

PAIA MANUAL

FOR

CONFERENCE ALERTS CC

Registration Number: 2000/031622/23

in terms of Section 51 of The Promotion of Access to
Information Act No. 2 of 2000 (the "Act")
and
the Protection of Personal Information Act No. 4 of
2013 ("POPIA")

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1. INTRODUCTION

Conference Alerts CC specialises in the promotion, marketing, facilitation and advertising of third-party events through its internet-based commerce and advertising initiatives.

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

Contact Details of Head of Conference Alerts CC

- | | | |
|-----|----------------------------|--|
| 3.1 | Name of head of | |
| | Conference Alerts CC: | Ms. Helen Jennifer Friedlande |
| 3.2 | Postal Address of head of | |
| | Conference Alerts CC: | PO Box 39528,
Faerie Glen
Pretoria
0043 |
| 3.3 | Street Address of head of | |
| | Conference Alerts CC: | 738 Highwood Avenue
Faerie Glen
Pretoria |
| 3.4 | Telephone No. of head of | |
| | Conference Alerts CC: | +27 (0)12 9911778 |
| 3.5 | E- Mail address of head of | |
| | Conference Alerts CC: | alerts@conferencealerts.com |

4. **THE INFORMATION OFFICER (SECTION 51(1)(B))**

- 4.1 The Head of a Private Body fulfils such a function in terms of Section 51. Conference Alerts has elected to appoint an Information Officer to assess requests for access to information as well as oversee its required functions in terms of the Act.
- 4.2 The Information Officer appointed in terms of the Act also refers to the Information Officer as referred to in POPIA. The Information Officer oversees the functions and responsibilities as required in terms of both this Act in terms of Section 55 of POPIA after registering with the Information Regulator.
- 4.3 The information Officer may appoint, where it is deemed necessary, Deputy Information Officers, as allowed in terms of section 17 of the Act as well as section 56 of POPIA. This is in order to render Conference Alerts as accessible as reasonably possible for requesters of its records and to ensure fulfilment of its obligations and responsibilities as prescribed in terms of section 55 of POPIA. All requests for information in terms of the Act must be addressed to the Information Officer.

Contact Details of the Information Officer

Information Officer:	Helen Jennifer Friedlande

Physical Address:	738 Highwood Avenue Faerie Glen Pretoria

Telephone:	+27 87 702 1436

Email:

alerts@conferencealerts.com

Alternative email:

popia@conferencealerts.com

5. DESCRIPTION OF GUIDE REFERRED TO IN SECTION 10: SECTION 51(1)(b).

- 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;
 - 5.3.2.3. the manner and form of a request for-
 - 5.3.2.4. access to a record of a public body contemplated in section 11³; and
 - 5.3.2.5. access to a record of a private body contemplated in section 50⁴;
 - 5.3.3. the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - 5.3.4. the assistance available from the Regulator in terms of PAIA and POPIA;
 - 5.3.5. 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-
 - 5.3.5.1. an internal appeal;
 - 5.3.5.2. a complaint to the Regulator; and

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.*

- 5.3.5.3. 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;
 - 5.3.6. 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;
 - 5.3.7. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 5.3.8. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
 - 5.3.9. the regulations made in terms of section 92¹¹.
- 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.

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.”

6. THE LATEST NOTICE IN TERMS OF SECTION 52(2)

At this stage no notice(s) has/have been published on the categories of records that are automatically available without a person having to request access in terms of PAIA.

7. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION: SECTION 51(1)(d)

7.1 The information is classified and grouped according to records relating to the following subject and categories;

7.1.1 Personnel Records: refers to any person who works for, or provides services to or on behalf of Conference Alerts, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of Conference Alerts. This includes, without limitation, Directors (Executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers.

7.1.1.1 Personal records provided by personnel.

7.1.1.2 Records provided by a third party relating to personnel.

7.1.1.3 Conditions of employment and other personnel-related contractual and quasi-legal records

7.1.1.4 Internal evaluation records and other internal records

7.1.1.5 Correspondence relating to personnel

7.1.1.6 Training schedules and material.

7.1.2 Customer related records:

7.1.2.1 Records provided by a customer to a third party acting for or on behalf of Conference Alerts

7.1.2.2 Records provided by a third party

7.1.2.3 Records generated by or within Conference Alerts relating to its customers including transactional records.

A “**customer**” refers to any natural or juristic entity that receives services from Conference Alerts.

7.1.3 Private Body Records include financial, operational, marketing records, databases and information technology as further detailed in clause 7 and 8 below.

7.1.4 Internal Correspondence relating *inter alia* to:

7.1.4.1 Product records of Conference Alerts and its Customers

7.1.4.2 Statutory records

7.1.4.3 Internal policies and procedures

7.1.4.4 Records held by officials of any institution, government body.

These records include, but are not limited to, the records which pertain to Conference Alerts own affairs.

7.1.5 Other Party Records

7.1.5.1 Personnel, customer or private body records which are held by another party, as opposed to the records held by Conference Alerts itself.

7.1.5.2 Records held by Conference Alerts pertaining to other parties such as service providers, including without limitation, financial records, correspondence, contractual records provided by the other party, and records third parties have provided about the contractor's suppliers.

7.1.5.3 Conference Alerts may possess records pertaining to other parties including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, and service providers. Alternatively, such other parties may possess records that can be said to belong to Conference Alerts.

7.1.6 The accessibility of the records may be subject to the grounds of refusal as set out in this PAIA manual and POPIA. Amongst others, records deemed confidential on the part of a third party will require consent from said third party in addition to the normal requirements before Conference Alerts will consider granting access.

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	asic Conditions of Employment Act 75 of 1997
	Compensation for Occupational Injuries

	Companies Act 71 of 2008

	employment Insurance Act 63 of 2001

VAT returns for past 5 (five) years; Clearance certificate	
VAT returns for past 5 (five) years; Clearance certificate	Income Tax Act 58 of 1962

	Trade Marks Act 194 of 1993

	Electronic Communications and Transactions Act 25 of 2002

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8. **SUBJECTS AND CATEGORIES OF RECORDS HELD BY CONFERENCE ALERTS CC: SECTION 51(1)(e)**

Classification No.	Access	Classification
1	May be disclosed	Public Access Document
2	May not be disclosed	Request after commencement of criminal or civil proceedings [s7]
3	May be disclosed	Subject to copyright
4	Limited disclosure	Personal information that belongs to the requester of that information [s61]
5	May not be disclosed	Unreasonable disclosure of personal information of Natural person [s63(1)]
6	May not be disclosed	Likely to harm the commercial or financial interests of third party [s64(1)(a) and (b)]
7	May not be disclosed	Likely to harm the Company or third party in contract or other negotiations [s64(1)(c)]
8	May not be disclosed	Would breach a duty of confidence owed to a third party in terms of an Agreement [s65]

9	May not be disclosed	Likely to compromise the safety of individuals or protection of property [s66]
10	May not be disclosed	Legally privileged documents [s67]
11	May not be refused	Environmental testing / investigation which reveals public safety / environmental risks [s64(2); s68(2)]
12	May not be disclosed	Commercial information of Private Body [s68]
13	May not be disclosed	Likely to prejudice research and development information of the Company or a third party [s69]
14	May not be refused	Disclosure in public interest [s70]

Subject	Category of Information	Availability	Retention Period	Classification No.
Companies Act Records	Documents of incorporation	Available from Companies and Intellectual Property Commission (CIPC) or request in terms of PAIA	Indefinite	1
	Founding Statement	Available from Companies and Intellectual Property Commission (CIPC) or request in terms of PAIA	Indefinite	1
	Minutes of Members meetings	Request in terms of PAIA	7 years	12
	Records relating to the appointment of members	Available from Companies and Intellectual Property Commission (CIPC) or request in terms of PAIA		1
	Member's Register and other statutory registers	Available from Companies Act or request in terms of PAIA		1
Financial Records	Annual Financial Statements and Management Accounts	Request in terms of PAIA		12

	Tax Returns	Request in terms of PAIA		12
	Accounting Records	Request in terms of PAIA		12
	Banking Records	Request in terms of PAIA		12
	Bank Statements	Request in terms of PAIA		12
	Paid Cheques	Request in terms of PAIA		12
	Electronic banking records	Request in terms of PAIA		12
	Asset Register	Request in terms of PAIA		12
	Rental Agreements	Request in terms of PAIA		8, 12
	Invoices	Request in terms of PAIA		12
Income Tax Records	PAYE Records	Request in terms of PAIA		12
	Documents issued to employees for income tax purposes	Request in terms of PAIA		12
	Records of payments made to SARS on behalf of employees	Request in terms of PAIA		12
	VAT number	Available from South African Receiver of Revenue website www.sars.gov.za or request in terms of PAIA		1
	Skills Development Levies	Request in terms of PAIA		12
	UIF	Request in terms of PAIA		12
	Workmen's Compensation	Request in terms of PAIA		12
Human Resources	Employment contracts	Request in terms of PAIA		5

Documents and Records				
	Medical Aid records	Request in terms of PAIA		4, 5,9
	Disciplinary records	Request in terms of PAIA		5,9
	Salary records	Request in terms of PAIA		5,9
	Disciplinary code	Request in terms of PAIA		5,9
	Leave records	Request in terms of PAIA		5,9
	Training records	Request in terms of PAIA		12
	Training Manuals	Request in terms of PAIA		12
	Health and Safety Records	Request in terms of PAIA		12
Public Relations Records	Media Releases	Request in terms of PAIA		1
	Promotion details	Request in terms of PAIA		3
	Website Terms and Conditions	Freely available on www.conferencealerts.co.za		1
	Trade Marks	Request in terms of PAIA		1
Marketing Records	Service Catalogue	Request in terms of PAIA		3
	Products Sales Records and receipts	Request in terms of PAIA		12
	Marketing Strategies	Request in terms of PAIA		12
	Customer, event organiser and subscriber Databases	Request in terms of PAIA		12
	Statistical Information	Request in terms of PAIA		12

	regarding website statistics			
	Database of promotions requested	Request in terms of PAIA		12
Legal Records	Agreements with suppliers	Request in terms of PAIA		8, 12

8. PROCESSING PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

The Records aforementioned are processed by Conference Alerts for the purposes of fulfilling its obligations with its Customers and operating an internet based business:

8.2 Recipients of Conference Alerts Personal Information

Certain Records reflected in clause 7 may be shared with the following third parties for legitimate purposes, legal necessity or with consent of the data subject:

South African Police Services
Department of Labour
Credit Bureaus
South African Revenue of Services
[please list entities or people you share personal information with i.e service providers, agents etc]

8.3 Planned transborder flows of personal information

Conference Alerts may transfer information to a third party acting as an agent for Conference Alerts (such as an outside benefits administrator). However, prior to any such transfer, Conference Alerts will require the third party to give its written agreement to provide the same level of protection required by the POPIA.

Conference Alerts does transfer Personal Information outside the Republic of South Africa including but not limited to the United States of America and undertakes to comply with section 72 of POPIA in the event that Personal Information shall be transferred outside the Republic of South Africa.

8.4 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

8.4.1 Conference Alerts takes reasonable precautions to protect Personal Information from loss, misuse, unauthorized access, disclosure, alteration, and destruction. These precautions include password protections for online information systems and restricted access to Personal Information processed by Conference Alerts. All inquiries from outside Conference Alerts, either written or verbal, concerning the identity, employment record, or performance of a current or terminated employee, are to be referred to the Information Officer/Chief Executive Officer of Conference Alerts for handling. If the request is from a government agency, Conference Alerts will verify the credentials of the agency representative before releasing information about a current or terminated employee.

8.4.2 Conference Alerts takes reasonable steps to ensure that Personal Information is accurate, complete, and current. All employees are asked to inform Conference Alerts immediately in the event of changes in Personal Information.

8.4.3 A security breach occurs when the data for which Conference Alerts is responsible suffers a security incident resulting in a breach of confidentiality, availability or integrity. If a security breach occurs, the following protocol is to be observed:

8.4.3.1 The IT officer is to isolate the incident and complete a breach report.

8.4.3.2 The IT officer is to provide the report and notify the Information Officer/Chief Executive Officer together with the Managing Director of Conference Alerts.

8.4.3.3 The Information Officer of Conference Alerts must notify the Information Regulator in South Africa and the supervisory authority in the EU (if an EU citizen's Personal Information was involved in the security breach) without undue delay, and at the latest within 72 hours after having become aware of the security breach.

8.4.3.4 The notification must:

8.4.3.4.1 Describe the nature of the breach;

8.4.3.4.2 State the number of the Data Subjects affected by the breach;

8.4.3.4.3 Describe the likely consequences of the breach; and

8.4.3.4.4 Describe the measures taken or proposed to be taken by Conference Alerts to remedy the breach.

9. REQUEST IN TERMS OF POPIA

9.1 Where a data subject has requested access to personal information not falling within the above categories or where the data subject is requesting:

9.1.1 to update his/her/its personal information;

9.1.2 a list of the data subject's personal information Conference Alerts has in its possession or control; or

9.1.3 the subscription or deletion of a data subject's personal information

Then the data subject, at no cost, must direct the request to the Information Officer of Conference Alerts as per the details in set out in section 4 above.

10. DETAIL ON HOW TO MAKE A REQUEST FOR ACCESS – SECTION 51(e)

10.1 The requester must complete Form C below and submit this form together with a request fee, to the head of Conference Alerts CC.

10.2 The form must be submitted to the head of Conference Alerts CC at his address, fax number, or electronic mail address as provided under paragraph 2 above.

10.3 The form must:

10.3.1 provide sufficient particulars to enable the head of Conference Alerts CC to identify the record/s requested and to identify the requester;

10.3.2 indicate which form of access is required;

10.3.3 specify a postal address or fax number of the requester in South Africa;

10.3.4 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;

10.3.5 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;

10.3.5 if the request is made on behalf of another person, to submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the head of Conference Alerts CC.

11. **PRESCRIBED FEES**

The following applies to all requests:

- 11.1 A requestor is required to pay the prescribed fee (R50.00) before a request will be processed;
- 11.2 If the preparation of the record requested requires more than the prescribed (six) hours, a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 11.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 11.4 Records may be withheld until the fees have been paid;
- 11.5 The fee structure is available on the website of the South African Human Rights Commission at www.sahrc.org.za.
- 11.6 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.

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]

A. Particulars of private body

The Head:

B. Particulars of person requesting access to the record

- | | |
|-----|---|
| (a) | The particulars of the person who requests access to the record must be given below. |
| (b) | The address and/or fax number in the Republic to which the information is to be sent must be given. |
| (c) | Proof of the capacity in which the request is made, if applicable, must be attached. |

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

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

C. Particulars of person on whose behalf request is made

This section must be completed <i>ONLY</i> if a request for information is made on behalf of another person.
--

Full names and surname:

Identity number:

D. Particulars of record

- | | |
|-----|--|
| (a) | Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. |
| (b) | If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios. |

- 1 Description of record or relevant part of the record:
- 2 Reference number, if available:
- 3 Any further particulars of record:

E. Fees

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

Reason for exemption from payment of fees:

F. Form of access to record

<p>If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.</p>
--

Disability:	Form in which record is required
Form in which record is required:	
<p>Mark the appropriate box with an X.</p> <p>NOTES:</p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.</p> <p>(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.</p>	

1. If the record is in written or printed form:					
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record		
2. If record consists of visual images this includes photographs, slides, video recordings, computer-generated images, sketches, etc)					
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images"	<input type="checkbox"/>	transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:					
<input type="checkbox"/>	listen to the soundtrack audio cd	<input type="checkbox"/>	transcription of soundtrack* written or printed document		
4. If record is held on computer or in an electronic or machine-readable form:					
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record"	<input type="checkbox"/>	copy in computer readable form* (flash drive or compact disc)

'If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
--	-----	----

G Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:
2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at..... This..... day of20

SIGNATURE OF REQUESTER / PERSON ON
WHOSE BEHALF REQUEST IS MADE