



**COMOTION BUSINESS SOLUTIONS (PROPRIETARY)
LIMITED
2013/055468/07**

PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of
2000 (as amended)

**DATE OF COMPILATION: 17/12/2021
DATE OF REVISION: -**

TABLE OF CONTENTS

1.	LIST OF ACRONYMS AND ABBREVIATIONS.....	3
2.	PURPOSE OF PAIA MANUAL.....	3
3.	KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF COMOTION BUSINESS SOLUTIONS (PROPRIETARY) LIMITED.....	4
4.	GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE	5
5.	CATEGORIES OF RECORDS OF THE COMOTION BUSINESS SOLUTIONS (PROPRIETARY) LIMITED WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS.....	8
6.	DESCRIPTION OF THE RECORDS OF COMOTION BUSINESS SOLUTIONS (PROPRIETARY) LIMITED WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION.....	8
7.	DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY COMOTION BUSINESS SOLUTIONS (PROPRIETARY) LIMITED.....	9
8.	PROCESSING OF PERSONAL INFORMATION	10
9.	AVAILABILITY OF THE MANUAL	12
10.	UPDATING OF THE MANUAL.....	12

1. LIST OF ACRONYMS AND ABBREVIATIONS

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|-----|--------------------|--------------------------------------------------------------------|
| 1.1 | “IO“ | Information Officer; |
| 1.2 | “Minister” | Minister of Justice and Correctional Services; |
| 1.3 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000(as Amended); |
| 1.4 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.5 | “Regulator” | Information Regulator; and |
| 1.6 | “Republic” | Republic of South Africa |

2. PURPOSE OF PAIA MANUAL

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 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 COMOTION BUSINESS SOLUTIONS (PROPRIETARY) LIMITED

3.1. Information Officer

Name: Kevin Wilson
Tel: 021 001 1581
Email: kevin.wilson@comotion.co.za

3.2. Deputy Information Officer

N/A

3.3. Access to information general contacts

Email: ruanda.grobler@comotion.co.za

3.4. National or Head Office

Address: SHOP 4, 4 BELLA ROSA STREET
ROSENPARK
BELLVILLE
7530

Telephone: +27 21 001 1581

Email: ruanda.grobler@comotion.co.za

Website: <https://www.comotion.us/>

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. 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.

4.2. The Guide is available in each of the official languages and in braille.

4.3. The 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 PAIA¹ and section 56 of POPIA²;
- 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 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the 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 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

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.*

decision by the Regulator or a decision of the head of a private body;

4.3.7. the provisions of sections 14⁵ and 51⁶ 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 15⁷ and 52⁸ 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 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 92¹¹.

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 Regulator, during normal working hours.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

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.”

4.5.2. from the website of the Regulator
<https://www.inforegulator.org.za/docs.html>

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

4.6.1 English, Afrikaans

4.7 The contact details of the Regulator are:

Postal Address: SALU Building, 316 Thabo Sehume Street, Pretoria
 Contact person: Ms Mmamoroke Mphelo
 Telephone Number: 012 406 4818
 Fax Number: 086 500 3351
 Email: infoereg@justice.gov.za

5. CATEGORIES OF RECORDS OF THE COMOTION BUSINESS SOLUTIONS (PROPRIETARY) LIMITED WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
Products & Services	<ul style="list-style-type: none"> Product and Service Details 	X	
Corporate Information	<ul style="list-style-type: none"> Contact Details Website and Cookie Policy 	X	

6. DESCRIPTION OF THE RECORDS OF COMOTION BUSINESS SOLUTIONS (PROPRIETARY) LIMITED WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Company Registration Documents	Companies Act 71 of 2008

PAIA Manual	Promotion of Access to Information Act 2 of 2000
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7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY COMOTION BUSINESS SOLUTIONS (PROPRIETARY) LIMITED

Subjects on which the body holds records	Categories of records
Company records	<ul style="list-style-type: none"> • Compliance with Corporate Governance • Memorandum and Articles of Association • Company Register • Shareholders Agreements • Share Certificates • Board Meetings <ul style="list-style-type: none"> ▪ Attendance Register ▪ Resolutions ▪ Minute books • Delegation of Authorities • General Correspondence
Human Resources	<ul style="list-style-type: none"> • Employee's Personal Details • Job Profiles • Division and Cost Centres • Remuneration • Employee Benefits • Disciplinary Records • Job Competency Profile • Employee Performance Contract • Training Records • Internal Policies and Procedures • General Correspondence
Finance	<ul style="list-style-type: none"> • Invoices • Credit/Debit Notes • Journals, Ledgers and Balance Statements • Income Statements

Subjects on which the body holds records	Categories of records
	<ul style="list-style-type: none"> • Trial Balance Statements • Cash Flow Statements • Salary Information • Auditors Reports • General Correspondence
Administration	<ul style="list-style-type: none"> • Suppliers • Debtors and Creditors • Insurance Policies • Lease Agreements • Employees Travel Records • General Correspondence • Third Party Information
Legal	<ul style="list-style-type: none"> • Contracts • Litigation Records • Administration Legislation • General Correspondence
Regulatory	<ul style="list-style-type: none"> • Agreements • Regulatory Submissions • General Correspondence

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

The purpose of processing personal information is as follows:

- a) to deliver the required services to customers; and
- b) to manage engagements with third parties, job applicants and employees.

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
Customer Data Subjects	Data as provided by Comotion customers. Comotion functions as a processor on behalf of clients in this regard.
Independent Service Providers, Suppliers and Third Parties	Names, registration number, vat numbers, address, trade secrets and bank details
Employees	Address, qualifications, gender, identification numbers, background checks

8.3 The recipients or categories of recipients to whom the personal information may be supplied

We may only share personal information of data subjects with clients and selected third parties including business partners, suppliers and sub-contractors for the performance of any contract between us and our clients or if we are under a duty to disclose or share personal information in order to comply with any legal obligation.

8.4 Planned transborder flows of personal information

Comotion complies with the provisions of relevant data legislation. Cloud systems are hosted in Ireland with backups in Frankfurt, or unless otherwise instructed by our clients.

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

Comotion follows industry best practices and has implemented, amongst others and not limited to; encryption at rest and in transit, secure user logins, network level security, web application firewall, internal security scanning and log anomaly detection.

Comotion systems and security management processes are scanned and reviewed by an external third party.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on <https://www.comotion.us/>;

9.1.2 head office of Comotion Business Solutions (Pty) Ltd for public inspection during normal business hours;

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

9.1.4 to the Information Regulator upon request.

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

10. UPDATING OF THE MANUAL

The head of Comotion Business Solutions (Pty) Ltd will on a regular basis update this manual.

Issued by

Kevin Wilson

Information Security Officer