

## **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 | “IO“        | Information Officer;   |
| 1.2 | “Minister”  | Minister of Justice and Correctional Services;                     |
| 1.3 | “PAIA”      | Promotion of Access to Information Act No. 2 of 2000( as Amended); |
| 1.4 | “POPIA”     | Protection of Personal Information Act No.4 of 2013;               |
| 1.5 | “Regulator” | Information Regulator; and   |
| 1.6 | “Republic”  | Republic of South Africa   |

## 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

## 3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

### Information Officer

Name:	Hester Margaretha Faull
Tel:	087 809 2634
Email:	esmarifaull@advalorem.co.za

## Office

Postal Address and Physical Address: 15 Sunset Clam Lane, Melkbosstrand, 7441  
Tel: 087 809 2634  
Email: esmarifaull@advalorem.co.za  
Website: www.advalorem.co.za

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

- 4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The aforesaid Guide contains the description of-
  - 4.3.1. the objects of PAIA and POPIA;
  - 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
    - 4.3.2.1. the Information Officer of every public body, and
    - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
  - 4.3.3. the manner and form of a request for-
    - 4.3.3.1. access to a record of a public body contemplated in section 11; and
    - 4.3.3.2. access to a record of a private body contemplated in section 50;
  - 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
  - 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
  - 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
    - 4.3.6.1. an internal appeal;
    - 4.3.6.2. a complaint to the Regulator; and
    - 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
  - 4.3.7. the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
  - 4.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
  - 4.3.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
  - 4.3.10. the regulations made in terms of section 92;

- 4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 4.5. The Guide can also be obtained-
- 4.5.1. upon request to the IO;
- 4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

## 5. CATEGORIES OF RECORDS OF AD VALOREM CHARTERED ACCOUNTANTS

### AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available Website of Regulating Body	Available upon request
Regulating Bodies: SAICA and IRBA	Registration number	X	X

## 6. PROCESSING OF PERSONAL INFORMATION

### 6.1 Purpose of Processing Personal Information

Personal information is used in providing services in terms of mandates of clients.

### 6.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data	Personal Information that may be processed
Client information	Name, address, registration numbers, identity numbers, tax numbers, employment status and bank details

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

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Client information	South African Revenue Services and the CIPC

### 6.4 Information Security Measures

To ensure the confidentiality, integrity, and availability of personal information, our organisation implements the following security safeguards:

#### 6.4.1 Data Storage and Backup:

We store client data securely using cloud storage services. These platforms provide secure access controls and encryption for data at rest and in transit. Regular backups are performed to ensure data availability in case of system failures or data loss.

#### 6.4.2 Anti-Virus and Anti-Malware Protection:

Our computers are equipped with Microsoft virus checks, which are regularly updated to protect against malware and viruses.

6.4.3 Access Controls:

Access to client data is restricted to the sole proprietor. Passwords are used to secure access to both the laptop and cloud storage services.

6.4.4 Network Security:

We avoid using public networks for accessing or transmitting sensitive data. Instead, secure internet connections are used to minimise the risk of unauthorised access.

6.4.5 Software Updates:

Our computers' operating system and software are regularly updated to ensure that any known vulnerabilities are patched.

6.4.6 Data Breach Response Plan:

In the event of a suspected data breach, we will notify affected parties and the Information Regulator as required by POPIA.

**7. AVAILABILITY OF THE MANUAL**

7.1 A copy of the Manual is available-

7.1.1 on [www.advalorem.co.za](http://www.advalorem.co.za);

7.1.2 from the IO upon request.

7.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

**8. UPDATING OF THE MANUAL**

The IO will on a regular basis update this manual.

**Issued by**

**Dr. Hester Faull**