

JAMES RALPH (Pty) Ltd

PAIA MANUAL

**Prepared in terms of section 51 of the
Promotion of Access to Information Act
2 of 2000 (as amended)**

**DATE OF COMPILATION: DATE OF
REVISION: 25/05/2026**

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DEFINATION ACRONYMAS AND ABBREVIATIONS

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|-----|-------------|--|
| 1.1 | “CEO” | Chief Executive Officer |
| 1.2 | “DIO” | Deputy Information Officer; |
| 1.3 | “IO“ | Information Officer; |
| 1.4 | “Minister” | Minister of Justice and Correctional Services; |
| 1.5 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000(as Amended); |
| 1.6 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.7 | “Regulator” | Information Regulator; and |
| 1.8 | “Republic” | Republic of South Africa |

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 KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE JAMES RALPH (PTY) LTD

3.1. Information Officer

Name: SABIER AHMED EBRAHIM
Tel: 011 3148888
Email: sabiere@jamesralph.com
Cell number: 0827818829

3.2. Deputy Information Officer

Name: PS Howard
Tel: 0113148888
Email: paulh@jamesralph.com
Cell Number: 0825686366

3.3 Access to information general contacts

Email: sabiere@jamesralph.com

3.4 National or Head Office :Head Office

Postal Address:

P.O BOX 6000 Halfway House, 1685 SA

Physical Address: 71 Austin Road, Glen Austin, Midrand, 1685

Telephone: 0113148888

Email: sabiere@jamesralph.com

Website: WWW.JAMESRALPH.COM

4 GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.1. 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.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The aforesaid Guide contains the description of-

- 4.3.1. the objects of PAIA and POPIA;
- 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 4.3.3. the manner and form of a request for-
 - 4.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. 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.*

- 4.3.6.1. an internal appeal;
- 4.3.6.2. a complaint to the Regulator; and
- 4.3.6.3. 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;
- 4.3.7. 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;
- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.

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.”

4.4. 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.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

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

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

4.6.1 English & Afrikaans

5 LATEST NOTICES IN TERMS OF SECTION 52 (2) OF PAIA

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

6. DESCRIPTION OF RECORDS OF THE JAMES RALPH (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION.

Category of Records	Applicable Legislation	
Memorandum of incorporation Share Registers Red books Minutes Minutes Resolutions Agreements Resolutions Agreements Agreements UBO records	Companies Act 71 of 2008	
PAIA Manual	Promotion of Access to Information Act 2 of 2000	

Insolvency proceeds, Liquidation notices Debt settlements	Insolvency Act, No. 24 of 1936 (Section 134 and 155);	
Financial Records SARS EILFING -Profiles Tax Returns Employee tax records (IRP 5) Paye records SARS Correspondence	Income Tax act, no 58 of 1962 (Section 75) :	
Pension forms Guides/Manuals Pension Fund Contributions Administration records Employee benefit records	Pension Funds Acts, no 24 of 1956	
Copyright ownership records Intellectual Property documentation Licensing agreements	Copyright Act, No. 98 of 1978;	
Regional Services Levies (RSC) payment records (legacy data)	Regional Services Councils Act, No. 109 of 1985;	
SARS E-Filing profiles VAT returns Input and output tax records Invoices Supporting financial records	Value Added Tax Act, No. 89 of 1991 (Section 65);	
Health and Safety File Incident reports Training records Claims submitted	Occupational Health and Safety Act, No. 85 of 1993;	
COIDA registration documents, Accident reports, Training records, Compliance inspection reports	Compensation for Occupational injuries and Diseases Act, No. 130 of 1993 (Section 97);	
Employee Disciplinary records Dispute resolution documentation CCMA records	Labour Relations Act, No. 66 of 1995;	

Union Agreements Handbook Personnel records for the Company's employees		
Employment Contracts Policies and Procedures Leave records Attendance registers Salary registers	Basic Conditions of Employment, Act, no 75 of 1997 (Section 31):	No. 75 of 1997 (S)
Employment equity plans Reports submitted to the Department of Labor Demographic stats	Employment Equity Act, No. 55 of 1998 (Section 26)	
Workplace Skills Plan Training Record Learnerships Medical Aid contributions Employee Scheme membership records	Skills Development Act, No. 97 of 1998;	
SDL payment records Correspondence with SETA Levy returns Levy returns	Skills Development Levies Act, No. 9 of 1999; and	
UIF Contribution records Declaration to the UIFR Employee termination records	Unemployment Insurance Act, No. 63 of 2001.	

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY AND CATEGORIES OF RECORDS OF HELD ON EACH SUBJECT BY JAMES RALPH (PTY) LTD.

Subjects on which the body holds records	Categories of Records
Strategic Documents Plans Proposals	Business Plans Annual Reports, Strategic Planning documents Annual objectives and targets Board Approved strategies Organizational performance reports
Human Resources	HR policies and procedures Advertised posts Employees contracts Employee personal records Payroll and salary records Leave and attendance records
Finance	Finance Policies and Procedures Annual Financial Statements Budgets and Forecasts Tax returns and submissions VAT and PAYE records Invoices and receipts Bank statements and reconciliations Audit reports SARS documents Management accounts Cash flow
Compliance	Regulatory filings Internal compliance policies and procedures Risk Assessments Health and Safety Environmental compliance records Contracts FICA Documents Company Information Banking information
Company Secretarial	Registers of directors and shareholders Organograms CIPC filings Red books Red books Agreements Info Docs- holding Director, Company, and

	Shareholder information Signing Flow holding signed documents Board and shareholder resolutions Minutes of meetings Company Registration documentation Share Certificates and related correspondence
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8 PROCESSING OF PERSONAL INFORMATION

Purpose of Processing Personal Information

- 8.1.1 The purpose for which the Company Processes or will Process Personal information is to provide accounts and/or services to the Client in accordance with terms agreed to by the Client;
- 8.1.2 To undertake activities related to the provision of accounts and/or services to the Client;
- 8.1.3 To verify the identity of the Client;
- 8.1.4 For risk assessment, information security management, statistical, trend analysis and planning purposes;
- 8.1.5 To monitor and record calls and electronic communications with the Client for quality, training, investigation, and fraud prevention purposes;
- 8.1.6 For crime detection, prevention, investigation, and prosecution;
- 8.1.7 To enforce or defend the Company's rights;
- 8.1.8 To manage the Company's relationship with the Client, which may include providing information to the Client about the Company's products and/or service;
- 8.1.9 Any additional purposes expressly authorized by the Client; and
- 8.1.10 Any additional purposes may be notified to the Client or Data Subjects in any notice provided by the Company.

8.2 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	Full name and contact details (address, phone, email) ID or registration number Banking and payment information Credit History and Financial Data Purchase History and preferences Communication records Tax numbers
Service Providers	Contact person's name and contact details Company Registration and VAT number Banking details B-BBEE certificates and compliance documentation Contractual terms and invoices
Employees	Full name and contact details ID number, gender, race, and DOB Employment History Remuneration and benefits information Bank Account and tax details Leave records and disciplinary history Medical Aid and pension details Emergency contact details
Directors	Full name, ID/passport number Contact information Directorships and interests Declarations of conflict of interest CIPC records and related filings
Shareholders	Name and contact details Shareholding details ID or registration number Share certificates and dividend payment information

	Resolutions and voting records
Subsidiary and Associate Companies	Company name and registration details Contact persons and representatives Financial records and intercompany agreements Ownership and control structures Correspondence and contractual documents

8.3 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 Background screening agencies HR Departments
Criminal record information	Security Clearances agencies Professional regulatory bodies Vetting partners
Qualifications, for qualification Verifications	South African Qualifications Authority Educational Institutions
Employment History	HR Department Prospective employers (with consent)
Credit and payment history, for credit information	Credit Bureaus Financial Institutions Auditors
Tax number and Financial Data	SARS Auditors Payroll processors
Demographic Information (race, gender etc.)	Department of Labour
Medical Health Information	Medical aid administrators Wellness service providers COIDA/WCA offices
Disciplinary and grievance records	Internal HR and Legal
Signature and consent forms	Legal departments Auditors Contracting parties

8.4 Planned transborder flows of personal information

Section 72 of POPIA provides that Personal Information may only be transferred out of the Republic of South Africa:

8.4.1 If the recipient country can offer such data an "adequate level" of protection.

This means that its data privacy laws must be substantially similar to the Conditions for Lawful Processing as contained in POPIA; OR

8.4.2 If the Data Subject consents to the transfer of their Personal Information; or

8.4.3 If the transfer is necessary for the performance of a contractual obligation

between the Responsible Party and a third party, in the interests of the Data Subject; or

8.4.4 If the transfer is for the benefit of the Data Subject, and it is not reasonably practicable to obtain the consent of the Data Subject, and if it were, the Data Subject, would in all likelihood provide

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

The Company shall implement the following security measures in order to ensure that Personal Information is respected and protected:

8.5.1 Access Control of Persons:

The Company shall implement suitable measures in order to prevent unauthorized persons from gaining access to the data processing equipment where the data is processed.

8.5.2. Data Media Control

The Company undertakes to implement suitable measures to prevent the unauthorized manipulation of media, including reading, copying, alteration or removal of the data media used by the Company and containing personal data of clients.

8.5.3. Data Memory control

The Company undertakes to implement suitable measures to prevent unauthorized input into data memory and the unauthorized reading, alteration, or deletion of stored data of the Data Exporters customers.

8.5.4. User Control

The Company shall implement suitable measures to prevent its data processing systems from being used by unauthorized persons by means of data transmission equipment.

8.5.5. Access Control to Data

The Company represents that the persons entitled to use the Company's data processing system are only able to access the data within scope and to the extent covered by their respective access permissions (authorization).

8.5.6. Transmission Control

The company shall implement suitable measures to prevent Personal information from being read, copied, altered, or deleted by unauthorized persons during the transmission thereof or during the transport of the data media.

8.5.7. Organization Control

The Company shall maintain its internal organization in a manner that meets the requirements of this Manual.

A preliminary assessment of the suitability of the information security measures implemented or to be implemented by the Company may be conducted in order to ensure that the Personal Information that is processed by the Company is safeguarded and processed in accordance with the Conditions for lawful Processing.

9 AVAILABILITY OF THE MANUAL

9.2 A copy of the Manual is available-

9.2.1 on (specify the website), if any; WWW.JAMESRALPH.COM

9.2.2 head office of the JAMES RALPH (PTY) LTD for public inspection during normal business hours; (SABIER AHMED EBRAHIM)

9.2.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.2.4 to the Information Regulator upon request.

9.3 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.

10 UPDATING OF THE MANUAL

The head of a JAMES RALPH (PTY) LTD will on a regular basis update this manual.

Issued by

SABIER AHMED EBRAHIM , Information Officer



03 06 2026