PAIA MANUAL
OF
ACT SOLUTIONS PRETORIA INC

Registration Number: **1998/001789/21**

Prepared and compiled on 15 May 2026 in accordance with Section 51 of the Promotion of Access to Information Act 02 of 2000 (as amended)

1. List of acronyms and abbreviations

TERM	DEFINITION
"Data Subject"	means the person to whom Personal Information relates, as contemplated in terms of section 1 of the POPIA;
"Deputy Information Officer"	means a Deputy Information Officer designated in terms of section 56 of the POPIA;
"Information Officer"	means in the case of a juristic person, i. the chief executive officer or equivalent officer of the juristic person or any person duly authorised by that officer; or ii. the person who is acting as such or any person duly authorised by such acting person as contemplated in section 1 of the Act;
"Information Regulator"	means the Information Regulator established in terms of section 39 of POPIA;
"Manual"	means this manual compiled by **ACT Solutions Pretoria Inc** in terms of PAIA and POPIA;
"PAIA"	means the Promotion of Access to Information Act, 2 of 2000, including the PAIA regulations, as amended from time to time;
"Personal Information"	means information relating to an identified, or identifiable, living natural person and, where applicable, an identifiable existing juristic person as contemplated in the POPIA;
"Personnel"	means all partners, directors, officers, employees, individual contractors and other personnel of **ACT Solutions Pretoria Inc**;
"POPIA"	means the Protection of Personal Information Act, 4 of 2013, including the POPIA regulations, as amended from time to time;
"Processing"	means any operation, activity or set of operations, whether or not by automated means, concerning Personal Information as contemplated in the POPIA;
"Private Body"	means any former or existing juristic person, as contemplated in the Act and POPIA;
"Record"	means a record as contemplated in PAIA and includes Personal Information;
"Requester"	means, in relation to a Private Body, iii. 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 iv. a person acting on behalf of such person as contemplated in the Act;
"Responsible Party"	means a public or Private Body or any other person which, alone or in conjunction with others, determines the purpose of and means for Processing Personal Information as contemplated in the POPIA;

2. Purpose of the PAIA Manual

To promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of PAIA, in order for them to exercise their rights in relation to public and private bodies.

Wherever reference is made to "Private Body" in this manual, it will refer to **ACT Solutions Pretoria Inc**.

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 Information 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 of the Private Body

3.1. Information Officer

Name:	Wessel Barend Luus
Telephone No:	012 329 0133 I 081 024 5256
E-mail:	wessel@actgroup.co.za

3.2. Deputy Information Officer

Name:	Hanlea van Schalkwyk
Telephone No:	012 329 0133 I 084 369 6446

E-mail: hanlea@actgroup.co.za

3.3. **Access to information general contact**

Email: wessel@actgroup.co.za I hanlea@actgroup.co.za

3.4. **Head Office**

Physical Address:	899 Pierneef Street, Villieria, Pretoria, 0186
Telephone No:	012 329 0133
E-mail:	wessel@actgroup.co.za I hanlea@actgroup.co.za
Website:	https://actgroup.co.za/

4. Guide on how to use PAIA and how to obtain access to the Guide

4.1. The Information 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[1] and section 56 of POPIA[2];

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[3]; and

4.3.3.2 access to a record of a private body contemplated in section 50[4];

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[1] 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.

[2] 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.

[3] 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.

[4] 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.

4.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;

4.3.5 the assistance available from the Information 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 Information 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 Information Regulator or a decision of the head of a private body;

4.3.7 the provisions of sections 14[5] and 51[6] 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[7] and 52[8] 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[9] and 54[10] regarding fees to be paid in relation to requests for access; and

4.3.10 the regulations made in terms of section 92[11].

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 Information Regulator, during normal working hours.

4.5. The Guide can also be obtained -

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[5] 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.

[6] 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.

[7] 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.

[8] 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.

[9] 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.

[10] 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.

[11] 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.

4.5.1 upon request to the Information Officer;

4.5.2 from the website of the Information Regulator (https://inforegulator.org.za/).

4.6. A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours - in English and Afrikaans.

5. Categories of records of the Private Body which are available without a person having to request access

Category of records	Types of the Record	Available on Website	Available upon request
Product / Service information	Information relating to our service, service offering and products		X
Public facing policies and notices	Privacy Notice, Terms and Conditions, PAIA Manual		X
Company Records	Company Incorporation Documents, Account confirmation, BEE Affidavit, TAX Compliance verification, Company Profile, Letter of good standing		X

6. Description of the records of the Private Body which are available in accordance with any other legislation

Category of records	Types of the Record
Memorandum of Incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 02 of 2000

7. Description of the subjects on which the Private Body holds records and categories of records held on each subject by the Private Body

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	- Annual Reports, Strategic Plan, Annual Performance Plan - Director / Member / Shareholder Information - Minutes of meetings - Records relating to the appointment of auditors, directors, prescribed officers, public officers, company secretary

Human Resources	- HR policies and procedures - Advertised posts - Employees records
Operational documents and records	- Policies regarding business plan or activities; - Written service specification; - Customer database and relevant information; - Company profile; - Sales records
Financial records	- VAT records; - Tax records; - PAYE records; - UIF records; - SDL records; - Management accounts and audited financial statements; Operating systems - Tax invoices; - Quotes; - Weekly/monthly/quarterly/annual statements; - Debit notes; - Credit notes - Bank Account records

8. Processing of personal information

8.1. Purpose of processing personal information

Categories of Data Subjects	Purpose for processing Personal Information
Employees	- To comply with employment, and other legislation - Disciplinary Proceedings - Manage relationships
Service Providers	- Manage relationships - To comply with legislation
Clients	- To provide our services - To comply with legislation
Operational	- Audit and record keeping - In respect of legal obligation - General administration and operational functions

8.2. **Description of the categories of Data Subjects and of the information or categories of information relating thereto**

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	name, address, registration numbers or identity numbers, employment status and bank details
Service Providers	names, registration number, vat numbers, address, bank details and representative's contact details
Employees	address, qualifications, gender, race, contact details

8.3. **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
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

8.4. **Planned transborder flow of personal information**

The transfer of your personal information across South African borders may be required however will only be effected if the transaction requires transborder processing. In such instance the personal information will only be transferred in accordance with the requirements of POPIA and/or other South African legislative requirements, and/or if the data subject consents to the transferring of personal information to a third party in a foreign country.

In the event of transborder transferring of personal information we will take the necessary steps to ensure the processing of personal information is done in accordance with the laws of the jurisdiction the information is transferred to and/or that binding corporate rules or binding agreements are in place that provide for levels of protection at an adequate level in accordance with the principles of POPIA.

8.5. **General description of information security measures to be implemented by the responsible party to ensure the confidentiality, integrity, and availability of the information**

Our security policies and procedures cover, amongst others, but not limited to:

- Physical security;
- Computer and network security;
- Access to personal information;
- Security in contracting out activities or functions;
- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;
- Monitoring access and usage of personal information;
- Investigating and reacting to security incidents;
- When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

9. Request procedure to obtain access to records held by the Private Body

9.1. To access records held by **ACT Solutions Pretoria Inc**, the requester must complete Form 2 (Annexure B) and submit it, along with the required request fee and any applicable deposit (as set out in Annexure A), to the Information Officer using the contact details provided.

9.2. The form must include enough detail to identify -

9.2.1 the record;

9.2.2 the requester's identity;

9.2.3 the preferred method of access, and the reason the information is needed to exercise or protect a specific right

9.3. Requests submitted on behalf of another person must be accompanied by proof of authority.

9.4. Where the requester is unable to complete the form due to illiteracy or disability, the request may be made orally at the address of **ACT Solutions Pretoria Inc** and assistance will be provided to record the request.

9.5. Upon receipt of the request, the Information Officer will notify the requester of any fees due and will only proceed once payment has been received.

9.6. If access is granted, additional fees may apply for reproduction or preparation. In cases where access is denied, any deposit paid will be refunded. The requester will be informed of the outcome within 30 days using Form 3 (Annexure C).

10. Availability of the Manual

10.1. A copy of the manual is available -

10.1.1 on the website of the Private Body at https://actgroup.co.za/;

10.1.2 At the head office of **ACT Solutions Pretoria Inc** for public inspection during normal business hours;

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

10.1.4 To the Information Regulator upon request.

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

11. Updating of the Manual

The head of **ACT Solutions Pretoria Inc** will on a regular basis update this manual.

Issued by:

Wessel Barend Luus

12. Annexure A: Applicable fees

The table below sets out the fees applicable to any request for a record of information held by **ACT Solutions Pretoria Inc**:

ITEM	DESCRIPTION	AMOUNT
1.	The request fee payable by every requester	R 140.00
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof
3.	Printed copy of A4-size page	R 2.00 per page or part thereof
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	 R 40.00 R 40.00 R 60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
6.	For a copy of visual images	
7.	Transcription of an audio record, per A4-size page	R 24.00
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	 R 40.00 R 40.00 R 60.00
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R 145.00 R 435.00
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

13. Annexure B: Form 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

_____
_____
_____
_____
(Address)

E-mail address: _____

Fax number: _____

*Mark with an **"X"***

☐ Request is made in my own name

☐ Request is made on behalf of another person

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made *(when made on behalf of another person)*				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile:	
	Cellular:			

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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			

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	

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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)*	
Copy of record saved on cloud storage server	

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)*	
Cloud share/file transfer	

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 fee must be paid before the request will be considered.* *b) You will be notified of the amount of the access fee to be paid.* *c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.* *d) If you qualify for exemption of the payment of any fee, please state the reason for exemption*	
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	Facsimile	Electronic communication (Please specify)

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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14. Annexure C: Form 3

OUTCOME OF REQUEST AND FEES PAYABLE

[Regulation 8]

NOTE:

1. If your request is granted the—
   (a) amount of the deposit, (if any), is payable before your request is processed; and
   (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: The Information Officer

_____

_____

_____

_____

Your request dated _____, refers.

1. You requested:

Personal inspection of information 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)* is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure A.	

OR

2. You requested:

Printed copies of the information (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 information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

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3. To be submitted:

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)*	
Cloud share/file transfer	
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)*	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reason:

4. Fees payable with regard to your request:

ITEM	DESCRIPTION	AMOUNT	NUMBER OF PAGES/ITEMS	TOTAL
1.	The request fee payable by every requester	R 140.00		
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof		
3.	Printed copy of A4-size page	R 2.00 per page or part thereof		
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00		
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.		
6.	For a copy of visual images			
7.	Transcription of an audio record, per A4-size page	R 24.00		
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00		
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R 145.00 R 435.00		
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.		
11.	Postage, email or any other electronic transfer	Actual expense, if any.		
	TOTAL:			

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5. Deposit payable (if search exceeds six hours):

☐ Yes ☐ No

Hours of search		Amount of deposit *(calculated on one third of total amount per request)*	

The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch Code: _____

Reference No.: _____

Submit proof of payment to: _____

Signed at _____this _____day of _____20 _____

_____

Information Officer

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