



# PAIA Manual

*prepared in accordance with Section 51 of the **Promotion of Access to Information Act** (Act 2 of 2000) and to address requirements of the Protection of Personal Information Act (Act 4 of 2013)*

*for*

**Tech Matters (Pty) Ltd**  
*(Company Name)*

*registered as a Company with Limited Liability in terms of the Companies Act (Act 71 of 2008) of the Republic of South Africa, identified with*

**2020/090610/07**  
*(Company Registration Number)*

*published*

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**(Revised 14 October 2023)**



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**1. PREAMBLE**

TECH MATTERS (PTY) LTD operate and established a managed information and communication technology service provisioning business, which trades under the name and style of Matimba Solutions.

**2. INFORMATION REQUIRED IN DER SECTION 51(1) (a) OF THE ACT**

Contact details of Information Officer

- 2.1. Name of head of TECH MATTERS (PTY) LTD:  
**AUSTYN MAX COHEN**
- 2.2. Postal Address of head of TECH MATTERS (PTY) LTD:  
**PO BOX 20326, BIG BAY, WESTERN CAPE, 7448**
- 2.3. Street Address of TECH MATTERS (PTY) LTD:  
**3 MILKWOOD CRESCENT, SANDOWN ESTATE 2, BIG BAY, WESTERN CAPE, 7441**
- 2.4. Telephone number of TECH MATTERS (PTY) LTD:  
**+27 (0)87-802 7197**
- 2.5. Email address of head of TECH MATTERS (PTY) LTD:  
**INFO@TECHMATTERS.CO.ZA**

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

A Guide has been compiled by the Human Rights Commission of South Africa, in terms of Section 10 of the Act. It contains information required by a person wishing to exercise any right contemplated by the Act and is available in all of the official languages.

The Guide is available for inspection at the offices of the Human Rights Commission, at 29 Princess of Wales Terrace, Corner of York and St. Andrews Street, Parktown, and on its website at [www.sahrc.org.za](http://www.sahrc.org.za)

**4. THE LATEST NOTICE IN TERMS OF SECTION 51(2)**

As at the time of publishing this PAIA Manual, there has been no notice(s) published in terms of the PAIA on categories of records that are automatically available without a person having to request access in terms of PAIA.

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

Available Record	Applicable Legislation
Employment Equity Plan	Employment Equity Act <i>(Act 55 of 1998)</i>
Employment Contracts	Basic Conditions of Employment Act <i>(Act 75 of 1997)</i>
BBBEE Certificate	Broad-Based Black Economic Empowerment Act <i>(Act 53 of 2003)</i>
Compensation Payments, Assessments and a Letter of Good Standing	Compensation for Occupational Injuries and Disease Act

	(Act 130 of 1993)
<b>Documents of Incorporation</b>	Companies Act (Act 71 of 2008)
<b>Registration and Declaration of Employees</b>	Unemployment Insurance Act (Act 61 of 2001)
<b>VAT Returns for Past 5 (five) Years; Clearance Certificate</b>	Income Tax Act (Act 58 of 1962)
<b>Workplace Skills Plan and Annual Training Report (ATR)</b>	Skills Development Act (Act 9 of 1999)
<b>Registration Certificate</b>	Trade Marks Act (Act 194 of 1993)
<b>Terms and Conditions of Use of Website, Privacy Policy</b>	Electronic Communications and Transactions Act (Act 25 of 2002)

**6. SUBJECTS AND CATEGORIES OF RECORDS HELD BY TECH MATTERS (PTY) LTD: 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 disclose	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	Classification No.
<b>Companies Act Records</b>	Documents of incorporation	Available from Companies and Intellectual Property Commission (CIPC) or request in terms of PAIA	1
	Memorandum of Incorporation	Available from Companies and Intellectual Property Commission (CIPC) or request in terms of PAIA	1
	Minutes of Directors meetings	Request in terms of PAIA	12
	Records relating to the appointment of directors	Available from Companies and Intellectual Property Commission (CIPC) or request in terms of PAIA	1
	Share Register and other statutory registers	Available from Companies Act or request in terms of PAIA	12

<b>Financial Records</b>	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	12
	Invoices	Request in terms of PAIA	12
	Stock Histories	Request in terms of PAIA	12
	Exchange Control Approvals and remittances	Request in terms of PAIA	12
	Import documentation	Request in terms of PAIA	12
	Insurance policies, claims and pay outs	Request in terms of PAIA	12
<b>Income Tax Records</b>	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 <a href="http://www.sars.gov.za">www.sars.gov.za</a> 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
<b>Human Resources Documents and Records</b>	Employment contracts	Request in terms of PAIA	5, 9
	Broad Based Black Economic Empowerment certificate	Request in terms of PAIA	1
	Employment Equity Plan	Request in terms of PAIA	12
	Medical Aid records	Request in terms of PAIA	4, 5, 9
	Pension Fund records	Request in terms of PAIA	5, 9
	Disciplinary records	Request in terms of PAIA	5, 9
	Salary records	Request in terms of PAIA	5, 9
	SETA records	Request in terms of PAIA	5, 9
	Disciplinary code	Request in terms of PAIA	5, 9
	Organisational Chart	Request in terms of PAIA	12
	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
	Policies and Procedures	Request in terms of PAIA	12
	Health and Safety Records	Request in terms of PAIA	4,5,9
<b>Public Relations Records</b>	Media Releases and Schedules	Request in terms of PAIA	1
	Product Information	Request in terms of PAIA	1, 12
	Corporate Social Responsibility Records	Request in terms of PAIA	1
	Website Terms and Conditions	Freely available on stragoa.co.za	1
<b>Marketing Records</b>	Marketing Information	Request in terms of PAIA	12, 13
	Marketing Schedules		1, 12
	Customer Information - Product Brochures	Request in terms of PAIA	1
	Products Sales Records	Request in terms of PAIA	1, 12
	Marketing Strategies	Request in terms of PAIA	12
	Customer Database	Request in terms of PAIA	12
	Dealer Franchise Documents	Request in terms of PAIA	6, 7, 12, 13
	Field Records	Request in terms of PAIA	12, 13
	Performance Records	Request in terms of PAIA	12
Production / Logistics	Distributors		3, 12, 13
Legal Records	General Contract documentation	Request in terms of PAIA	6, 12
Quality Records	Quality records	Request in terms of PAIA	12

**7. DETAIL ON HOW TO MAKE A REQUEST FOR ACCESS - SECTION 51(e)**

- 7.1. The requester must complete Form 2 (Regulation 7) below and submit this form together with a request fee, to the head of **TECH MATTERS (PTY) LTD**.
- 7.2. The form must be submitted to the head of **TECH MATTERS (PTY) LTD** at their address, fax number, or electronic mail address as provided for under paragraph 2 of this Manual.
- 7.3. The form must:
  - 7.3.1. Provide sufficient particulars to enable the head of **TECH MATTERS (PTY) LTD** to identify the record/s requested and to identify the requester;
  - 7.3.2. Indicate which form of access is required;
  - 7.3.3. Specify a postal address or fax number of the requester in South Africa;
  - 7.3.4. 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 of protection of that right;

- 7.3.5. 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;
- 7.3.6. 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 **TECH MATTERS (PTY) LTD.**

## 8. PRESCRIBED FEES

The following applies to all requests:

- 8.1. A requestor is required to pay the prescribed fee as indicated on Form 3 (*Regulation 8*) (Annexure B) before a request will be processed;
- 8.2. 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);
- 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;
- 8.5. The fee structure is available on the website of the South African Human Rights Commission at [www.sahrc.org.za](http://www.sahrc.org.za)



**Annexure A – PAIA Form 2**



# FORM 2

## REQUEST FOR ACCESS TO RECORD

[Regulation 7]

**NOTE:**

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

**TO:** The Information Officer


(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile: <input type="text"/>
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable):</i>			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<b>TYPE OF RECORD</b> <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

**FORM OF ACCESS**  
*(Mark the applicable box with an "X")*

Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

**MANNER OF ACCESS**  
*(Mark the applicable box with an "X")*

Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

**PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

*If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.*

Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

<b>FEEES</b>	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**Signature of Requester / person on whose behalf request is made**

-----  
**FOR OFFICIAL USE**

Reference number:	
Request received by: <i>(State Rank, Name And Surname of Information Officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

\_\_\_\_\_  
**Signature of Information Officer**



**Annexure B – PAIA Form 3**

**FORM 3**  
**OUTCOME OF REQUEST AND OF FEES PAYABLE**  
 [Regulation 8]

Note:

1. If your request is granted the—
  - (a) amount of the deposit, (if any), is payable before your request is processed; and
  - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: \_\_\_\_\_

TO: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

**1. You requested:**

Personal inspection of information at registered address of public/private body ( <i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i> ) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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**OR**

**2. You requested:**

Printed copies of the information ( <i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i> )	
Written or printed transcription of virtual images ( <i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i> )	
Transcription of soundtrack ( <i>written or printed document</i> )	
Copy of information on flash drive ( <i>including virtual images and soundtracks</i> )	
Copy of information on compact disc drive ( <i>including virtual images and soundtracks</i> )	
Copy of record saved on cloud storage server	

**3. To be submitted:**

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format ( <i>including transcriptions</i> )	
E-mail of information ( <i>including soundtracks if possible</i> )	
Cloud share/file transfer	
Preferred language: ( <i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i> )	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

--

**4. Fees payable with regards to your request:**

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

**5. Deposit payable (if search exceeds six hours):**

Yes

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank: \_\_\_\_\_  
 Name of account holder: \_\_\_\_\_  
 Type of account: \_\_\_\_\_  
 Account number: \_\_\_\_\_  
 Branch Code: \_\_\_\_\_  
 Reference Nr: \_\_\_\_\_  
 Submit proof of payment to: \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
 Information officer