denied on the basis of the grounds of refusal under PAIA.

Companies Act Records

- Documents of Incorporation
- Memorandum and Articles of Association
- Minutes of management meetings
- Register of Directors
- Declaration of Director's minutes

General Records

- FSCA license
- Fidelity and Indemnity Insurance policy

Financial Records

- Annual Financial Statements
- Tax returns
- Accounting records
- Banking records
- Bank statements
- Electronic banking records
- Rental Agreements
- Invoices
- General Ledger

Income Tax Records

- PAYE records
- Documents issued to employees for income tax purposes
- Records of payment made to SARS on behalf of employees
- All other statutory compliance:
 - VAT
 - Skills Development Levies
 - UIF



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Personnel Documents and Records

- Employment contracts
- Training manuals
- General HR policies and procedures
- Payroll records

Contracts

- Contracts with pension and provident funds
- Contracts with Auditors
- Contracts with service providers

9. FORM OF REQUEST – SECTION 53 OF PAIA

A request must comply with all the procedural requirements as contained in section 53 of PAIA relating to a Request for Access to a Record.

If a Requester wishes to request access to any of the aforementioned categories of information, s/he is required to complete a request form as set out in annexure “A” hereto. These forms are also available on the website of the SAHRC at www.sahrc.org.za and from the Department of Justice and Constitutional Development website (www.doj.gov.za).

The request must be addressed to the Company's Information Officer (whose contact details are in section 1 of this Manual).

In certain instances there is a prescribed fee (payable in advance where applicable) for requesting and accessing information in terms of PAIA. Details of these fees are contained in the request form. A Requester may also be called upon to pay the additional fees prescribed by regulation for searching for and compiling the information that is requested, including the costs of making copies of the information. The prescribed fee for reproduction of the Record requested by a Personal Requestor will be charged in accordance with section 54(6) of PAIA and Annexure A below.

If the search for a Record of the Company in respect of which a Request for Access by a Requester has been made; and the preparation of that Record for disclosure would, in the opinion of the Information Officer, require more than the hours prescribed for this purpose, the Information Officer must by notice require the Requester to pay as a deposit the prescribed portion (being not more than one third) of the access fee which would be payable should the request be granted.

A Requester may lodge a complaint with the Information Regulator (Refer to Annexure H) or make an application to a court against the tender or payment of the request fee or the tender or payment of a deposit, as the case may be.

It is important to note that access to information is not guaranteed – the Requester must identify the right she/he/it is seeking to protect and explain why the Record requested is required for the exercise or protection of that right. The Request for Access form must be completed with sufficient details to enable the Company to identify:

- (a) The Record(s) requested;
- (b) The identity of the Requester (and if an agent is lodging the request, proof of capacity);
- (c) The form of access required, if the request is granted;
- (d) The postal address or fax number of the Requester in South Africa; and
- (e) The right that the Requester is seeking to protect and an explanation as to why the Record is necessary to exercise or protect such a right.

The Requester will be notified in the manner indicated by him/her/it on the Request for Access form whether or not his/her/its request has been approved.

The completed request must be submitted, together with the prescribed fee where applicable, to the Information Officer at the postal or physical address or electronic mail address recorded in section 4 above.



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Your request for information will be evaluated and you will be notified within 30 days of receipt of your request of our decision, unless the Request for Access is of such a nature that an extension of the prescribed time limit is necessitated in accordance with section 57 of PAIA.

Notification of extension period (if required)

In terms of PAIA the 30 (thirty) day period mentioned above may be extended for a further period of not more than 30 (thirty) days under certain circumstances. Should we need to extend this period, we will provide you with notification of such extension. In the case of an extension of the time limit, the Requester has the right to lodge a complaint with the Information Regulator by following the process and completing the form prescribed by POPIA (Refer to Annexure H). The Requester may also make an application with a court against the extension.

Decision on request

Your request for information may be granted or refused. You will be informed accordingly. If, in addition to a written reply from the Information Officer, the Requester wishes to be informed of the decision on the Request for Access in any other manner, the Requester must state the manner and the particulars so required.

Should your request be refused you will be given adequate reasons for the refusal and you may lodge an application to court against the refusal of the request. We will also provide you with details of the procedure for such application to court. You also have the right to lodge a complaint with the Information Regulator by following the process and completing the form prescribed by POPIA (Refer to Annexure H).

Grounds for refusal

We may legitimately refuse to grant you Request for Access to a requested Record that falls within any of the following grounds for refusal:

- we are protecting Personal Information that we hold about a third person (who is a natural person), including a deceased person, from unreasonable disclosure (section 63 of PAIA);
- we are protecting commercial information that we hold about a third party (for example trade secrets, financial, commercial, scientific or technical information where disclosure may harm the commercial or financial interests of that third party) (section 64 of PAIA); the disclosure of the Record would result in a breach of a duty of confidence owed to a third party (section 65 of PAIA);
- the disclosure of the Record would endanger the life or physical safety of an individual or impair certain property rights of a third person (section 66 of PAIA);
- the Record is privileged from production in legal proceedings, and the person entitled to legal privilege has not waived the privilege (section 67 of PAIA);
- the disclosure of the Record (where the Record contains trade secrets, financial, commercial, scientific, or technical information) would harm our commercial or financial interests or where the disclosure of the Record would put us at a disadvantage in contractual or other negotiations or prejudice us in commercial competition (section 68 of PAIA); and
- the disclosure of the Record (where the Record contains information about research being carried out or to be carried out by or on behalf of us or a third party) would expose us, the third party, the person carrying out the research or the subject matter of the research itself to serious disadvantage (section 69 of PAIA).

Section 70 of PAIA contains an overriding provision. Disclosure of a Record that has been requested is compulsory if it would reveal a substantial contravention of, or failure to comply with the law, or imminent and serious public safety or environmental risk and the public interest in the disclosure of the Record clearly outweighs the harm contemplated by its disclosure.

Records that cannot be found or do not exist

If we have searched for a Record and all reasonable steps have been taken and it is believed that the Record either does not exist or cannot be found, you will be notified by way of an affidavit or affirmation of this fact. We will include information regarding the steps that were taken to try to locate the Record.



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Requests on behalf of another person

If a Request for Access 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.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

Third party information

If access is requested to a Record that contains information about a third party, you must provide specific written consent of the third party or show that you require the information in order to exercise or protect a right.

The Company is obliged to attempt to contact the third party within 21 days of receiving the request to inform them of the Requester's request. This enables the third party the opportunity to respond by either consenting to the Request for Access or by providing reasons why the Request for Access should be denied. In the event of the third party furnishing reasons for the denial of access, the Company will consider these reasons in determining whether the Request for Access should be granted or not, and advise the Requester accordingly. If the Information Officer decides to grant access to the Record after considering these submissions, the third party that has been affected has 30 days in which to appeal the decision in the High Court or to lodge a complaint with the Information Regulator in accordance with section 74 of POPIA in the prescribed form (Refer to Annexure H). If no appeal or complaint is lodged within 30 days, the Requester must be granted access to the Record.

10. THE INFORMATION OFFICER'S DECISION AND REQUESTER'S RECOURSE

The Requester is entitled to receive proper reasons as to why a request is refused.

If the Information Officer does not grant the Requester access to the Record the Requester is entitled in accordance with sections 56(3) (c) and 78 of PAIA to apply to a court for relief within 180 days of notification of the decision. Such relief may include any order compelling the Record or Records requested to be made available to the Requester or for another appropriate order. The court will determine whether the Records should be made available or not.

The Requester may also approach the Information Regulator and lodge a complaint in accordance with section 74 of POPIA in the prescribed form against the access fee to be paid or the form of access granted (Refer to Annexure H). The details of the Information Regulator are as follows:

The Information Regulator (South Africa)
JD House
27 Stiemens Street
Braamfontein
Johannesburg
2001
Email: infoereg@justice.gov.za / complaints.IR@justice.gov.za

The Company does not have any internal appeal procedure. As such, the decision made by the Information Officer is final and Requesters will have to exercise the external remedies at their disposal in the event that a Request for Access is refused.

Other information as may be prescribed

The Minister of Justice and Constitutional Development has not made any regulations as to prescribed information in terms of this section of the Act.



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Section 51(3) – Availability of the material

This manual is available at the Company's offices free of charge or on the Company's website (www.quicktrade.co.za); and copies are available from the SAHRC (see details above).

11. PROTECTION OF PERSONAL INFORMATION THAT IS PROCESSED BY THE COMPANY

Conditions for Lawful Processing

Chapter 3 of POPIA sets out the Conditions for Lawful Processing of Personal Information which must be complied with when a Responsible Party Processes Personal Information. Below is a description of the eight Conditions for Lawful Processing as contained in POPIA:

a) Accountability

POPIA provides that the Responsible Party is obliged to ensure that the Conditions for Lawful Processing and all other measures required in terms of POPIA are complied with.

b) Processing limitation

The Processing must be done lawfully and in a manner that does not infringe the right to privacy of a Data Subject. Personal Information may only be Processed if, given the purpose for which it is Processed, it is adequate, relevant and not excessive. There must furthermore be a justification for Processing Personal Information. Consent is one of the justifications but Personal Information may be Processed in the absence of consent if it is necessary for pursuing the legitimate interests of the Responsible Party or the third party to whom it is disclosed or for the protection of the legitimate interests of the Data Subject. It may also be Processed if it complies with an obligation imposed by law or where it is necessary for the performance of a contract. The Processing of Special Personal Information or Personal Information of children generally requires consent, subject to certain limited exceptions.

c) Purpose specification

POPIA provides that Personal Information must be collected for a specific, explicitly defined and lawful purpose related to a function or activity of the Responsible Party. Subject to certain exceptions, Records of Personal Information must not be retained for longer than is necessary to achieve the purpose for which it was collected or subsequently Processed, and must be destroyed or deleted once the Responsible Party is no longer authorised to retain the Record. Such exceptions include where (i) the retention is required or authorised by law, (ii) the Data Subject has consented to the retention, or (iii) the Personal Information is being retained for historical, statistical or research purposes.

d) Further Processing Limitation

POPIA provides that the further Processing of Personal Information must be in accordance with or compatible with the purpose for which the Personal Information was collected.

e) Information quality

A Responsible Party must take reasonably practicable steps to ensure that Personal Information is complete, accurate, not misleading and updated where necessary.

f) Openness

A Responsible Party is required to maintain the documentation of all Processing operations under its responsibility as required in terms of PAIA and must take reasonably practicable steps to ensure that the Data Subject is made aware of the Personal Information being collected, together with other stipulated information, subject to certain exceptions.

g) Security safeguards

POPIA provides that a Responsible Party must secure the integrity and confidentiality of Personal Information in its possession or under its control by implementing appropriate, reasonable technical and organisational measures to prevent the loss of, damage to or unauthorised destruction of Personal Information, or unlawful access to or Processing of Personal Information. In addition, the Responsible Party should take all reasonable measures to identify all reasonably foreseeable internal and external risks, establish and maintain appropriate safeguards against risks identified, verify that the safeguards are effectively implemented and ensure that the safeguards are updated in response to new risks.



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h) Data subject participation

A Data subject is entitled to request a Responsible Party to confirm whether or not it holds Personal Information about the Data Subject, and to request the Record itself or a description of the Record, subject to the requirements in PAIA. A Data Subject may also request a Responsible Party to correct or delete Personal Information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, obtained unlawfully, or to destroy or delete Personal Information that a Responsible Party is no longer authorised to retain.

11.1 Purpose of the Processing of Personal Information by the Company

The purposes for which the Company Processes or will Process Personal Information are set out in Annexure B.

11.2 Categories of Data Subjects and Personal Information/Special Personal Information relating thereto

As per section 1 of POPIA, a Data Subject may either be a natural or a juristic person. The categories of Data Subjects in relation to which the Company Processes Personal Information are set out in Annexure C.

11.3 Recipients or categories of recipients of Personal Information

The following are the recipients to whom the Company may provide a Data Subject's Personal Information:

- various vendors or suppliers;
- service providers; and/ or
- companies within the Company's group of companies.

11.4 Cross-border flows of Personal Information

Section 72 of POPIA provides that Personal Information may only be transferred by a Responsible Party to a third party in a foreign country outside of the Republic of South Africa in the following circumstances:

- If the third party who is the recipient of the Personal Information is subject to a law, binding corporate rules or a binding agreement which provide an adequate level of protection that effectively upholds principles similar to the Conditions for Lawful Processing under POPIA, including provisions relating to the further transfer of Personal Information from the recipient to third parties who are in a foreign country; or
- If the Data Subject consents to the transfer of their Personal Information; or
- If the transfer is necessary for the performance of a contractual obligation between the Data Subject and
- If the Data Subject consents to the transfer of their Personal Information; or
- If the transfer is necessary for the performance of a contractual obligation between the Data Subject and the Responsible Party; or
- If the transfer is necessary for the conclusion or performance of a contract between the Responsible Party and a third party, concluded in the interests of the Data Subject; or
- If the transfer is for the benefit of the Data Subject, and it is not reasonably practicable to obtain the consent of the Data Subject, and if it were, the Data Subject, would in all likelihood provide such consent.

Annexure D contains a list of the planned cross-border transfers of Personal Information and the justification for such transfers.

The Company ensures that there is a justification under POPIA when it transfers Personal Information to third parties in countries that do not have adequate data protection laws similar to POPIA.

11.5 Description of information security measures to the implemented by the Company

The types of security measures implemented by the Company in order to secure the integrity and confidentiality of the Personal Information and to ensure that Personal Information is protected from loss, damage, unauthorized destruction or unlawful access are listed in Annexure E hereto.



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11.6 Objection to the Processing of Personal Information by a Data Subject

Section 11(3) of POPIA and Regulation 2 of the POPIA Regulations provides that a Data Subject may object to Processing in the prescribed form attached as Annexure F to this Manual where the Processing is based on one of the following grounds, unless legislation provides for such Processing:

- Processing protects a legitimate interest of the Data Subject;
- Processing is necessary for the proper performance of a public law duty by a public body;
- Processing is necessary for pursuing the legitimate interests of the Responsible Party or of a third party to whom it is supplied; • Processing is for purposes of direct marketing other than direct marketing by means of unsolicited electronic communications as referred to in section 69 of POPIA.

11.7 Request for correction or deletion of Personal Information

Section 24 of POPIA and Regulation 3 of the POPIA Regulations provides that a Data Subject may request for their Personal Information to be corrected/deleted in the prescribed form attached as Annexure G to this Manual.



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ANNEXURE A: REQUEST FOR ACCESS TO RECORD [Regulation 7]

Note: If requests made on behalf of another person, proof of the capacity in which the request is made, 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 (when made on behalf of another person):			
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:			
Street Address:			
E-mail address:			
Contact numbers:	Tel. (B):		Facsimile:
	Cellular:		



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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

Any further particulars of record:

TYPE OF RECORD

(Mark the applicable box with an "X")

Record is in written or printed form

Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)

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

FORM OF ACCESS

(Mark the applicable box with an "X")

Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)

Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)

Transcription of soundtrack (written or printed document)

Copy of record on flash drive (including virtual images and soundtracks)

Copy of record on compact disc drive (including virtual images and soundtracks)



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MANNER OF ACCESS

(Mark the applicable box with an "X")

Personal inspection of record at registered address of public/private body (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).	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Preferred language: (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)	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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.

Indicate which right is to be exercised or protected:	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES

a)	A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
b)	You will be notified of the amount required to be paid as the request fee.
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
Reason:	

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		Post to street address		Facsimile		E-mail	
----------------	--	------------------------	--	-----------	--	--------	--

Signed at _____ this _____ day of _____ 20 _____

Signature of requester / person on whose behalf request is made



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FOR OFFICIAL USE

Reference number:	
Request received by: (state rank, name and surname of information officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of information officer



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ANNEXURE B: DESCRIPTION OF PURPOSES OF PROCESSING PERSONAL INFORMATION

Employees:

- Carrying out and managing the Company's business operations;
- Compliance with the Company's legal obligations;
- Administering and maintaining personnel records, including occupational health & safety records;
- Paying and reviewing salary, expenses and any other administration of remuneration and benefits;
- Providing and administering benefits (including, if relevant, pension, life assurance, income protection insurance, and share schemes);
- Undertaking performance management, talent management, succession planning, training and development, disciplinary and grievance procedures and associated investigations;
- Managing business travel;
- For purposes of corporate security and surveillance and archiving of emails for disaster recovery purposes;
- Maintaining sickness and other absence records and assessing an employee's fitness for work;
- Monitoring equal opportunities and associated legal reporting obligations;
- Providing information to regulatory bodies and governmental and quasi-governmental bodies for social security and other purposes, and tax authorities;
- Supplying information to potential purchasers of the Company ;
- Posting information on the Company's website and on social media platforms; and
- As may be necessary for pursuing any other of the Company's legitimate business interests.

Third party service providers, including pension providers, suppliers/ vendors

- approving of new vendors;
- on-boarding new vendors;
- effecting payment to the vendor on completion of the services or delivery of the goods;
- conducting sanction checks;
- conducting criminal and credit checks on new vendors;
- effecting and managing payments to the vendors;
- managing accounts payable in respect of vendors;
- verifying vendor's BEE certification; • auditing processes;
- creating and uploading of new vendors on internal systems and conducting credit verifications;
- controlling access to the premises; and
- screening as required during the COVID-19 pandemic.

Clients

- managing the clients' accounts;
- receiving of funds; • for statistical and budgetary purposes;
- facilitating client payments ;
- verifying new client's creditworthiness and approving the client for purposes of onboarding;
- managing credit control and payments by clients;
- controlling access to the premises;
- creating a strategy to gain new clients;
- screening as required during the COVID-19 pandemic;
- preparing and negotiating legal agreements/contracts between parties; and
- reviewing applications in respect of clients as well as handling client queries.



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Distributors

- approving new distributors;
- on-boarding new distributors;
- effecting payment to the distributor;
- conducting checks in respect of distributors;
- verifying distributor's BEE certification;
- investigations relating to unlawful and potentially illegal and/ or fraudulent behaviour by distributors;
- controlling access to the premises;
- screening as required during the COVID-19 pandemic.

Affiliates (including brokers)

- conducting the Company's business;
- submitting data requests internally and externally for data when engaging with third party juristic entities;
- engaging in company secretarial matters; and
- managing business control process flows and standard document controls.



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ANNEXURE C: DESCRIPTION OF DATA SUBJECT OR CATEGORY OF DATA SUBJECTS AND CATEGORIES OF PERSONAL INFORMATION IN RELATION TO THE DATA SUBJECTS

Data Subject or Category of Data Subject	Description of Personal Information Processed in relation to Data Subject
Employees including Company directors and job applicants	• Personnel records of employees; • Conditions of employment; • Employment contracts; • Payroll information; • Health and safety records; • Photographs; • Names, identification numbers, dates of birth, contact details, addresses, job titles; • CV's, educational and/ or professional qualifications; • Performance management documents, disciplinary records; • Banking details for the purpose of payroll; • Findings of background checks, criminal record checks and credit checks in respect of employees and job applicants; • Employees' gender, race and ethnic origin; • Video footage
Third party service providers, including pension providers, suppliers/ vendors	• Contact details, • Registration number, • Incorporation date, • Physical address, • Email addresses, • Electronic signatures, • Financial and payment details
Clients	• Contact details, • Registration number, • Incorporation date, • Physical address, • Email addresses, • Electronic signatures
Distributors	• Contact details, • Registration number, • Incorporation date, • Physical address, • Email addresses, • Electronic signatures
Affiliates (Including Brokers)	• Contact details, • Registration number, • Incorporation date, • Physical address, • Email addresses, • Electronic signatures



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ANNEXURE D: CROSS-BORDER FLOWS OF PERSONAL INFORMATION

Country	Justification for Transfer (in terms of section 72 of POPIA)
Botswana	Data Transfer Agreement



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ANNEXURE E: SECURITY MEASURES TO BE IMPLEMENTED BY THE COMPANY

The following is a list of the types of security measures implemented by the Company in order to ensure that Personal Information is protected from loss of, damage to or unauthorized destruction of or unlawful access to Personal Information:

- All client records are stored in the QuickTrade (Pty) Ltd Portal. All staff access to these records is via individual password protected access.
- All QuickTrade (Pty) Ltd personnel records are maintained in the Payroll system, with access limited to senior managers only.
- All financial records are maintained in the internal Dropbox, with access limited to senior managers only.
- Access is regulated by ID Code and keywords.
- The keyword consists of at least of 8 characters, it is not easily related to the person in charge of the Processing (so that it is not similar to the log-in), it is modified when it is first used as well as at least every six months thereafter.
- Should the Processing concern Special Personal Information, the keyword is modified at least every three months.
- Group accounts are not used.
- An ID Code is personal and it is not assigned to another person, even at a different time.
- Authentication credentials are deactivated in case they have not been used for at least six months (except for those that have been authorized exclusively for technical management purposes).
- Access credentials are deactivated if the person in charge of the Processing is disqualified from accessing Personal Information.
- Authorization profiles for each person or a homogeneous set of persons in charge of the Processing are identified and configured prior to the Processing, so as to ensure that only the Personal Information necessary to perform Processing operations is made available. Regularly, at least on an annual basis, it is verified whether the requirements required to retain the relevant authorization profiles still apply.
- Backup copies of the documents are performed at least weekly.
- Anti-virus systems are used and updated at least every six months.
- Anti-intrusion systems (i.e. firewall) are used and updated at least every year (every six months in case of Special Personal Information).
- The persons in charge of the Processing were provided with written instructions with regard to controlling and keeping, throughout the steps required to perform the Processing operations, records and documents containing Personal Information.
- Areas containing archives are adequate with regard to the necessities of security and secrecy (e.g. access card in order to control access to the offices containing archives are installed).
- There are agreements with operators which contain appropriate data protection provisions.



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**ANNEXURE F:
FORM FOR THE OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION
IN TERMS OF SECTION 11(3) OF THE PROTECTION OF
PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)**

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017
[Regulation 2(1)]

Note:

1. Affidavits or other documentary evidence in support of the objection must be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/Email address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/Email address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)

Signed at _____ this _____ day of _____ 20 _____

Signature of data subject/designated person



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ANNEXURE G: FORM FOR THE REQUEST TO DELETE OR CORRECT PERSONAL INFORMATION IN TERMS OF POPIA

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017

[Regulation 3(2)]

Note:

1. Affidavits or other documentary evidence in support of the request must be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

Reference Number

Mark the appropriate box with an "x".

Request for:

Reference Number....

Correction or deletion of the Personal Information about the Data Subject which is in possession or under the control of the Responsible Party.

Destruction or deletion of a Record of Personal Information about the Data Subject which is in the possession or under the control of the Responsible Party and who is no longer authorised to security the Record of information.

A . DETAILS OF THE DATA SUBJECT

Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
	Code:
Contact number(s):	
Fax number:	
E-mail address:	



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A. DETAILS OF RESPONSIBLE PARTY

Name and surname of
responsible party
(if the responsible party
is a natural person):

Residential, postal
or business address:

Code:

Contact number(s):

Fax number:

E-mail address:

Name of public or Private Body (if the Responsible Party is not a natural person):

Business address:

Code ()

Contact number(s):

Fax number:

E-mail address:

REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT/*DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY.

(Please provide detailed reasons for the request) *Delete whichever is not applicable.

Signed at _____ this _____ day of _____ 20 _____



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ANNEXURE H: FORM FOR THE LODGING OF A COMPLAINT [REGULATION 10]

Note:

1. This form is designed to assist the Requester (hereinafter referred to as "the Complainant") in requesting a review of a public or private body's response or non-response to a request for access to records under the Promotion of Access to Information Act 2 of 2000 ("PAIA"). Please fill out this form and send it to the Information Regulator ("Regulator") or complete the online complaint form available at <https://www.justice.gov.za/inforeg/>.
2. PAIA gives the public a right to file a complaint with the Regulator about any of the nature of complaints detailed in part E of this complaint form-
3. It is the policy of the Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as "the Body") an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Regulator, you are required to complete the prescribed PAIA form and submit it to the Body.
4. A copy of this form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein
5. The Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
6. Please attach copies of the following documents, if you have them:
 - Copy of the form to the organisation requesting access to records;
 - The organisation's response to your complaint or access request;
 - Any other correspondence between you and the organisation regarding your request;
 - Copy of the appeal form, if your complaint relates to a public body;
 - The organisation's response to your appeal;
 - Any other correspondence between you and the organisation regarding your appeal;
 - Documentation authorizing you to act on behalf of another person (if applicable);
 - Court order or court documents relevant to your complaint, if any.
7. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

TO: The Information Regulator
P.O Box 31533
Braamfontein,
2017

E-mail address: inforeg@justice.gov.za

Tel number: +27 (0) 10 023 5200

PREREQUISITES

Did you submit request (PAIA form) for access to record of a public/private body?	Yes		No	
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes		No	
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes		No	
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	



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FOR REGULATOR'S USE ONLY

Received by: (Full names)			
Position:			
Signature:			
Complaint accepted:	Yes		No
Reference Number:			
Date stamp			

PART A PERSONAL INFORMATION OF COMPLAINANT

Full names:			
Identity number:			
Postal Address:			
Street Address:			
E-mail address:			
Contact numbers:	Tel. (B):		Facsimile:
	Cellular:		

*I consent to being contacted at the above e-mail address or through that of my representative on my behalf.
I acknowledge that sending e-mail over the Internet is not secure, in that it can be intercepted and/or manipulated and retransmitted.*

PART B REPRESENTATIVE INFORMATION

(Complete only if you will be represented. A Power of Attorney must be attached if complainant is a representative, failing which the complaint will be rejected)

Full names of representative:			
Nature of representation:			
Identity number/ Registration number:			
Postal Address:			
Street Address:			
E-mail address:			
Contact numbers:	Tel. (B):		Facsimile:
	Cellular:		



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PART C ORGANISATION AGAINST WHICH THE COMPLAINT IS LODGED			
Type of body:	Private		Public
Name of *public/private body:			
Registration number (if any):			
Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request to access of information:			
Postal address:			
Street address:			
E-mail address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular		
Reference number given (if any):			

PART D COMPLAINT			
<i>Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public body for response and possible resolution; there are limited exceptions)</i>			
Date on which request for access to records submitted:			
Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a private body:			
Have you attempted to resolve the matter with the organisation?	Yes		No
If yes, when did you receive it? (Please attach the letter to this application.)			
Did you appeal against a decision of the information officer of the public body?	Yes		No
If yes, when did you lodge an appeal?			
Have you applied to Court for appropriate relief regarding this matter?	Yes		No
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.			



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PART E DETAILED TYPE OF ACCESS TO RECORDS

(Please select one or more of the following to describe your complaint to the Regulator)

Unsuccessful appeal: (Section 77A(2)(a) or section 77A(3)(a) of PAIA)	<i>I have appealed against the decision of the public body and the appeal is unsuccessful.</i>	
Unsuccessful application for condonation: (Sections 77A(2)(b) and 75(2) of PAIA)	<i>I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.</i>	
Refusal of a request for access: (Section 77A(2)(c)(i) or 77A (d)(i) or 77A(3)(b) or of PAIA)	<i>I requested access to information held by a body and that request was refused or partially refused.</i>	
The body requires me to pay a fee and I feel it is excessive: (Sections 22 or 54 of PAIA)	<i>Tender or payment of the prescribed request fee.</i>	
	<i>The tender or payment of a deposit.</i>	
Repayment of the deposit: (Section 22(4) of PAIA)	<i>The information officer refused to repay a deposit paid in respect of a request for access which is refused.</i>	
Disagree with time extension: (Sections 26 or 57 of PAIA)	<i>The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request is inappropriate.</i>	
Form of access denied: (Sections 29(3) or sections 60(a) of PAIA)	<i>I requested access in a particular and reasonable form and such form of access was refused.</i>	
Deemed refusal: (Sections 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision. No response received and no extension has been taken.</i>	
	<i>Extension period has expired and no response received.</i>	



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Inappropriate disclosure of a record: (Mandatory grounds for refusal of access to record)	<i>Records that are subject to the grounds for refusal of access to records have been inappropriately or unreasonable disclosed.</i>	
No adequate reasons for the refusal of access: (Section 56(3) (a) of PAIA)	<i>My request for access is refused, and a body did not provide valid or adequate reasons for the refusal, including the provisions of this Act relied on.</i>	
Partial access to record: (Section 28(2) of 59(2) of PAIA)	<i>The body has granted access to part of the requested records and I believe that more of them should be disclosed.</i>	
Fee waiver: (Sections 22(8) or 54(8) of PAIA)	<i>I am exempt from paying any fee and the body has refused to grant my request to waive the fees.</i>	
Records that cannot be found or do not exist: (Section 23 or 55 of PAIA)	<i>The body indicated that some or all of the requested records do not exist and I believe that more records do exist.</i>	
Failure to disclose records:	<i>The body decided to grant me access to requested records, but I have not received them.</i>	
No jurisdiction (exercise or protection of any rights): (Section 50(1)(a) of PAIA)	<i>The body indicated that the requested records are excluded from PAIA and I disagree.</i>	
Frivolous or vexatious request: (Section 45 of PAIA)	<i>The body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	
Access to personal information: (Section 23 of POPIA)	<i>My request to a responsible party to confirm whether or not the responsible party holds my personal information has been refused.</i>	
	<i>My request for access to record or a description of my personal information held by the responsible party, including information about the identity of all third parties, or categories of third parties, who have, or have had, access to my personal information has been refused.</i>	
Other: (Please explain):		



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PART F EXPECTED OUTCOME

How do you think the Regulator can assist you? Describe the result or outcome that you seek.

PART G AGREEMENTS

The legal basis for the following agreements is explained in the Privacy Notice on how to file your complaint document. In order for the Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:

I agree that the Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by Protection of Personal Information Act, 2013. I understand that if I do not agree, the Regulator will still process my complaint.

The information in this Complaint Form is true to the best of my knowledge and belief.

- ☐ *I authorize the Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the the right of access to information and / or the protection of the right to privacy.*
- ☐ *I authorize anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the Regulator. The Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.*
- ☐ *If any of my contact information changes during the complaint process, it is my responsibility to inform the Regulator; otherwise my complaint could experience a delay or even be closed.*

Signed at _____ this _____ day of _____ 20 _____

Complainant
