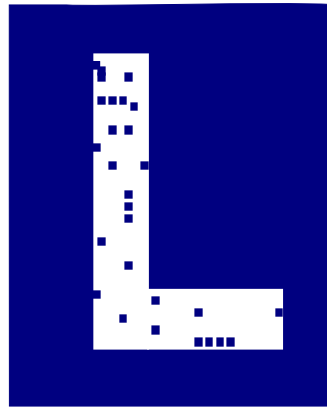


Littleware CC

PAIA MANUAL

Prepared in terms of Promotion of Access to Information Act
No. 2 of 2000



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2 LIST OF ACRONYMS AND ABBREVIATIONS

CEO	Chief Executive Officer
DIO	Deputy Information Officer
IO	Information Officer
Minister	Minister of Justice and Correctional Services
PAIA	Promotion of Access to Information Act No. 2 of 2000(as Amended)
POPIA	Protection of Personal Information Act No.4 of 2013;
Regulator	Information Regulator
Republic	Republic of South Africa

2 PURPOSE OF PAIA MANUAL

Littleware CC supports the constitutional right of access to information and we are committed to provide you access to our records in accordance with the provisions of the Act, the confidentiality we owe third parties and the principles of South African law.

This PAIA Manual is useful for the public to-

- a) check the categories of records held by a body which are available without a person
- b) having to submit a formal PAIA request;
- c) have a sufficient understanding of how to make a request for access to a record of
- d) the body, by providing a description of the subjects on which the body holds records
- e) and the categories of records held on each subject;
- f) know the description of the records of the body which are available in accordance
- g) with any other legislation
- h) access all the relevant contact details of the Information Officer and Deputy
- i) Information Officer who will assist the public with the records they intend to access;
- j) know the description of the guide on how to use PAIA, as updated by the Regulator
- k) and how to obtain access to it;
- l) know if the body will process personal information, the purpose of processing of
- m) personal information and the description of the categories of data subjects and of

- n) the information or categories of information relating thereto;
- o) know the description of the categories of data subjects and of the information or
- p) categories of information relating thereto;
- q) know the recipients or categories of recipients to whom the personal information
- r) may be supplied;
- s) know if the body has planned to transfer or process personal information outside the
- t) Republic of South Africa and the recipients or categories of recipients to whom the
- u) personal information may be supplied; and
- v) know whether the body has appropriate security measures to ensure the
- w) confidentiality, integrity and availability of the personal information which is to be
- x) processed.

3 PROMOTION OF ACCESS TO INFORMATION

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.

4 KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE LITTLEWARE CC

Information Officer

Name	Wanisha Viranna
Tel	082 4628276
Email	wanisha@littleware.co.za
Head Office	
Postal address	SECOND FLOOR, CENTRAL HOUSE, 70 CENTRAL AVENUE, MAYFAIR, 2092
Physical address	SECOND FLOOR, CENTRAL HOUSE, 70 CENTRAL AVENUE, MAYFAIR, 2092
Telephone	082 4628276
Email	info@littleware.co.za
Website	www.littleware.co.za

5 HOW TO OBTAIN ACCESS TO THE GUIDE PAIA

The Guide can also be obtained

- upon request to the Information Officer
- from the website of the Regulator, <https://inforegulator.org.za/>

GUIDE ON HOW TO USE THIS MANUAL

5.1 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.

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

5.3. The aforesaid Guide contains the description of-

5.3.1. the objects of PAIA and POPIA;

5.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

5.3.2.1. the Information Officer of every public body, and

5.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and

section 56 of POPIA²;

5.3.3. the manner and form of a request for-

5.3.3.1. access to a record of a public body contemplated in section 11³; and

5.3.3.2. access to a record of a private body contemplated in section 50⁴;

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

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

5.3.6. 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-

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.

5.3.6.1. an internal appeal;

5.3.6.2. a complaint to the Regulator; and

5.3.6.3. 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;

5.3.7. the provisions of sections 14⁶ and 51⁷ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

5.3.8. the provisions of sections 15⁸ and 52⁹ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

5.3.9. the notices issued in terms of sections 22¹⁰ and 54¹¹ regarding fees to be paid in relation to requests for access; and

5.3.10. the regulations made in terms of section 92¹².

5

6 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.

7 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

8 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

9 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

10 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.

11 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

12 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.”

5.4. 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.

5.5. The Guide can also be obtained-

5.5.1. upon request to the Information Officer;

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

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

5.6.1. English

5.6.2. Afrikaans

6 CATEGORIES OF RECORDS OF THE LITTLEWARE CC WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Availability
Company information	Information	On request
Product information	Information	On website and on request

7 DESCRIPTION OF THE RECORDS OF LITTLEWARE CC WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records

Closed Corporation Act No. 69 of 1984

PAIA Manual

8 DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE LITTLEWARE CC

Subjects on which the body holds records	Category of record
Strategic Documents, Plans, Proposals	Internal
Memorandum and Articles of Association, Founding statement and amendments	
Financial records	Internal
Human Resources	-HR policies and procedures - Advertised posts - Employees records
Operational records	Internal
Intellectual property	Internal
Marketing records	Internal
Product records	Internal
Statutory records	Internal
Internal policies and procedures	Internal
Personnel refers to any person who works for or provides services to or on behalf of Littleware CC and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of Littleware CC. 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:	Personnel
<ol style="list-style-type: none"> 1. Any personal records provided to Littleware CC by their personnel; 2. Any records a third party has provided to Littleware CC about any of their 	

- personnel;
3. Conditions of employment and other personnel-related contractual and quasi legal records;
 4. Internal evaluation records; and
 5. Other internal records and correspondence.

Please be aware that Littleware CC is very concerned about protecting the confidential information of its clients. Please motivate any request for client information very carefully, having regard to Sections 63 to 67 of the Act.

Client records

Client information includes the following:

1. Any records a client has provided to Littleware CC or a third party acting for or on behalf of Littleware CC;
2. Client needs assessments;
3. Personal records of clients;
4. Credit information and other research conducted in respect of clients;
5. Any records a third party has provided to Littleware CC about clients;
6. Confidential, privileged, contractual and quasi legal records of clients;
7. Client evaluation records;
8. Records generated by or within Littleware CC pertaining to clients, including transactional records.

Technical records generated by, or within Littleware CC pertaining to clients.

Technical records

1. Records are kept in respect of other parties, including without limitation contractors, suppliers, joint ventures, service providers and general market

Other parties

conditions. In addition, such other parties may possess records, which can be said to belong to Littleware CC. The following records fall under this category:

2. Personnel, client or Littleware CC records which are held by another party as opposed to being held by Littleware CC; and
3. Records held by Littleware CC 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 client.

Further records are held including:

Other records

1. Information relating to Littleware CC own commercial activities; and
2. Research carried out on behalf of a client by Littleware CC or commissioned from a third party for a client;
3. Research information belonging to Littleware CC, whether carried out itself or commissioned from a third party.
4. Client information as managed in an Operator Agreement

9 PROCESSING OF PERSONAL INFORMATION

Littleware processes personnel information for human resources management and salary processing as well as performance management.

Littleware processes customer information for invoicing purposes and to improve the services rendered to the customer.

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 detail names, registration number, vat numbers, address, trade secrets and bank details
Service Providers	address, qualifications, gender
Employees	

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 verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus
Identity number and names	Accountant

10 HOW TO REQUEST ACCESS TO RECORDS HELD BY LITTLEWARE

Requests for access to records held by the Littleware CC must be made on the request form that is available on our website, from:

Note that requests need not be accompanied by payment BUT will only be processed upon payment of the prescribed fees.

Requests for access to records must be made to our Information Officer at the address, electronic mail address provided for below.

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 and indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.

The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right. If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer of the Littleware CC.

The standard form that must be used for the making of requests is attached as Annexure 1. Not using this form could cause your request to be refused (if you do not provide sufficient information or otherwise) or delayed.

Kindly note that all requests to Littleware CC 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 Littleware CC does not give rise to any rights (in contract or otherwise) to access such information or records except in terms of the Act.

11 PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION

No transborder flows of personal information.

12 GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES TO BE IMPLEMENTED BY THE RESPONSIBLE PARTY TO ENSURE THE CONFIDENTIALITY, INTEGRITY AND AVAILABILITY OF THE INFORMATION

Password access, separate subdomains, database storage

13 AVAILABILITY OF THE MANUAL

A copy of the Manual is available on:

- www.littleware.co.za
- by request to the email of the information officer
- head office of the LITTLEWARE CC for public inspection during normal
- to any person upon request and upon the payment of a reasonable prescribed fee; and
- to the Information Regulator upon request.

14 UPDATING OF THE MANUAL

The Information Officer of LITTLEWARE CC will on a regular basis update this manual.

15 ISSUED BY

Wanisha Viranna

Information Officer

Littleware CC