

COMPETITIVE CAPABILITIES INTERNATIONAL (PTY) LTD

PAIA MANUAL

Prepared in terms of the requirements of the PROMOTION OF ACCESS TO INFORMATION ACT NO. 2 OF 2000

Version 2.0

Applicable from: 30 December 2021

Last Updated: 25 August 2022

1. Introduction

The Promotion of Access to Information Act 2 of 2000 ("PAIA" or "the Act") gives effect to the Constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights. The Protection of Personal Information Act 4 of 2013 ("POPI") has amended PAIA and also requires private bodies to disclose certain information through a PAIA Manual.

Specifically, section 51(1) of the Act, read with POPI, requires a private body to compile a manual that must contain information specified by both PAIA and POPI. In addition, the PAIA manual must set out the formal procedure that a person must follow in order to request to view, update or delete personal information held by the private body.

In this context, a "private body" is defined as any natural person who carries or has carried on any trade, business or profession, but only in such capacity; or any partnership which carries or has carried on any trade, business or profession; or any former or existing juristic person (e.g. any company, close corporation or business trust).

Competitive Capabilities International (Pty) Ltd ("CCi" or "the Organisation") falls within the definition of a "private body" and this Manual has been compiled in accordance with the said provisions and to fulfil the requirements of the Act.

In terms of the Act, where a request for information is made to a body, there is an obligation to provide the information, except where the Act expressly provides that the information may not be released. In this context, Section 9 of the Act recognises that access to information can be limited. In general the limitations relate to circumstances where such release would pose a threat to the protection of privacy, commercial confidentiality, and the exercising of efficient governance.

Accordingly, this Manual provides a reference to the records held and the process that needs to be adopted to access such records.

All requests for access to information (other than information that is available to the public) must be addressed to the head of the business named in section 2 of this Manual.

2. Business and Contact Details

Name of Business:	Competitive Capabilities International (Pty) Ltd
Head of Business:	Mr Samuel Jay Milligan (CEO)
Information Officer:	Jacques Matthee
Postal Address:	PO Box 1817, Milnerton, Cape Town, Western Cape, 7435
Physical Address:	Unit 302, Foyer 2, Colosseum Building, Cnr. Century Boulevard & Century Way, Century City, Cape Town, South Africa 7446
Phone Number:	+27 (21) 5553610
Email Address:	privacy@ccitracc.com
Website Address:	https://ccitracc.com

3. Section 51(1) of the Promotion of Access to Information Act ('the Act')

- 3.1 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 submits a request, the public body must be acting in the public interest.
- 3.2 Requests in terms of the Act must be made in accordance with the prescribed procedures at the rates provided. The forms and tariff are dealt with in regulations 6 and 7 of the Act.
- 3.3 Requesters are referred to the Guide which, in terms of Section 10 as amended, has been compiled by the Information Regulator and which contains information for the purposes of exercising Constitutional Rights.
- 3.5 The Regulator has made the PAIA Guide available in each of the official languages of South Africa and in braille.
- 3.6 The PAIA Guide contains the following:
 - 3.6.1 The objects of PAIA as well as POPI;
 - 3.6.2 How to access the postal address, telephone number and email address of every registered IO and DIO (for both public and private bodies);
 - 3.6.3 The manner and form of request for:
 - 3.6.3.1 access to a record of a public body contemplated in section 11 of PAIA; and
 - 3.6.3.2 access to a record of a private body contemplated in section 50 of PAIA.

- 3.6.4 the assistance available from the IO of a body in terms of PAIA and POPI;
- 3.6.5 the assistance available from the Regulator in terms of PAIA and POPI;
- 3.6.6 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 POPI, including the manner of lodging –
 - 3.6.6.1 an internal appeal;
 - 3.6.6.2 a complaint to the Regulator; and
 - 3.6.6.3 an application with a court against a decision by the IO 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;
- 3.6.7 the provisions of sections 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 3.6.8 the provisions of sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 3.6.9 the notices issued in terms of sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and
- 3.6.10 the Regulations.
- 3.7 Anyone can inspect or make copies of the PAIA Guide from IO Digital's offices as well as, the office of the Regulator, during normal working hours.
- 3.8 The PAIA Guide can also be obtained -
 - 3.8.1 upon request to CCI's CEO;
 - 3.8.2 from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).
- 3.9 A copy of the PAIA Guide is also available in the following two official languages, for public inspection during normal office hours-
 - 3.9.1 English; and
 - 3.9.2 Afrikaans.

4. Records available in terms of Section 52(2) of the Act

The following records are made freely available by CCI and do not require any request to access:

Category of records	Types of the Record	Where Available
CCI Policies	General Privacy policy.	On Website
	Recruitment Privacy Policy	

	Employee Privacy Policy	
CCI Terms	Terms of Use	On Website

The following records are freely available to the public in accordance with legislation:

Category of records	Types of the Record
CCI Memorandum of Incorporation	Companies Act 71 of 2008
CCI PAIA Manual	Promotion of Access to Information Act 2 of 2000
CCI Privacy Policy	Protection of Personal Information Act 4 of 2013

5. Records that are held at the offices of CCI

The following is a list of records that are held at the CCI's office:

Administration

- Attendance registers
- Correspondence
- Founding Documents
- Licences (categories)
- Minutes of Management Meetings
- Minutes of Staff Meetings
- Shareholder Register
- Statutory Returns

Human Resources

- Conditions of Service
- Employee Records
- Employment Contracts
- Employment Equity Records
- General Correspondence
- Industrial and Labour Relations Records
- Information relating to Health and Safety Regulations
- Performance Appraisals
- Personnel Guidelines, Policies and Procedures

- Remuneration Records and Policies
- Salary Surveys
- Salary Scale Surveys
- Skills Requirements
- Staff Recruitment Policies
- Statutory Records
- Training Records

Operations

- Brochures on Company Information
- Client and Customer Registry
- Contracts
- General Correspondence
- Information relating to Employee Sales Performance
- Information relating to Work-In-Progress
- Marketing and Future Strategies
- Marketing Records
- Production Records
- Sales Records
- Suppliers' Registry

Finance

- Annual Financial Statements
- Asset Register
- Banking Records
- Budgets
- Contracts
- Financial Transactions
- General Correspondence

- Insurance Information
- Internal Audit Records
- Management Accounts
- Purchase and Order Information
- Tax Records (company and employee)

Information Technology

- IT Policies and Procedures
- Network Diagrams
- User Manuals

Statutory Records:

At present these include records (if any) held in terms of:

- Administration of Estates Act 66 of 1965
- Arbitration Act 42 of 1965
- Basic Conditions of Employment 75 of 1997
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- Copyright Act 98 of 1978
- Consumer Protection Act 68 of 2008
- Currency and Exchanges Act 9 of 1933
- Debtor Collectors Act 114 of 1998
- Employment Equity Act 55 of 1998
- Finance Act 35 of 2000
- Electronic Communications and Transactions Act 25 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Insolvency Act 24 of 1936
- Intellectual Property Laws Amendments Act 38 of 1997
- Labour Relations Act 66 of 1995

- Medical Schemes Act 131 of 1998
- Occupational Health & Safety Act 85 of 1993
- Pension Funds Act 24 of 1956
- National Credit Act 34 of 2005
- SA Reserve Bank Act 90 of 1989
- Short Term Insurance Act 53 of 1998
- Skills Development Levies Act 9 of 1999
- Promotion of Access to Information Act 2 of 2000
- Skills Development Act 97 of 1998
- Trade Marks Act 194 of 1993
- Unemployment Contributions Act 4 of 2002
- Value Added Tax Act 89 of 1991

6. Processing of Personal Information

6.1 Purpose of Processing

- Fulfilling statutory obligations in terms of applicable legislation
- Historical record keeping, research and recording statistics necessary for fulfilling CCI's business objectives
- Keeping of accounts and records
- Marketing and advertising
- Monitoring, maintaining and managing CCI's contractual obligations to customers, clients, suppliers, service providers, employees, directors and other third parties
- Obtaining information necessary to provide contractually agreed services to customers and clients
- Resolving and tracking complaints
- Staff administration
- Verifying information provided to us

6.2 Categories of Data Subjects

- Clients and client's employees (inclusion of member records), representatives, agents, contractors and service providers
- Existing and former employees (including contractors, agents, temporary and casual employees)
- CCI's stakeholders
- Suppliers and service providers and their respective authorised employees, representatives, agents, contractors and service providers of such suppliers and service providers

6.3 Categories of Personal Information Processed

6.3.1 Natural Persons

- Name
- Physical and postal address
- Date of birth
- ID number
- Tax related information
- Medical, dental, mental and/or other healthcare related information
- Nationality
- Gender
- Confidential correspondence
- Email address
- Telephone number
- Online identifier or other particular assignment to the person

6.3.2 Juristic Persons

- Names of contact persons
- Name of Legal Entity
- Registration Number
- Physical and Postal address and contact details
- Financial information

- Tax related information
- Authorised signatories, beneficiaries, ultimate beneficial owners
- BBBEE information

6.4 Categories of special information processed

- Race/ethnic origin
- Offences/alleged offences
- Physical/mental health details
- Criminal proceedings, outcomes & sentences

6.5 Possible Recipients of Personal Information

- Auditors
- Banks and other financial institutions.
- Educators and examining bodies
- Employees of the Organisation
- Family, associates and representatives of the person whose personal information is processed
- Healthcare, social and welfare organisations
- Ombudsman and regulatory authorities
- Patient associated healthcare facilities and professionals
- Police/Courts where necessary
- Regulatory, statutory and government bodies
- Security organisations
- Suppliers, service providers, vendors, agents and representatives of such entities
- Third party verification agencies and credit bureaux
- Software services provides including Microsoft and Google.

6.6 Trans-border/cross-border flows of personal information

It may be required from time to time to share personal information of data subjects with third parties in other countries. Any sharing of personal information of data subjects with third

parties in other countries will be done only if the recipient of the information is subject to a law, binding corporate rules or binding agreement which provide an adequate level of protection which effectively upholds principles for reasonable processing of the information that are substantially similar to the conditions for the lawful processing of personal information relating to a data subject who is a natural person and, where applicable, a juristic person, as set out in the POPI and the data subject consents to the transfer.

Any such transfer will have to be shown to be necessary for the performance of a contract between the data subject and the recipient in question, or for the implementation of pre-contractual measures taken in response to the data subject's request.

6.6 General Description of Information Security Measures

Up-to-date technology is employed to ensure the confidentiality, integrity and availability of the Personal Information under CCI's care.

Measures include:

- Acceptable usage of personal information
- Access control to personal information
- All third parties with whom any contract exists are required to ensure that appropriate security, privacy and confidentiality obligations are observed.
- Computer and network security including Firewalls, Virus protection software and updated protocols
- Governance and regulatory compliance
- Information security and HR policies including Bring Your Own Device (BYOD) policies
- Internal process to report security breach or anticipated security breach
- Investigating and reacting to security incidents
- Logical and physical access control
- Monitoring access and usage of private information
- Physical security
- Retention and disposal of information
- Secure communications
- Security in the outsourcing of any activities or functions through appropriate contracts
- Training of staff members

CCi continuously establishes and maintains appropriate, reasonable technical and organisational measures to ensure that the integrity of the Personal Information which may be in its possession or under its control, is secure and that such information is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration or access by having regard to the requirements set forth in law, in industry practice and generally accepted information security practices and procedures applicable.

7. Information Request Procedure

- The requester must use the prescribed form to make the request for access to a record. The prescribed form is available from the Head of Business named in Section 2 above. The form is also available from the website of the Department of Justice and Constitutional Development at www.doj.gov.za
- The request must be made to the Head of Business named in Section 2 above. This request must be made to the address or electronic mail address of the business.
- The requester must provide sufficient detail on the request form to enable the Head of Business to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other form of communication should be used to inform the requester. If this is the case, please furnish the necessary particulars to be so informed.
- The requester must identify the right that is sought to be exercised or to be protected and must provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of Head of Business aforesaid.
- The prescribed request fee must be attached.
- CCI will respond to a request for access to information within 30 days of receiving the request by indicating whether the request for access has been granted or denied.
- Please note that the completion and submission of a request for access form does not automatically allow the requestor access to the requested record.

Access will be granted to a record only if the following criteria are fulfilled:

- The record is required for the exercise or protection of any right; and
- The requestor complies with the procedural requirements set out in the Act relating to a request; and
- Access to the record is not refused in terms of any ground for refusal as contemplated in Chapter 4 of Part 3 of the Act.

8. Denial of Access

Access to any record may be refused under certain limited circumstances. These include:

- The protection of personal information concerning any natural person from unreasonable disclosure;

- The protection of commercial information held concerning any third party (for example trade secrets);
- The protection of financial, commercial, scientific or technical information that may harm the commercial or financial interests of any third party;
- Disclosures that would result in a breach of a duty of confidence owed to a third party;
- Disclosures that would jeopardize the safety or life of an individual;
- Disclosures that would prejudice or impair the security of property or means of transport;
- Disclosures that would prejudice or impair the protection of a person in accordance with a witness protection scheme;
- Disclosures that would prejudice or impair the protection of the safety of the public;
- Disclosures that are privileged from production in legal proceedings unless the privilege has been waived;
- Disclosures of details of any computer programme;
- Disclosures that will put CCI at a disadvantage in contractual or other negotiations or prejudice it in commercial competition;
- Disclosures of any record containing any trade secrets, financial, commercial, scientific, or technical information that would harm the commercial or financial interests of Competitive Capabilities International (Pty);
- Disclosures of any record containing information about research and development being carried out or about to be carried out by CCI;

If access to a record or any other relevant information is denied, CCI's response will include:

- Adequate reasons for the refusal; and
- Notice that you may lodge an application with the Court against the refusal and the procedure including details of the period for lodging the application.

9. FEES

The applicable fees are prescribed in terms of the Regulations promulgated under the Act. There are two basic types of fees payable in terms of the Act.

Request Fee - The non-refundable request fee of R50.00 (Fifty Rand) (excluding VAT) is payable on submission of any request for access to any record. This does not apply if the request is for a personal record of the requestor.

Access Fee - The access fee is payable prior to being permitted access to the records in the required form. The applicable fees are prescribed in terms of Part III of Annexure A as identified in Government Notice Number 187, Regulation 11.

10. MANUAL AVAILABILITY

10.1 A copy of this Manual may be obtained:

10.1.1 on the CCI websites;

10.1.2 at CCI offices during ordinary business hours;

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

10.1.4 to the Information Regulator upon request

Any transmission costs or postage required in respect of hard copies of the Manual, will be for the account of the requester.

Thank you for your interest and if you have any questions, please direct them to the Information Officer of CCI.

Samuel Jay Milligan

Chief Executive Officer

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