
MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, ACT NO. 2 OF 2000 (hereinafter, "POPIA")

APPROVALS

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REVISION HISTORY

REV. NO.	DATE	SUMMARY OF REVISION
1	30 June 2023	Issued and approved for use
2	30 September 2024	Reviewed- no changes

1. Introduction

CDA Solutions (Pty) Ltd (“CDA”) is a private company registered in terms of the laws of South Africa.

CDA provides outbound telesales, customer service, consulting and related services to clients, predominantly in the financial services industry.

2. Purpose

The primary purpose of this PAIA Manual (the “Manual”) is to facilitate requests for access to information held by CDA, which requests shall be made in accordance with the prescribed procedures and at the rates provided for in sections 8 and 9 of this PAIA Manual.

In addition, the Manual describes the records held by CDA Solutions and conveys the grounds upon which access to such records may be refused.

3. Availability

The Manual is published on CDA’s website. It may also be requested from CDA’s Information Officer using the email address info@cdasolutions.co.za.

4. POPIA and Section 10 Guide

POPIA grants a requester access to records of a 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 POPIA shall be made in accordance with the prescribed procedures, at the rates provided. The forms and rates are dealt with in paragraphs 8 and 9 of POPIA.

Requesters are also referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.

The contact details of the Commission are:

- Postal Address: Private Bag 2700, Houghton, 2041
- Telephone Number: +27-11-877 3600
- Fax Number: +27-11-403 0625
- Website: www.sahrc.org.za

5. Legislation

The legislation CDA keeps information and documents is in accordance with the following legislation , which is not necessarily exhaustive

ACT	REFERENCE
Companies Act	No 66 of 1995
Labour Relations Act	No 71 of 2008
Basic Conditions of Employment Act	No 75 of 1997
Employment Equity Act	No 55 of 1998
Promotion of Access of Information Act	No 2 of 2000
Unemployment Insurance Act	No 30 of 1996
Income Tax Act	No 95 of 1967
Value Added Tax Act	No 89 of 1991

6. Schedule of Records

The following records are not automatically available unless requested in terms of POPIA. This list is not necessarily exhaustive.

6.1. Company Secretarial

- Memorandum of Incorporation
- Share Certificates.
- Statutory returns.

6.2. Movable and Immovable Property

- Lease Agreements
- Hire Agreements/Rental Agreements

6.3. Insurance

- Insurance Policies.
- Records of Claims.

6.4. Third Parties

- Records held by CDA relating to third parties, including financial records, correspondence, contracts, client and supplier records, subsidiary or fellow subsidiary companies, and joint venture partners.

6.5. Human Resources

- Policies and Procedures.

- Employee Information.
- Contracts of Employment.
- Payslips and other salary-related information.

6.6. Financial

- Financial Statements.
- Reports and Returns.
- Banking Details and Bank Account Records.
- Debtors Statements and Invoices.
- Supplier Statements and Invoices.

6.7. Other

- CDA's operational policies and procedures.
- CDA's operational processes.
- CDA's proprietary software.

7. Refusal of Access to Records

Upon receipt of a request for access to information, CDA shall consider such request in accordance with the provisions of section 50 of POPIA. CDA will be required to either grant the request or refuse the request.

If CDA refuses the request, such refusal will be because of CDA's interpretation of the prescribed grounds for refusal as set forth in Chapter 4 of POPIA and in the table below:

GROUND(S) FOR REFUSAL	DESCRIPTION AND EXPLANATION OF GROUND(S)
Mandatory protection of privacy of third party who is a natural person (Section 63 of POPIA).	CDA may refuse access to a record if the disclosure of that record would involve the unreasonable disclosure of personal information relating to a third party, including a deceased individual.
Mandatory protection of commercial information of third party (Section 64 of POPIA).	Data Inc. may refuse a request for access to a record if the record comprises of or is constituted by the following information relating to a third party <ul style="list-style-type: none"> • Trade secrets of a third party. • Financial, commercial, scientific or technical information, other than trade secrets, of a third party, which, if disclosed, is likely to cause harm to the commercial or financial interests of the third party. • Information which has been supplied in confidence by a third party, the disclosure of which could reasonably be expected to place the third party at a disadvantage in contractual or other negotiations or is likely to prejudice the third party in commercial competition.
Mandatory protection of certain confidential information of a third party (Section 65 of POPIA).	CDA may refuse access to a record, which, if disclosed, would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement or contractual relationship.
Mandatory protection of the safety of individuals and protection of property (Section 66 of POPIA).	CDA may refuse a request for access to a record if its disclosure could reasonably be expected to endanger the life or physical safety of an individual, or if its disclosure would be likely to prejudice or impair the security of:

	<ul style="list-style-type: none"> a building, structure or system, including but not limited to a computer or communication system, a means of transport or any other property. Method(s), system(s), plans or procedures for the protection of an individual in accordance with a witness protection scheme, the safety of the public, or any part of the public or the security of property.
Mandatory protection of records privileged from production in legal proceedings (Section 67 of POPIA).	CDA may refuse a request for access to a record if the record is privileged from production in legal proceedings unless the person entitled to the privilege has waived the privilege.
Commercial information of Private Body (Section 68 of POPIA).	<p>CDA may refuse a request for access to a record if the record contains (or comprises of):</p> <ul style="list-style-type: none"> Trade secrets of the Private Body. Financial, commercial, scientific or technical information, other than trade secrets of the Private Body, the disclosure of which would be likely to cause harm to the commercial or financial interests of the Private Body. Information, the disclosure of which could reasonably be expected to put the Private Body at a disadvantage in contractual or other negotiations or prejudice the Private Body in commercial competition. A computer programme (as defined in section 1(1) of the Copyright Act 98 of 1978 as amended) owned by the Private Body, except insofar as it is required to give access to a record to which access is granted in terms of POPIA.
Mandatory protection of research information of third party, and protection of research information of private body (Section 69 of POPIA).	CDA may refuse a request for access to a record if the record contains information about research being or to be carried out by or on behalf of a third party/private body, the disclosure of which would be likely to expose the third party/private body, a person that is (or will be) carrying out the research on behalf of the third party/private body, or the subject matter of the research to serious disadvantage.

8. Form of Request

To facilitate the processing of a request:

- Use the prescribed Form (Form 2). See Annexure A
- Address the request to the CDA's Information Officer.
- Provide sufficient details to enable CDA to identify:
 - The record(s) requested.
 - The requester (and if an agent is lodging the request, proof of capacity).
 - The form of access required.
 - The postal address or E-mail of the requester in South Africa.
- If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof.
- The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

- The Information Officer will respond to a request in the format of Form 3. See Annexure B. Form 3 is used to report the outcome of a request as well as information regarding the required fees payable, if applicable.

9. Prescribed Fees

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

- A requestor is required to pay the prescribed fees (R50.00) before a request will be processed.
- 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).
- A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.
- 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.

**ANNEXURE A FORM 2
REQUEST FOR ACCESS TO RECORD
(Regulation 7)**

IMPORTANT:

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

TO: The Information Officer

Address	
Email	
Telephone 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	Telephone	
	Fax	
	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	Telephone	
	Fax	
	Cellular	
PARTICULARS OF RECORD REQUESTED		
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.)		
Description of record or relevant part of the record		
Reference number, if available		
Any further particulars of record		

TYPE OF RECORD Mark the applicable box with an "X"	
Record is in written or printed form.	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc).	
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>)	
MANNER OF ACCESS Mark the applicable box with an "X"	
Personal inspection of record at the 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 <i>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.</i>	
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:	
FEES	
<ol style="list-style-type: none"> 1. A request fee must be paid before the request will be considered. 2. You will be notified of the amount of the access fee to be paid. 3. 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. 4. If you qualify for exemption of the payment of any fee, please state the reason for exemption 	
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	EMAIL

Signed at _____ this _____ day of _____ 20____.

Signature of Requester / person on whose behalf request is made

ANNEXURE B

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

IMPORTANT

1. If your request is granted the
 - 1.1. amount of the deposit, (if any), is payable before your request is processed; and
 - 1.2. 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 <xxxx> refers.

1. You requested:

Personal inspection of information at registered address of public/private body (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) 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 (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
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 (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (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).	

Kindly note that your request has been: Approved

4. Fees payable with regard to your request:

Total	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:			
1. Flash drive to be provided by requestor	R40		
2. Compact disk			
• If provided to the requestor.	R40		
• If provided by the requester.	R60		
For a transcription of visual images per A4-size page	The service will be outsourced. The cost will depend on the quotation of the service provider.		
Copy of visual images			
Transcription of an audio record, per A4-size	R24		
Copy of an audio record:			
1. Flash drive to be provided by requestor	R40		
2. Compact disk			
• If provided to the requestor.	R40		
• If provided by the requester.	R60		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

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)	
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Banking details will be provided upon formal request.

Submit proof of payment to: info@cdasolutions.co.za

Signed at _____ this _____ day of _____ 20 ____ .

Signature of Information Officer

6. Contact Details

Company Name	CDA Solutions (Pty) Ltd
Information Officer	Adrian Plantema
Street Address	3 rd Floor 288 on Kent 288 Kent Avenue Ferndale Randburg 2196
Postal Address	Postnet Suite # 273 Private Bag X10039 Ranburg 2196
Telephone Number	010 005 3333
E-mail	info@cdasolutions.co.za
Website	https://www.cdasolutions.co.za/