



unlimited people
consulting

power to change

THE PROMOTION OF ACCESS TO INFORMATION ACT PAIA MANUAL

Unlimited People Consulting (Pty) Ltd: 2 Victoria Mews, 36 Barbara Road, Scottburgh South, KZN 4180; info@upc.co.za; www.upc.co.za
Registration No.2015/372040/07

In terms of the B-BBEE Codes of Good Practice, Unlimited People Consulting (Pty) Ltd has achieved Level 4 B-BBEE score status
Director: Sue Anderson

**UNLIMITED PEOPLE CONSULTING (PTY) LTD
MANUAL PREPARED IN TERMS OF SECTION 51 OF
THE PROMOTION OF ACCESS TO INFORMATION ACT (ACT 2 OF 2000)**

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This Manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("the Act"). The Act gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information held by the State and to information held by another person that is required for the exercise and/or protection of any right.

The reference to any information in addition to that specifically required in terms of Section 51 of the Act does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of the Act.⁶

1 INFORMATION REQUIRED UNDER SECTION 51(1) (a) OF THE ACT

Designated Head of Unlimited People Consulting (Pty) Ltd : Sue Anderson

Street Address of Unlimited People Consulting (Pty) Ltd : 2 Victoria Mews, 36 Barbara Road, Scottburgh South, KZN 4180

Tel. No of Unlimited People Consulting (Pty) Ltd : +27 (083) 302 7340

E-Mail address of Unlimited People Consulting (Pty) Ltd : info@upc.co.za / gretha@upc.co.za

2 DESCRIPTION OF GUIDE REFERRED TO IN SECTION 10

A Guide has been compiled in terms of Section 10 of PAIA by the South African Human Rights Commission (SAHRC). It contains information required by a person wishing to exercise any right, contemplated by PAIA. It is available in all of the official languages.

The Guide is available for inspection, *inter alia*, at the office of The Information Regulator.

Information Regulator South Africa

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

P.O Box 31533, Braamfontein, Johannesburg, 2017

General enquiries email: enquiries@inforegulator.org.za

3 RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Records available in terms of other legislation are as follows:

- Basic Conditions of Employment Act No. 75 of 1997
- Companies Act No. 71 of 2008 and Applicable Regulations
- 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. 58 of 1962
- Labor Relations Act No. 66 of 1995
- Medical Schemes Act No. 131 of 1998
- Occupational Health and Safety Act No. 85 of 1993
- Promotion of Access to Information Act No.2 of 2000
- Regional Services Councils Act No. 109 of 1985
- Protection of Personal Information Act No. 4 of 2013
- Broad-based Black Economic Empowerment Act No. 53 of 2003
- Skills Development Act No. 97 of 1998
- Skills Development Levies Act No. 9 of 1999
- Unemployment Insurance Act No. 63 of 2001
- Unemployment Insurance Contributions Act No. 4 of 2002
- Pension Funds Act No. 24 of 1956
- Local Government Municipal Property Rates Act No. 6 of 2004
- Consumer Protection Act 68 of 2008

4 RECORDS AUTOMATICALLY AVAILABLE

No notice has been submitted by the company to the Minister of Justice and Constitutional Development regarding the categories of records, which are available without a person having to request access in terms of Section 52(2) of PAIA. However, the information on the website of the business is automatically available without having to request access in terms of PAIA.

5 SUBJECTS AND CATEGORIES OF RECORDS HELD BY UNLIMITED PEOPLE CONSULTING (PTY) LTD

General information about Unlimited People Consulting (Pty) Ltd can be accessed via the internet on www.upc.co.za, which is available to all persons who have access to the internet.

Unlimited People Consulting (Pty) Ltd has been in the business of training and consulting for 20 years (previously UPC).

The main focus has always been on improving individual, team and ultimately organisational performance through behaviour change, specifically in the sales, service and leadership environment. The director has many years of experience in various industries and at all organisational levels in South Africa, throughout Africa as well as internationally.

Unlimited People Consulting (Pty) Ltd has been certified and recognised by the Financial Planning Institute of South Africa (FPI)

The subjects on which the private body holds records and the categories on each subject in terms of Section 51(1)(e) are as listed below. Please note that a requester is not automatically allowed access to these records and that access to them may be refused in accordance with Sections 62 to 69 of the Act:

1. COMPANIES ACT RECORDS

- Documents of Incorporation;
- Memorandum of Incorporation;
- Minutes of meeting of the Board of Directors;
- Minutes of meetings of Shareholders;
- Proxy forms
- Register of directors' shareholdings;
- Research and development;
- Share certificates; and
- Share Register and other statutory registers and/or records and/or documents;
- Special resolutions/Resolutions passed at General meetings.

Records relating to the appointment of:

- Auditors;
- Directors;
- Prescribed Officer.
- Public Officer; and
- Secretary;

2. FINANCIAL RECORDS

- Accounting Records
- Annual Financial Reports;
- Annual Financial Statements
- Asset Registers;
- Bank Statements
- Banking details and bank accounts;
- Banking Records
- Debtors / Creditors statements and invoices;
- General ledgers and subsidiary ledgers;
- General reconciliation;

- Invoices;
- Paid Cheques
- Policies and procedures;
- Rental Agreements; and
- Tax Returns.

3. INCOME TAX RECORDS

- PAYE Records
- Documents issued to employees for income tax purposes
- Records of payments made to SARS on behalf of employees
- All other statutory compliances:
 - VAT
 - Regional Services Levies
 - Skills Development Levies
 - UIF
 - Workmen's Compensation

4. PERSONNEL DOCUMENTS AND RECORDS

- Accident books and records;
- Address Lists;
- Disciplinary Code and Records;
- Employee benefits arrangements rules and records;
- Employment Contracts;
- Employment Equity Plan
- Forms and Applications;
- Grievance Procedures;
- Leave Records;
- Medical Aid Records;
- Payroll reports/ Wage register;
- Pension Fund Records;
- Safety, Health and Environmental records;
- Salary Records;
- Standard letters and notices
- Training Manuals;
- Training Records;
- Workplace agreements and records.

5. PROCUREMENT DEPARTMENT

- Standard Terms and Conditions for supply of services and products;
- Contractor, client and supplier agreements;
- Lists of suppliers, products, services and distribution; and
- Policies and Procedures.

6. SALES DEPARTMENT

- Customer details
- Credit application information
- Information and records provided by a third party

7. MARKETING DEPARTMENT

- Advertising and promotional material

8. RISK MANAGEMENT AND AUDIT

- Audit reports;
- Risk management frameworks; and
- Risk management plans.

9. SAFETY, HEALTH AND ENVIRONMENT

- Complete Safety, Health and Environment Risk Assessment
- Environmental Managements Plans
- Inquiries, inspections, examinations by environmental authorities

10. IT DEPARTMENT

- Computer / mobile device usage policy documentation;
- Disaster recovery plans;
- Hardware asset registers;
- Information security policies/standards/procedures;
- Information technology systems and user manuals
- Information usage policy documentation;
- Project implementation plans;
- Software licensing; and
- System documentation and manuals.

6 PURPOSE OF PROCESSING OF PERSONAL INFORMATION

- To support sales and marketing activities
- To support recruitment and management of staff
- To support engagement with suppliers
- To support engagement with the general public
- To support engagement with investors and the media
- To support skills development activities
- To support developments to training programs

7 DATA SUBJECTS CATEGORIES AND THEIR PERSONAL INFORMATION

- Customers: record of customer life cycle
- Employees: record of employee life cycle
- Suppliers: record of supplier life cycle
- General public: tracking general enquiries and web site visits
- Investors: records as maintained by the Company Secretary
- Media: records of media interactions

8 PLANNED RECIPIENTS OF PERSONAL INFORMATION

- Statutory authorities
- Law enforcement
- Tax authorities
- Financial institutions
- Medical schemes
- Employee pension and provident funds
- Industry bodies
- Business partners who are involved in the delivery of products or services

9 PLANNED TRANS-BORDER FLOWS OF PERSONAL INFORMATION

- Flows to service providers/operators
- Flows to business partners
- Flows to customers
- Flows to suppliers
- Flows through the use of social media

10 SECURITY MEASURES TO PROTECT PERSONAL INFORMATION

- Physical security measures
- Cyber security measures
- Training in information security
- Policies in information security
- Audits of information security
- Any particular security framework implemented
- Acceptable usage of personal information
- Access to personal information
- Computer and network security
- Governance and regulatory issues
- Investigating and reacting to security incidents
- Monitoring access and usage of personal information
- Retention and disposal of information
- Secure communications
- Security in contracting out activities or functions

11 DETAIL ON HOW TO MAKE A REQUEST FOR ACCESS

The requester must complete Form C and submit this form together with a request fee, to the head of Unlimited People Consulting (Pty) Ltd. The form must be submitted to the head of Unlimited People Consulting (Pty) Ltd at his/her address or electronic mail address as stated earlier in this manual.

Form of request:

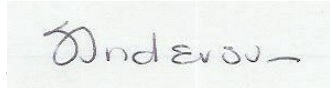
- The requester must use the prescribed form, as attached in terms of Article 8 of this manual, to make the request for access to a record. This must be made to the designated head. This request must be made to the address, fax number or electronic mail address of the body concerned [s 53(1)].
- The requester must provide sufficient detail on the request form to enable the designated head to identify the record and the requester.
- The requester should indicate which form of access is required.
- The requester should indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed [s 53(2)(a) and (b) and (c)].
- The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s 53(2)(d)].
- 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 satisfaction of the designated head of the private body [s 53(2)(f)].
- A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee.
- Every other requester, who is not a personal requester, must pay the required request fee.
- The designated head of the private body must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request [s 54(1)].
- The fee that the requester must pay to a private body is currently R50,00. The requester may lodge an application to the court against the tender or payment of the request fees 54(3)(b)].
- After the designated head of the private body has made a decision on the request, the requester must be notified in the required form.
- If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [s 54(6)].

Grounds for refusing a request

Unlimited People Consulting (Pty) Ltd has the right to reject any request for information submitted in terms of Sections 62 to 70 of Chapter 4 of the PAIA Act.

12 AVAILABILITY OF THE MANUAL

This manual is available for inspection at the office of Unlimited People Consulting (Pty) Ltd free of charge or on our website.

A handwritten signature in black ink that reads "Anderson". The signature is written in a cursive style and is placed on a light-colored rectangular background.

Signature of Designated Head of the Private Body

Sue Anderson

Name of Designated Head of the Private Body

Date of signature 21 January 2023

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