



Platinum Software

PAIA Manual



Document Version Control

Revision	Date	Author	Description of Changes	Approved By
V1.0	25 March 2025	Hendrik van Jaarsveld	Initial PAIA Manual	Keith Forman



1. Purpose, Scope, and Users

The Purpose of the PAIA manual is for the public to:

- Check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 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;
- Know the description of the records of the body which are available in accordance with any other legislation;
- 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;
- Know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 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;
- Know the description of the categories of data subjects and of the information or categories of information relating thereto;
- Know the recipients or categories of recipients to whom the personal information may be supplied;
- 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
- Know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

The Platinum Software PAIA Manual is applied to the entire Information Security Management System (ISMS).

Users of this document are all personnel that form part of Platinum Software's ISMS, as well as any interested parties.

2. Reference Documents

- [Promotion of Access to Information Act \(PAIA\)](#)
- [Protection of Personal Information Act \(POPIA\)](#)
- [Platinum Software's Privacy Policy](#)



3. Privacy

This document shall be considered as “**Public**” and shall be made available to the concerned persons with proper access control. Subsequent changes and versions of this document shall be controlled.

4. Definitions

“**CEO**” - Chief Executive Officer (Hans Lombard)

“**DIO**” - Deputy Information Officer; (Keith Forman)

“**IO**” - Information Officer; (Hendrik van Jaarsveld)

“**Minister**” - Minister of Justice and Correctional Services

“**PAIA**” - Promotion of Access to Information Act No. 2 of 2000

“**POPIA**” - Protection of Personal Information Act No.4 of 2013

“**Regulator**” - Information Regulator

“**Republic**” - Republic of South Africa

5. Key Contact Details

Chief Information Officer

Name: Hendrik van Jaarsveld

Tel: 074 525 8962

Email: hendrikvj@platsoft.net

Deputy Information Officer:

Name: Keith Forman

Tel: 078 697 9583

Email: keith@platsoft.net



Head Office

Physical Address: 8b Rivonia Road, Illovo, Sandton, Gauteng, 2196

Telephone: 011 012 3985

Email: info@platsoft.net

Website: www.platsoft.co.za

6. Guide on how to use PAIA and how to obtain access to the guide.

6.1. 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.

6.2. The aforesaid Guide contains the description of-

6.2.1. The objects of PAIA and POPIA;

6.2.2. The postal and street address, phone and fax number and, if available, electronic mail address of-

6.2.2.1. The Information Officer of every public body, and

6.2.2.2. Every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;

6.2.3. The manner and form of a request for-

6.2.3.1. Access to a record of a public body contemplated in section 11(1); and

6.2.3.2. Access to a record of a private body contemplated in section 50(1);

6.2.4. The assistance available from the IO of a public body in terms of PAIA and POPIA;

6.2.5. The assistance available from the Regulator in terms of PAIA and POPIA;

6.2.6. 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 -

6.2.6.1. An internal appeal;

6.2.6.2. a complaint to the Regulator; and



6.2.6.3. 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;

6.2.7. The provisions of sections 14(1) and 51(1) requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

6.2.8. The provisions of sections 15(1) and 52(1) providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

6.2.9. The notices issued in terms of sections 22(1) and 54(1) regarding fees to be paid in relation to requests for access; and

6.2.10. The regulations made in terms of section 92(1).

6.3. 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.

6.4. The Guide can also be obtained-

6.4.1. Upon request to the Information Officer;

6.4.2. From the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

7. Categories of records of Platinum Software which are available without a person to request access.

Category of Records	Available on Website	Available upon Request
Privacy Policy	X	
Data Protection Policy		X

8. Description of the records of Platinum Software which are available in accordance with any other legislation.

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000

9. Description of the subjects on which the body holds records and categories of records held on each subject by Platinum Software.

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan.
Human Resources	HR policies and procedures Advertised posts Employees records



10. Processing of Personal Information

10.1. Purpose of Processing Personal Information

Platinum Software collects and processes personal information to provide products and services, communicate updates, respond to inquiries, and improve your overall user experience.

10.2. 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, trade secrets and bank details
Employees	Address, qualifications, gender and race

10.3. 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 verification	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus



10.4. Planned transborder flows of personal information

Platinum Software is committed to protecting the privacy of our customers and ensuring compliance with South African data protection regulations. We guarantee that all personal information we collect, process, and store remains within the borders of the Republic of South Africa at all times, in full accordance with the Protection of Personal Information Act (POPIA).

10.5. General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

Platinum Software implements stringent security safeguards to ensure the confidentiality and integrity of personal information. These measures include encryption of data at rest and in transit, access controls based on the principle of least privilege, continuous monitoring for security threats, and the deployment of protective solutions against malware and unauthorized access. Regular security assessments and a structured backup and disaster recovery plan further reinforce our commitment to data protection, ensuring compliance with the Protection of Personal Information Act (POPIA).

11. Availability of the Manual

11.1. A copy of the Manual is available-

11.1.1. on <https://www.platsoft.co.za>;

11.1.2. at the head office of Platinum Software for public inspection during normal business hours;

11.1.3. to any person upon request via telephone or e-mail; and

11.1.4. to the Information Regulator upon request.



12. Managing Records Kept on the Basis of This Document

Record name	Storage location	Person responsible for storage	Control for record protection	Retention time
Platinum Software's PAIA Manual	Organization's intranet	IT Manager	IT Manager and Information Officer is authorized to edit.	Old versions of the List are archived for 2 years

13. Review and Revision

To ensure ongoing compliance and effectiveness:

- This document is valid as of 26 March 2025
- This manual will be reviewed annually or as necessary in response to changes in legislation or organizational policies.
- Updates and revisions will be approved by the Information Officer and communicated to all relevant personnel.