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PAIA MANUAL

Riskonet Africa (Pty) Ltd
("The Company")

**Prepared in accordance with Section 51 of PROMOTION OF ACCESS TO
INFORMATION ACT, ACT 2 OF 2000 and the PROTECTION OF PERSONAL
INFORMATION ACT, Act 4 of 2013**

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1. INTRODUCTION TO RISKONET AFRICA (PTY) LTD

Riskonet Africa (Pty) Ltd is a company duly registered in accordance with the laws of South Africa with company registration number 2018/268772/07. This PAIA Manual is relevant and has application for any major subsidiaries, portfolios, and sub-groups of Riskonet Africa (Pty) Ltd, and is available to view at its premises located at IUM Building, 17 Bradford Rd, Bedfordview, 2008 as well as on its website www.riskonet.com/za

2. INFORMATION IN TERMS OF SECTION 51

Contact details [Section 51(1)(a)]

Registration number: **2018/268772/07**
Registered address: **7 Van Der Bijl Street, Douglasdale, JHB**
Street address: **19 Plover Street , Fourways**
Phone number: **+27 834567424**
Fax number: **N/A**
Email address: **chris.brits@riskonet.com**
Website: **www.riskonet.com/za**
Information Officer Name: **Chris Brits**

3. THE SECTION 10 GUIDE ON HOW TO USE THE ACT

- 3.1. The PAIA 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 lodges a request, the public body must be acting in the public interest.
- 3.2. Requests in terms of the PAIA Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.

4. GUIDE OF THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION

- 4.1. The South African Human Rights Commission must compile the guide contemplated in Section 10 of the Act. The guide will contain such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act. Any enquiries regarding this guide should be directed to:

The South African Human Rights Commission
PAIA Unit (The Research and Documentation Department)
Private Bag x2700, Houghton, 2041

Telephone number: (011) 484 8300

Facsimile number: (011) 484 1360

Website: www.sahrc.org.za

E-mail address: paia@sahrc.org.za

5. CATEGORIES OF RECORDS

5.1. Records of the private body

This clause serves as a reference to the records that the Private Body holds in order to facilitate a request in terms of the Act.

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The information is classified and grouped according to records relating to the following subjects and categories: (It is recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter.)

A copy of this Manual is available by sending a request for a copy to the Information Officer by email. Kindly note that all requests to Riskonet Africa (Pty) Ltd will be evaluated and considered in accordance with the Act. Publication of this manual and describing the categories and subject matter of information held by Riskonet Africa (Pty) Ltd does not give rise to any rights (in contract or otherwise) to access such information or records except in terms of the Act.

5.2. Private body documents and records

5.2.1. Internal records

The following records are pertaining to Riskonet Africa (Pty) Ltd own affairs:

- Memorandum and Articles of Association.
- Financial records.
- Operational records.
- Licenses.
- Intellectual property.
- Marketing records.
- Internal correspondence.
- Product records.
- Statutory records.
- Internal policies and procedures.
- Records held by officials of Riskonet Africa (Pty) Ltd

5.2.2. Personnel Records

Personnel refers to any person who works for or provides services to or on behalf of Riskonet Africa (Pty) Ltd and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of Riskonet Africa (Pty) Ltd This includes, without limitation, directors, executive directors, non-executive directors, all permanent, temporary, and part-time staff as well as contract workers. Personnel records include the following:

- Any personal records provided to Riskonet Africa (Pty) Ltd by their personnel.
- Any records a third party has provided to Riskonet Africa (Pty) Ltd about any of their personnel.
- Conditions of employment and other personnel-related contractual and quasi-legal records.
- Internal evaluation records.
- Other internal records and correspondence related to a particular individual.

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5.2.3. Customer-related records

Please be aware that Riskonet Africa (Pty) Ltd is committed to protecting the confidential information of its customers, staff, service providers, suppliers (collectively described as “Data Subjects” as defined in terms of the Protection of Personal Information Act). Please motivate any request for customer information very carefully, having regard to Sections 63 to 67 of the Act. Customer information includes the following:

- Any records a customer has provided to Riskonet Africa (Pty) Ltd or a third party acting for or on behalf of Riskonet Africa (Pty) Ltd .
- Contractual information.
- Personal records of customers.
- Credit information and other research conducted in respect of customers.
- Any records a third party has provided to Riskonet Africa (Pty) Ltd about customers.
- Confidential, privileged, contractual, and quasi-legal records of customers.
- Performance research conducted on behalf of customers or about customers.
- Any records a third party has provided to Riskonet Africa (Pty) Ltd either directly or indirectly.
- Records generated by or within Riskonet Africa (Pty) Ltd pertaining to customers, including transactional records.

5.2.4. Technical records

- Technical reports.
- Technical data.
- Designs forming part of the intellectual property rights of Riskonet Africa (Pty) Ltd

5.2.5. Other parties

Records are kept in respect of other parties, including without limitation contractors, suppliers, joint ventures, service providers and general market conditions. In addition, such other parties may possess records, which can be said to belong to Riskonet Africa (Pty) Ltd The following records fall under this category:

- Personnel, customer, or Riskonet Africa (Pty) Ltd records which are held by another party as opposed to being held by Riskonet Africa (Pty) Ltd and
- Records held by Riskonet Africa (Pty) Ltd pertaining to other parties, including financial records, correspondence, contractual records, electronic mail, logs, cached information, records provided by the other party, and records third parties have provided about the contractors/suppliers or customer.

5.2.6. Other records

Further records are held including:

- Information relating to Riskonet Africa (Pty) Ltd own commercial activities.

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- Research carried out on behalf of a client Riskonet Africa (Pty) Ltd or commissioned from a third party for a customer.
- Research information belonging to Riskonet Africa (Pty) Ltd , whether carried out itself or commissioned from a third party.

6. RECORDS REQUIRED IN TERMS OF LEGISLATION

Records are kept in accordance with the following legislation:

- Basic Conditions of Employment No. 75 of 1997
- Companies Act No. 71 of 2008
- Companies Amendment Act No 3 of 2011
- Compensation for Occupational Injuries and Health Diseases Act No.130 of 1993
- Electronic Communications and Transactions Act No 25 of 2002
- Employment Equity Act No 55 of 1998
- Income Tax Act No. 95 of 1967
- Labour Relations Act No 66 of 1995
- Promotion of Access of Information Act No 2 of 2000
- Skills Development Levies Act No. 9 of 1999
- Skills Development Act No. 97 of 1998
- Unemployment Contributions Act No. 4 of 2002
- Unemployment Insurance Act No. 63 of 2001
- Value Added Tax Act No. 89 of 1991

7. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The main grounds for the private Body to refuse a request for information relates to the:

- 7.1. Mandatory protection of the privacy of a third party who is a natural person, who would involve the unreasonable disclosure of personal information of that natural person.
- 7.2. Mandatory protection of the commercial information of a third party, if the record contains:
 - Trade secrets of that third party
 - Financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party
 - Information disclosed in confidence by a third party to the Private Body, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
- 7.3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement
- 7.4. Mandatory protection of the safety of individuals and the protection of property.
- 7.5. Mandatory protection of records which would be regarded as privileged in legal proceedings.
- 7.6. The commercial activities of the Private Body, which may include:
 - Trade secrets of the Private Body.
 - Financial, commercial, scientific, or technical information which disclosure of could likely cause harm to the financial or commercial interests of the Private Body.
 - Information which, if disclosed could put the Private Body at a disadvantage in negotiations or commercial competition.

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- A computer program which is owned by the Private Body, and which is protected by copyright.
- 7.7. The research information of the Private Body or a third party, if its disclosure would disclose the identity of the Private Body, the researcher or the subject matter of the research and would place the research at a serious disadvantage.
- 7.8. Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

8. REMEDIES AVAILABLE WHEN A PRIVATE BODY REFUSES A REQUEST FOR INFORMATION

8.1. Internal remedies

The Private Body does not have an internal appeal procedure. As such, the decision made by the Information Officer is final, and requesters will have to exercise such external remedies at their disposal if the request for information is refused, and the requester is not satisfied with the answer supplied by the Information Officer.

8.2. External remedies

A requester that is dissatisfied with an information officer's refusal to disclose information, may within 30 days of notification of the decision, apply to a relevant Court for relief. Likewise, a third party dissatisfied with an information officer's decision to grant a request for information, may within 30 days of notification of the decision, apply to a Court for relief. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court, or another court of similar status.

9. THE REQUEST PROCEDURE

- 9.1. The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.
- 9.2. The requester must use the prescribed form available on the request of the Riskonet Africa (Pty) Ltd at info-za@riskonet.com and must be made to the Information Officer. This request must be made to the physical address, or electronic mail address of the body concerned.
- 9.3. The requester must provide sufficient detail on the request form to enable the Information Officer 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 manner is to be used to inform the requester and state the necessary particulars to be so informed.
- 9.4. The requester must state that he/she requires the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.
- 9.5. The Private Body will process the request within 30 days, unless the requester has stated special reasons which would satisfy the Information Officer that circumstances dictate that the above time periods not be complied with.
- 9.6. The requester shall be informed whether access granted or denied. If, in addition, the requester requires the reasons for the decision, he/she must state this.

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- 9.7. If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer.
- 9.8. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

10. ACCESS TO RECORDS HELD BY THE PRIVATE BODY

Records held by the Private Body may be accessed by requests only once the prerequisite requirements for access have been met.

A requester is any person making a request for access to a record of the Private Body. There are two types of requesters:

10.1. Personal requester

- A personal requester is a requester who is seeking access to a record containing personal information about the requester
 - The Private Body will voluntarily provide the requested information or give access to any record with regard to the requester's personal information

10.2. Other requester

- This requester (other than a personal requester) is entitled to request access to information on third parties. However, the Private Body is not obliged to voluntarily grant access. The requester must fulfil the prerequisite requirements for access in terms of the Act,

11. FEES

- 11.1. The Act provides for two types of fees, namely:
- A request fee, which will be a standard fee
 - An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.
- 11.2. When the request is received by the Information Officer, such officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee (if any), before any further processing of the request.
- 11.3. If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the information officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.
- 11.4. The information officer shall withhold a record until the requester has paid the fees as indicated in Annexure 2.
- 11.5. A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.
- 11.6. If a deposit has been paid in respect of a request for access, which is refused, then the information officer concerned must repay the deposit to the requester.

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12. DECISION

- 12.1. The Private Body will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.
- 12.2. The 30 day period with which the Private Body has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty days if the request is for a large amount of information, or the request requires a search for information held at another office of the Private Body and the information cannot reasonably be obtained within the original 30 day period. The Private Body will notify the requester in writing should an extension be sought.

13. AVAILABILITY OF THE MANUAL

- 13.1. This manual is made available in terms of Regulation Number R.187 of 15 February 2002.
- 13.2. Riskonet Africa (Pty) Ltd will review this PAIA Manual on an annual basis and update it at such intervals as may be deemed necessary.