



# WorldsView Technologies (Pty) Ltd

## PAIA MANUAL

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

DATE OF COMPILATION: 2021-09-30  
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**1. LIST OF ACRONYMS AND ABBREVIATIONS**

- 1.1 **“CEO”** Chief Executive Officer
- 1.2 **“IO”** Information Officer;
- 1.3 **“Minister”** Minister of Justice and Correctional Services.
- 1.4 **“PAIA”** Promotion of Access to Information Act No. 2 of 2000( as Amended;
- 1.5 **“POPIA”** Protection of Personal Information Act No.4 of 2013;
- 1.6 **“Regulator”** Information Regulator; and
- 1.7 **“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 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 WORLDVIEW TECHNOLOGIES (PTY) LTD**

**3.1. Information Officer**

Name: Omesh Govender  
Tel: +27 11 844 1000  
Email: Omesh.Govender@Worldsview.com

**3.2 Access to information general contacts**

Email: support@Worldsview.com

**3.3 National or Head Office**

Postal Address: Worldsview House, 150 Kelvin drive, Woodmead, 2191  
Physical Address: Worldsview House, 150 Kelvin drive, Woodmead, 2191  
Telephone: +27 11 844 1000  
Email: support@Worldsview.com  
Website: www.worldsview.com

**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. This Guide is available in English.

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<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
- 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<sup>3</sup>; and
  - 4.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;
- 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 decision by the Regulator or a decision of the head of a private body;
- 4.3.7.the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> 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<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

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<sup>1</sup> 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.*

<sup>2</sup> 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.*

<sup>3</sup> 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.*

<sup>4</sup> 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.*

<sup>5</sup> 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.*

<sup>6</sup> 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.*

<sup>7</sup> 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*

<sup>8</sup> 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*



4.3.9. the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 92<sup>11</sup>.

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;

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

4.6. A copy of the Guide is also available in English, for public inspection during normal office hours.

## 5. CATEGORIES OF RECORDS OF WORLDSVIEW TECHNOLOGIES (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Information that is obtainable via the WorldsView Technologies website about the company is automatically available and need not be formally requested in terms of this Manual. The following categories of records are automatically available for inspection, purchase, or photocopying:

- Brochures;
- Publication;
- Press releases;
- Marketing and promotional material.

## 6. DESCRIPTION OF THE RECORDS OF WORLDSVIEW TECHNOLOGIES (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

- Basic Conditions of Employment Act No. 75 of 1997
- Broad-based Black Economic Empowerment Act 53 of 2003
- Closed Corporations Act 69 of 1984
- Companies Act No 71 of 2008 and Applicable Regulations

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<sup>9</sup> 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.

<sup>10</sup> 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.

<sup>11</sup> 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.”

- Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993
- Competition Act No. 89 of 1998
- Consumer Affairs (Unfair Business Practice) Act No. 71 of 1988
- Consumer Protection Act 68 of 2008
- Copyright Act No. 98 of 1978
- Electronic Communications Act, No. 36 of 2005.
- Electronic Communications and Transactions Act No 25 of 2002
- Employment Equity Act. No. 55 of 1998
- Exchange Control Amnesty and Amendment of Taxation Laws Act of 2003
- Financial Advisory and Intermediary Services Act 37 of 2002
- Financial Intelligence Centre Act No. 38 of 2001.
- Financial Sector Regulation Act No. 9 of 2017
- Income Tax Act No 58 of 1962
- Insurance Act No. 18 of 2017
- Intellectual Property Laws Amendment Act No. 38 of 1997
- Labour Relations Act No 66 of 1995
- Occupational Health and Safety Act No. 85 of 1993
- Pension Funds Act No 24 of 1956
- Prevention and Combating of Corrupt Activities Act No 12 of 2004
- Prevention of Organised Crime Act No. 121 of 1998
- Promotion of Access to Information Act No.2 of 2000
- Promotion of Equality and Prevention of Unfair Discrimination Act No. 4 of 2000
- Protected Disclosures Act No. 26 of 2000
- Protection of Personal Information Act 4 of 2013
- Information Act No. 70 of 2002
- Skills Development Act 97 of 1998
- South African Reserve Bank Act No. 90 of 1989



- Unemployment Insurance Act No. 63 of 2001
- Unemployment Insurance Contributions Act No 4 of 2002
- Value Added Tax Act No 89 of 1991
- PAIA Manual
- Memorandum of Incorporation

**7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY WORLDSVIEW TECHNOLOGIES (PTY) LTD**

Subjects on which the body holds records	Categories of records
Companies Act Records	<ul style="list-style-type: none"> <li>• All trust deeds.</li> <li>• Documents of Incorporation.</li> <li>• Memorandum of Incorporation.</li> <li>• Minutes of meeting of the Board of Directors.</li> <li>• Minutes of meetings of Shareholders.</li> <li>• Proxy forms.</li> <li>• Register of debenture-holders.</li> <li>• Register of directors' shareholdings.</li> <li>• Research and development.</li> <li>• Share certificates; and</li> <li>• Share Register and other statutory registers and/or records and/or documents.</li> <li>• Special resolutions/Resolutions passed at General and Class meetings.</li> </ul> <p><b>Records relating to the appointment of:</b></p> <ul style="list-style-type: none"> <li>• Auditors.</li> <li>• Directors.</li> <li>• Prescribed Officer.</li> <li>• Public Officer; and</li> <li>• Secretary.</li> </ul>





Subjects on which the body holds records	Categories of records
Personnel Documents and Records	<ul style="list-style-type: none"> <li>• HR policies and procedures</li> <li>• Employees records</li> <li>• Accident books and records.</li> <li>• Address Lists.</li> <li>• Disciplinary Code and Records.</li> <li>• Employee benefits arrangements rules and records.</li> <li>• Employment Contracts.</li> <li>• Employment Equity Plan.</li> <li>• Forms and Applications.</li> <li>• Grievance Procedures.</li> <li>• Leave Records.</li> <li>• Medical Aid Records.</li> <li>• Payroll reports/ Wage register.</li> <li>• Pension Fund Records.</li> <li>• Safety, Health and Environmental records.</li> <li>• Salary Records.</li> <li>• SETA records.</li> <li>• Standard letters and notices.</li> <li>• Training Manuals.</li> <li>• Training Records.</li> <li>• Workplace and Union agreements and records.</li> </ul>
Financial Records	<ul style="list-style-type: none"> <li>• Annual Financial Reports.</li> <li>• Annual Financial Statements</li> <li>• Asset Registers.</li> <li>• Bank Statements</li> <li>• Banking details and bank accounts.</li> </ul>



Subjects on which the body holds records	Categories of records
	<ul style="list-style-type: none"> <li>• Banking Records</li> <li>• Debtors / Creditors statements and invoices.</li> <li>• General ledgers and subsidiary ledgers.</li> <li>• General reconciliation.</li> <li>• Invoices.</li> <li>• Paid Cheques</li> <li>• Policies and procedures.</li> <li>• Rental Agreements; and</li> <li>• Tax Returns.</li> </ul>
Income Tax Records	<ul style="list-style-type: none"> <li>• PAYE Records</li> <li>• Documents issued to employees for income tax purposes.</li> <li>• Records of payments made to SARS on behalf of employees.</li> <li>• All other statutory compliances: <ul style="list-style-type: none"> <li>- VAT - Regional Services Levies</li> <li>- Skills Development Levies</li> <li>- UIF</li> <li>- Workmen's Compensation</li> </ul> </li> </ul>
Procurement Department	<ul style="list-style-type: none"> <li>• Standard Terms and Conditions for supply of services and products.</li> <li>• Contractor, client, and supplier agreements.</li> <li>• Lists of suppliers, products, services, and distribution.</li> <li>• Policies and Procedures.</li> </ul>
Sales Department	<ul style="list-style-type: none"> <li>• Customer details.</li> <li>• Insurance proposals/quotations.</li> <li>• Information and records provided by a third party/intermediary.</li> </ul>



Subjects on which the body holds records	Categories of records
Marketing Department	<ul style="list-style-type: none"> <li>• Advertising and promotional material</li> </ul>
Risk Management/ Audit	<ul style="list-style-type: none"> <li>• Audit reports.</li> <li>• Risk management plans.</li> <li>• Risk management frameworks.</li> </ul>
Safety, Environment, and Health	<ul style="list-style-type: none"> <li>• Complete Safety, Health and Environment Risk Assessment.</li> <li>• Environmental Managements Plans.</li> <li>• Inquiries, inspections, examinations by environmental authorities.</li> </ul>
Information Technology	<ul style="list-style-type: none"> <li>• Computer / mobile device usage policy documentation.</li> <li>• Disaster recovery plans.</li> <li>• Hardware asset registers.</li> <li>• Information security policies/standards/procedures.</li> <li>• Information technology systems and user manuals.</li> <li>• Information usage policy documentation.</li> <li>• Project implementation plans.</li> <li>• Software licensing; and</li> <li>• System documentation and manuals</li> </ul>

**8. PROCESSING OF PERSONAL INFORMATION**

**8.1 Purpose of Processing Personal Information**

To support sales and marketing activities, recruitment and management of staff, engagement with suppliers and with the general public, fulfilling agreements with vendors, channel partners and customers.

**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	<ul style="list-style-type: none"> <li>• Name, title and contact details</li> <li>• Postal and/or street address</li> <li>• Contact numbers and/or e-mail address</li> <li>• Nationality</li> <li>• Language</li> <li>• Bank details</li> </ul>
Service Providers	<ul style="list-style-type: none"> <li>• Name and contact details</li> <li>• Identity and/or company information and directors' information</li> <li>• Banking and financial information</li> <li>• VAT numbers</li> <li>• Information about products or services</li> <li>• Other information not specified, reasonably required to be processed for business operations.</li> <li>• Contractor, client, and supplier agreements;</li> <li>• Lists of suppliers, products, services, and distribution</li> <li>• Customer details</li> <li>• Credit application information</li> <li>• Information and records provided by a third-party</li> <li>• Advertising and promotional material</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Name and contact details</li> <li>• Identity number and identity documents including passports</li> <li>• Employment history and references</li> <li>• Employee number</li> <li>• Banking and financial details</li> </ul>



Categories of Data Subjects	Personal Information that may be processed
	<ul style="list-style-type: none"> <li>● Details of payments to third parties (deductions from salary)</li> <li>● Employment contracts</li> <li>● Medical aid records</li> <li>● Pension fund records</li> <li>● Remuneration/salary records</li> <li>● Performance appraisals</li> <li>● Disciplinary records</li> <li>● Leave records</li> <li>● Training records</li> <li>● Qualifications</li> <li>● Medical records</li> <li>● Marital status</li> <li>● Disability status</li> <li>● Criminal records</li> <li>● Postal and/or street address</li> <li>● Title and name</li> <li>● Contact numbers and/or e-mail address</li> <li>● Ethnic group</li> <li>● Employment history</li> <li>● Age</li> <li>● Gender</li> <li>● Marital status</li> <li>● Nationality</li> <li>● Financial information</li> <li>● Identity or passport number</li> </ul>

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

- Any organisation or person that WorldsView Technologies uses to collect payments or to provide a service on its behalf;
- Any organisation or person that/who provides WorldsView Technologies with products or services;
- Any payment system WorldsView Technologies uses;
- Regulatory and governmental authorities or ombudsmen, or other authorities, including tax authorities, where WorldsView Technologies has a duty to share information;
- Credit bureaux;
- Third parties to whom payments are made on behalf of employees;
- Financial institutions from whom payments are received on behalf of data subjects;
- Any other operator not specified;
- Employees, contractors, and temporary staff;
- Agents.

### 8.4 Planned transborder flows of personal information

- Storing information electronically; and
- Making use of third-party service providers to fulfil a business function on behalf of WorldsView Technologies.

### 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

WorldsView Technologies takes extensive information security measures to ensure the security, confidentiality, integrity, and availability of personal information in our possession.

This is supported by appropriate technical and organisational measures designed to ensure that personal data remains confidential and secure against unauthorised or unlawful processing and against accidental loss, destruction, or damage.

## 9. AVAILABILITY OF THE MANUAL

### 9.1 A copy of the Manual is available-

- 9.1.1 on [www.worldsview.com](http://www.worldsview.com) if any;
- 9.1.2 head office of WorldsView Technologies 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 WorldsView Technologies will on a regular basis update this manual.

***Issued by***



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***Omesh Govender***

***Chief Finance Officer***

