

PAIA MANUAL

Prepared in accordance with Section 51 of the Promotion of Access to Information Act No 2 of 2000 as amended by the Protection of Personal Information Act, No 4 of 2013.



The Directors have compiled this manual, to comply with the provisions of the Act, and to foster a culture of transparency and to ensure that members of the public have effective access to information in our possession, which will assist them in the exercise and protection of their rights.

The Office Online SA (Pty) Ltd

Registration Number: 2015/404421/07

MANUAL

in terms of

The Promotion of Access to Information Act

2/2000

(the "ACT")

18 JANUARY 2022

1. INTRODUCTION

Entity overview, structure, and scope of this manual

The Office Online SA (Pty) Ltd conducts business in the stationery online retail industry. This manual is limited to the records held by The Office Online SA (Pty) Ltd.



2. COMPANY CONTACT DETAILS

Registered address	35 Boekenhout Street Bergsig, George, 6529
Physical address	35 Boekenhout Street Bergsig, George, 6529
Postal address	35 Boekenhout Street Bergsig, George, 6529
Telephone number	044 333 0413
Email address	info@theofficeonline.co.za
Website	www.theofficeonline.co.za
Director / Member	Bertus Conradie 0725931733
Public information officer	Bertus Conradie 0725931733

Disclaimer:

The contents of this document should only be used for and by The Office Online SA (Pty) Ltd and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

3. THE ACT

The ACT grants a requester access to records of the 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.

Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided.

Requesters are referred to the Guide to be compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The contact details of the Commission are:

Postal Address:	Private Bag 2700, Houghton, 2041
Telephone Number:	+27-11- 877 3600
Email:	Website: www.sahrc.org.za
paia@sahrc.org.za	

4. AUTOMATIC DISCLOSURE

RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

A Section 52 (2) Notice regarding the categories of records, which are available without a person having to request access in terms of the Act, has to date not been published, Annual Reports

RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION [SEC 51 (1) (d)]

Basic Conditions of Employment Act No. 75 of 1997

Broad Based Black Economic Empowerment Act 53 of 2003

Close Corporations Act 69 of 1984

Collective Investment Schemes Control Act 45 of 2002

Companies Act No 71 of 2008

Compensation for Occupational Injuries and Diseases Act No. 130 of 1993

Competition Act No. 89 of 1998

Constitution of South Africa Act 108 of 1996

Consumer Protection Act No 68 of 2008

Corporate Laws Amendment Act No. 24 of 2006

Co-operatives Act No. 91 of 1981

Copyright Act 98 of 1987

Correctional Services Act No. 111 of 1998

Credit Agreements Act No.75 of 1980

Custody and Administration of Securities Act No. 85 of 1992

Customs and Excise Act No. 91 of 1964

Cybercrimes Act 19 of 2020

Debt Collectors Act No. 114 of 1998

Deeds Registries Act 47 of 1937

Defence Act No. 44 of 1957

Designs Act No. 195 of 1993

Electronic Communications and Transactions Act 2 of 2000

Employment Equity Act No.55 of 1998

Employment of Educators Act No. 76 of 1998

Environment Conservation Act 73 of 1989

Estate Agency Affairs Act No. 112 of 1976

Explosives Act No. 26 of 1956

Finance Act No. 35 of 2000

Financial Intelligence Centre Act No. 38 of 2001

Financial Markets Control Act No. 55 of 1989

Firearms Control Act 60 of 2000

Formalities in Respect of Leases of Land Act 18 of 1969

Harmful Business Practices Act No. 23 of 1999

Health Professions Act No. 56 of 1974

Housing Act No. 107 of 1997

Immigration Act No. 13 of 2002

Income Tax Act No. 58 of 1962

Intellectual Property Laws Amendments Act No. 38 of 1997

Insider Trading Act No. 135 of 1998

Insolvency Act No. 24 of 1936

Labour Relations Act No. 66 of 1995

Legal Labour Relations Act No. 66 of 1995

Occupational Health and Safety Act No. 85 of 1993

Patents Act 57 of 1987

Prescription Act No. 68 of 1969

Prevention of Organised Crime Act No. 121 of 1998

Petroleum Products Act, 1977

Promotion of Access to Information Act 2 of 2000

Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000

Protected Disclosures Act 26 of 2000

Regulation of Interception of Communications Provisions of

Communication Related Information Act 70 of 2002

Sales and Service Matters Act 25 of 1964

Sectional Titles Act No. 95 of 1986

Security Officers Act No. 92 of 1987

Security Services Act 36 of 2004



Short-term Insurance Act No. 53 of 1998

Skills Development Act 97 of 1997

Skills Development Levy Act 9 of 1999

South African Medicines and Medical Devices Regulatory Authority Act No. 132 of 1998

South African Police Service Act No. 68 of 1995

South African Reserve Bank Act 90 of 1989

South African Tourism board amendment Act 59 1989

Space Affairs Act No. 84 of 1993

Stamp Duties Act No. 77 of 1968

Stock Exchange Control Act No. 1 of 1985

Stock Exchanges Control Act No. 1 of 1985

The National Education Policy Act No. 27 of 1996

The South African Schools Act No. 84 of 1996

The Petroleum Products Act, 1977 (Act 120 of 1977).

The Central Energy Fund (CEF) Act, 1977 (Act 38 of 1977).

The National Energy Act, 2008 (Act 34 of 2008).

Tobacco Products Control Act 12 of 1999

Tourism Act No. 3 of 2014

Trade Marks Act 194 of 1993

Transfer Duty Act No. 40 of 1949

Unemployment Insurance Act No. 63 of 2001

Unemployment Contributions Act no 4 of 2002

Unit Trusts Control Act No. 54 of 1981

Value-added Tax Act No. 89 of 1991

Witness Protection Act No. 112 of 1998

RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION [SEC 51 (1) (d)]

The Company keeps records in terms of the following legislation, all of which are available, subject to the legislation and the Act:

Companies Act No. 61 of 1973, as amended

SECTION NUMBER AND TO WHOM WHAT RECORDS ARE AVAILABLE

Any person who pays the prescribed fee has the right to inspect and obtain copies of this company's documents lodged at the Companies Registration Office. (CIPC previously CIPRO) 9:

A member, who requests (and make the necessary payment) a copy of the company's Memorandum and Articles of Association 67.

The register of members of a company is open to inspection by a member or his agent and by any person upon payment for inspection. Copies must be furnished where a request has been made for copies and payment tendered therefore 113:

130: The provisions of Section 113 (see above) apply to the registers required to be kept in terms of Section 127 and 128 - register of pledges, cessions, bonds and debentures



206: Members of a company are entitled to inspect the company's minute books.

240: The provisions of Section 113 (see above) are to apply to the register of interests in contracts of directors and officers.

286: The directors of a company are obliged to lay the Annual Financial Statements before the Annual General Meeting of the company.

302: A company has a duty to send its Annual Financial Statements to its members prior to the Annual General meeting. In the case of a Public Company a copy must be lodged with CIPC.

309: A member or debenture holder of a company has the right to be furnished on demand, a copy of the last Annual Financial Statements, Provisional Annual Financial Statements and of the last Interim report of the company.

Basic Conditions of Employment Act No. 75 of 1997

SECTION NUMBER AND TO WHOM WHAT RECORDS ARE AVAILABLE

29: New employees upon commencement of employment will be supplied with specified particulars (inter alia), the name and address of the employer, the name and address of the employee, the employee's occupation description, the place of work, the wage/salary that employee will earn, the deductions that will be made, rates for overtime work, any cash payments or payments in kind to which the employee is entitled, the leave to which the employee is entitled, the notice period for termination of employment) in writing.

78: All employees have the right to inspect any record kept in terms of this Act that relates to his/her employment.
Employment Equity Act No. 55 of 1998

SECTION NUMBER AND TO WHOM WHAT RECORDS ARE AVAILABLE

18: When a designated employer engages in consultation in terms of Chapter 3 of the Act, the employer must disclose to the consulting parties all the relevant information that will allow the parties to consult effectively.

41: The Minister of Labour must keep a register of designated employers that have submitted the Employment Equity Plans. The register is a public document.

Labour Relations Act No. 66 of 1995

SECTION NUMBER AND TO WHOM WHAT RECORDS ARE AVAILABLE

16: An employer must disclose to a Trade Union representative all relevant information that will allow the Trade Union representative to perform effectively, the functions referred to in S14 (4). Whenever an employer is consulting or bargaining with a representative Trade Union, the employer must disclose to the representative Trade Union all relevant information that will allow the representative Trade Union to engage effectively in consultation or collective bargaining. The employer must notify the trade Union representative or the representative Trade Union in writing, if information disclosed in terms of sub-sections (2) or (3) is confidential. Sub-section (5) excludes certain information for disclosure by the employer.

25: Sub-section (7) provides that CIPC must provide a certified copy of, or extract from, any of the documents referred to in sub-section (6) to any persons who have paid the prescribed fees. Sub-section 6 refers to the auditor's report.

83: Regular meetings between the workplace forum and the employer must be held, whereat the employer must present a report on its financial and employment situation, its performance in the short term and in the long term.

89: An employer must disclose to the workplace forum all relevant information that will allow the workplace forum to engage effectively in consultation and joint decision making. Certain information is excluded from disclosure.



90: Any documented information that is required to be disclosed by the employer in terms of S89 must be available on request to the members of the workplace forum for inspection.

189: The employer must disclose in writing to the other consulting party all relevant information pertaining to dismissals based on operational requirements.

204: An employer must give a copy of a collective agreement, arbitration award or determination to an employee who has paid the prescribed fee and, free of charge, on request, to an employee who was a Trade Union representative or member of a workplace forum.

205: An employer must keep the records that the employer is required to keep in compliance with every applicable collective agreement, arbitration award or determination made in terms of the Wage Act. The employer must submit these records in their original form or in a reproduced form and respond to a demand made at any reasonable time, to any agent of a Bargaining Council, Commissioner or any other person whose function in terms of this Act include the resolution of disputes. An employer must also keep records of the prescribed details of any strike, lock-out or protest action involving its employees and submit these records in the prescribed manner to CIPC.

6. ACCESS TO RECORDS AND AVAILABILITY

Where applicable, the head of **THE OFFICE ONLINE SA (PTY) LTD:**

- (a) must, during office hours and upon request, make available for public inspection a copy of the manual;
- (b) may not charge a fee for a public inspection referred to in paragraph (a); and
- (c) may, in respect of a copy of the manual or part thereof made available in a manner other than that contemplated in paragraph(a), charge the fee prescribed in Item 1 of Part III of Annexure A and the actual postage if a copy must be posted."

RECORDS HELD BY THE OFFICE ONLINE SA (PTY) LTD:

We hold records in the categories listed below. The fact that we list a record type here does not necessarily mean that we will disclose such records, and all access is subject to the evaluation processes outlined herein, which will be exercised in accordance with the requirements of the Act

The main grounds for refusal/ Evaluation of a request for information are:

1. Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person.
2. Mandatory protection of the commercial information of a third party, if the record contains:
Trade secrets of that party.
3. Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that party.
4. Information disclosed in confidence by a third party to us if the disclosure could put that third party to a disadvantage in negotiations or commercial competition.
5. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.



6. Mandatory protection of the safety of individuals and the protection of property.
7. Mandatory protection of records which could be regarded as privileged in legal proceedings.

The following is a list of documents that could be held by **THE OFFICE ONLINE SA (PTY) LTD.** This information can be defined as operational information needed in the day to day running of the company and is generally of little to no use to persons outside the company.

Access to these documents may be protected by professional privilege, confidentiality, privacy or other reasonable grounds of refusal.

CATEGORY AND SUBJECT/DESCRIPTION

INFORMATION TECHNOLOGY

Network and the systems on IT, CD'S, IT literature and instruction manuals
System documentation and manuals
Project and implementation plans
Telephone Lines
Promotional and Technical Records, Promotional activity reports
Company brochures, publications and reports
Technical records and reports
Databases
Production information
Computer and communication information Quotations
Sales records Invoices Correspondence Minutes of meetings
Business process and activity documents Procurement records
Project documentation

FINANCIAL RECORDS

Annual Financial Statements
Tax Returns
Accounting Records
Banking Records
Bank Statements
Electronic banking records
Invoices

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:



PERSONNEL DOCUMENTS AND RECORDS

- Employment contracts
- Name and contact details
- Identity number and identity documents including passports
- Employment history and references
- Banking and financial details
- Details of payments to third parties (deductions from salary)
- Employment Equity Plan (if applicable)
- Medical Aid records (if applicable)
- Pension Fund records (if applicable)
- Disciplinary records
- Salary records
- SETA records
- Leave records
- Training records
- Training Manuals

INTERNAL RECORDS

The following are records pertaining to “the company’s” own affairs:

- Memoranda and Articles of Association – MOI, Share Certificates
- Close Corporation registration forms
- Letter of Authority & Trust Deed
- Operational records
- Intellectual property
- Marketing records;
- Internal correspondence;
- Service records;
- Statutory records
- Internal policies and procedures – where applicable
- Minutes of meetings – where applicable
- Records held by officials of “the entity”
- Title Deed

CLIENT SERVICE RECORDS

- Client Correspondence
- Client Files
- Client Fee Files
- Client Contracts
- Client Business Information
- Findings and Recommendation reports



- Legal Documentation
- Proposal and Tender Documents
- Project Plans
- Risk Management Records
- Solution Methodologies
- Working Papers

CORPORATE GOVERNANCE

- Codes of Conduct
- Corporate Social Investment Records
- Governing Board Meeting Minutes
- Executive Committee Meeting Minutes
- Legal Compliance Records
- Policies

PROTECTION OF PERSONAL INFORMATION ACT

Protection of Personal Information that is processed by the Company.

Chapter 3 of POPIA provides for the minimum conditions for the processing of personal information that the Company must abide by.

The Company needs personal information relating to both individual and juristic persons to carry out its mandate and business functions.

The way this information is processed and the purpose for which it is processed is determined by the Company and is communicated to the data subject for prior approval of consent.

The Company will ensure that the personal information it holds and collects:

is processed lawfully, fairly and transparently; is processed only for the purpose for which it was obtained; will not be processed for a secondary purpose unless that processing is compatible with the original purpose; is adequate, relevant and not excessive for the purposes for which it was obtained; is accurate and kept up to date; will not be kept for longer than necessary; is processed in accordance with integrity and confidentiality principles, this includes physical and organisational measures to ensure that personal information, in both physical and electronic form, are subject to an appropriate level of security when stored, used and communicated by the Company.

Is processed in accordance with the rights of the data subject, who have the right to be notified that their personal information is being collected by the Company whether the Company holds personal information about them, and to access that information.

PURPOSE OF PROCESSING PERSONAL INFORMATION

As outlined herein, personal information may only be processed by the company for a specific purpose. The purpose for which The Company processes personal information will always be communicated to the data subject ahead of the processing.



PURPOSE OF PROCESSING PERSONAL INFORMATION FOR EACH CATEGORY OF DATA SUBJECT

- Performing duties in terms of any agreement
- Purposes relating to the agreement or business relationship or possible agreement or business relationships between the parties;
- Communicating
- Payment of invoices;
- Verifying and updating information
- Recovering any debt consumers may owe
- Conducting Business
- Rendering service according to our mandate
- Provision of value-added services
- Maintain our accounts and records
- Support and manage our employees
- Use of CCTV systems to prevent and detect crime
- Use of biometric systems to regulate access to the company's premises
- Fraud prevention & detection
- Market research and statistical analysis
- Compliance with legal and regulatory requirements
- Verifying identity
- Categories of data subjects

As per Section 1 of POPIA, a data subject may either be a natural or juristic person. The various categories of data subjects that The Company processes personal information on is – Shareholders, Board members, Directors, Employees Consultants / Contractors, Complainants & enquirers

TYPES / CLASSES OF INFORMATION PROCESS

The types of personal information that is processed by The Company includes –

- Personal details
- Business activities
- Goods / services provided
- Personal views / preferences
- Family details
- Education & employment details
- Visual images of individuals captured on CCTV
- Biometric details

FORM OF REQUEST

The requester must complete Form C and submit this form together with a request fee, to the head of the private body. The form must be submitted to the head of the private body at his/ her address, fax number, or electronic mail address. The form must provide sufficient particulars to enable the head of the private body to identify the record/s requested and to identify the requester:

- Indicate which form of access is required,
- Specify a postal address or fax number of the requester in the Republic,
- Identify the right that the requester 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 in addition to a written reply, the requester wishes to be informed of
- The decision on the request in any other manner, to state that manner
- And the necessary particulars to be informed in the other manner,

8. PRESCRIBED FEES

The following applies to requests (other than personal requests):

8.1 A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;

8.2 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);

8.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;

8.4 Records may be withheld until the fees have been paid.

The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za, or the website of THE DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT (under regulations) at <http://www.doj.gov.za/>

Signed on this 18th day of JANUARY 2022, at GEORGE.



Information Officer



THE OFFICE ONLINE SA (PTY) LTD may refuse access to records on one or more of the grounds outlined in Chapter 5 of the Act pertaining to: “Grounds for Refusal of Access to Records”.

FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
(Section 53(1) of the Promotion of Access to Information Act, 2000
(Act No. 2 of 2000)

[Regulation 10]

Requests for information must be submitted in accordance with the prescribed format and must be accompanied by the prescribed fee as indicated herein.

Signature of Designated Head of the Private Body

Name of Designated Head of the Private Body

(Note: each page should be initialled to complete the signing process).

Date of signature _____

Publication date of this manual: 29 / 06 / 2021

Next revision date of this document: 29/ 06 / 2022

The breakdown of fees for accessing records of private bodies are:

The following is a breakdown of the fees structure for the purposes of determining the manner in which fees relating to a request for access to a record of a private body are to be calculated:

Regulation 187 published in the Government Gazette on the 15 February 2002:

Copy per A4 Page R1.10

Printing per A4 page 75 cents

Copy on a CD/memory stick (4 GB) R70

Transcription of visual images per A4 page R40

Copy of a visual image R60



Transcription of an audio recording per A4 page R20

Search and preparation of the record for disclosure R30 per hour or part thereof, excluding the first hour, reasonably required for the search and preparation.

The actual postage is payable when a copy of a record must be posted to a requester.

16 ANNEXURE A

PRESCRIBED FORMS

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 10]

A. Particulars of private body:

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B. Particulars of person requesting access to the record:

Full names and surname:
Identity number:
Postal address:
Fax number:
Telephone number:



Email address:

Capacity in which request is made, when made on behalf of another person:

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C. Particulars of person on whose behalf request is made:

Full names and surname:

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Identity number:

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Particulars of record:

1. Description of record of relevant part of the record:

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2. Reference number if available:

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3. Any further particular of record:

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E. Notice of decision regarding request for access

- a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- b) You will be notified of the amount required to be paid as the request fee.
- c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- d) If you qualify for exception of the payment of any fee, please state the reason for your exemption.

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