

# PAIA MANUAL

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This manual was prepared to address the requirements of the Promotion of Access to Information Act, No. 2 of 2000.

This manual applies to

**RW TRADING PTY LTD T/A THE CALL CENTER**

Registration number:

2019/539777/07



## 1. INTRODUCTION

The Promotion of Access to Information Act, No. 2 of 2000 (the “PAIA”) seeks to give effect to the constitutional right to access information as contained in section 32 of the Bill of Rights. The PAIA seeks to advance the values of transparency and accountability.

This document serves as the Company information manual and provides reference to the records held by the Companies as well as the personal information processed by the Company from time to time.

## 2. ABOUT THE CALL CENTER

We have over 16 years’ experience in the telesales industry. Traditionally we started The Call Center to assist clients to promote their events (Seminars and webinars). Our business has quickly grown to the point where we now do re-calling for the medical industry. We have spent years developing our 10 steps follow up process.

## 3. AVAILABILITY OF THE MANUAL

This manual is available for inspection at:

1. 22 Buwbes Road, Sebenza, Edenvale, Gauteng
2. <https://thecallcenter.co.za/>

## 4. CONTACT PERSON – INFORMATION OFFICER - SECTION 51 (1)(A)(I)

The responsibility for the administration of, and compliance with the Acts, has been delegated to the Director and CEO of The Call Center. Requests pursuant to the provisions of the Acts should be directed as follows:

Information Officer: Ewoudt Labuschagne

Postal address: 22 Buwbes road, Sebenza, Edenvale, Gauteng, 1609

Street address : 212 Malakite apartments, Stone Close, Modderfontein, 1608

Business phone : 064 633 7702

E-mail address: ewoudt@thecallcenter.co.za

## 5. HUMAN RIGHTS COMMISSION / INFORMATION REGULATOR GUIDE - SECTION 51(1) (B) (I)

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

Requesters are 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](http://www.sahrc.org.za)

## 6. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC - SECTION 51(1)(B)(II)

No Information is available to the public without following the request of information process as described elsewhere in this manual.

## 7. RECORDS – CATEGORIES AND SUBJECT OF RECORDS - SECTION 51(1) (B) (IV)

The information contained in this section is intended to identify the main categories of records held by the Company and to help the requester to gain a better understanding of the main business activities of the Company. Further assistance in identifying the records held by the Companies is obtainable from the Information Officer.

COMPANY RECORDS	FINANCIAL RECORDS	INCOME TAX RECORDS	PERSONNEL / EMPLOYEE DOCUMENTS AND RECORDS	SAFETY, HEALTH AND ENVIRONMENT (SHE) RECORDS
Documents of incorporation	Annual Financial Statements	PAYE Records	Employment contracts	SHE Policy
Memorandum and Articles of Association or Memorandum of Incorporation (as applicable)	Tax Returns	Documents issued to employees for income tax purposes	Employment Equity Plan	Mandatory SHE Records
Records relating to the appointment of directors / auditor / secretary	Accounting Records	Records of payments made to SARS on behalf of employees	Medical Aid records	
Public officer and other officers	Banking Records	All other statutory compliances: - VAT; - Skills Development Levies; - UIF; and - Workmen's Compensation	Pension Fund records	
Share Register and other statutory registers	Bank Statements		Disciplinary records	
	Paid Cheques		Salary records	
	Electronic banking records		SETA records	
	Asset Register		Disciplinary code	
	Rental Agreements		Leave records	
	Invoices		Training records	
			Training Manuals	

## 8. ACCESS REQUESTS

### 8.1. ACCESS REQUEST PROCEDURE - SECTION 53

#### 8.1.1. COMPLETION OF ACCESS REQUEST FORM

To facilitate a timely response to requests for access, all requesters should take note of the following when completing the Access Request Form: \*The Access Request Form, Access Request Form C, must be completed. \*Proof of identity is required to authenticate the identity of the requester – in addition to the Access Request Form, requesters will be required to supply a certified copy of their identification document or a valid passport document, or if a legal entity, a certified copy of the Company Registration Certificate. \*Type or print in BLOCK LETTERS an answer to every question. \*If a question does not apply, state “N/A” in response to that question. \*If there is nothing to disclose in reply to a particular question state “NIL” in response to that question. \*If there is insufficient space on the printed form, additional information may be provided on an additional attached folio. \*When the use of an additional folio is required, precede each answer with the applicable title.

Please note that the successful completion and submission of an Access Request Form does not automatically allow the requester access to the requested record. An application for access to a record is subject to certain limitations if the requested record falls within a certain category as specified within PAIA.

If it is reasonably suspected that the requester has obtained access to records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.

#### 8.1.2. SUBMISSION OF ACCESS REQUEST FORM

The completed Access Request Form, together with a certified copy of the requester’s identity document, must be addressed to the Information Officer and submitted via the contact details stated above.

An initial request fee of R57.50 (including VAT) is payable on submission of the Access Request Form.

### 8.1.3. PAYMENT OF FEES

Payment details can be obtained from the Information Officer indicated above and can be made either via a direct deposit, by bank guaranteed cheque or by postal order (no credit card payments are accepted). Proof of payment must be supplied via the contact details stated in nr.5.

If the request for access is successful an access fee may be required for the search, reproduction and/or preparation of the record(s) and will be calculated based on the Prescribed Fees as set out in the PAIA Act. The access fee must be paid prior to access being given to the requested record.

### 8.1.4. NOTIFICATION

The Information Officer will, within 30 (thirty) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

This 30 (thirty) day period may be extended for a further period of not more than 30 (thirty) days, if the request is for a large volume of information, or the request requires a search for information held at other offices of one or more of the Companies and the information cannot reasonably be obtained within the original 30 (thirty) day period. The requester will be notified in writing should an extension be sought.

## 8.2. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The main grounds for refusal of a request for information if the request process was followed are:

- 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;
  
- Mandatory protection of the commercial information of a third party, if the record contains:
  - Trade secrets of that party;

- Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that party;
  
- Information disclosed by a third party to any of the Companies if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
  
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement – the provisions of the PAIA to apply in relation to the rights of the relevant third parties;
  
- Mandatory protection of the safety of individuals and the protection of property;
  
- Mandatory protection of records which could be regarded as privileged in legal proceedings;
  
- The commercial activities of the Companies, which may include:
  - Trade secrets of the Companies; and
  
  - Financial, commercial, scientific or technical information which, if disclosed, would likely cause harm to the financial or commercial interests of the Companies.

### 8.3. APPEAL AGAINST REFUSAL TO GRANT ACCESS

If a requester is aggrieved by the refusal of the Information Officer to grant a request for a record, the requester may, upon notification of the Information Officer's decision (or upon deemed refusal in terms of Section 58 of the PAIA), lodge a complaint to the Information Regulator or apply to court for appropriate relief within the timeframes as prescribed by the PAIA.

## 9. PERSONAL INFORMATION

## 9.1. PURPOSE OF PROCESSING - SECTION 51(1) (C) (I)

In general, personal information is processed by the Companies for business administration purposes, including:

- Provision of our goods and services
- Keep our data subject records up to date
- Manage employees in general
- Manage supplier contracts in general
- Manage customers in general
- Manage customer credit in general
- Enforce debts
- Market goods and services to prospects
- Covid traceability process
- Process customer requests or complaints
- Process personal information of employees for forensic purposes

## 9.2. CATEGORIES OF DATA SUBJECTS AND INFORMATION - SECTION 51(1) (C) (II)

Personnel/employees	Consultants	Contractors	Customers	Investors	Patients	Service providers	Suppliers	Other third parties
<b>Names</b>	Names	Names	Names	Names	NA	Name	Name	Name
<b>Surnames</b>	Surnames	Surnames	Surnames	Surnames	NA	Surnames	Surnames	Surnames
<b>Email Addresses</b>	Email Addresses	Email Addresses	Cell nr.	Email Addresses	NA	Email Addresses	Email	Email
<b>Cellphone Numbers</b>	Cellphone Numbers	Cellphone Numbers	Email Addresses	Cellphone Numbers	NA	Cellphone numbers	Cell Nr	Cell nr
<b>Residential addresses</b>	Business Addresses	Business Addresses	NA	NA	NA	Landline numbers	Landline	Landline
<b>Postal Addresses</b>	Websites	Websites	NA	NA	NA	Business addresses	Business Addresses	Website
<b>Banking details</b>	Banking details	Banking details	NA	NA	NA	Website	Website	
<b>Tax Nr</b>	NA	NA	NA	NA	NA	Banking details	Banking details	

## CATEGORIES OF INFORMATION

\*In respect of natural persons may include: name, identifying number (identity or passport number), date of birth, citizenship, age, gender, race, marital status, language, telephone number(s), email address(es), physical and postal addresses, income tax number, banking information, disability information, employment history, background checks, fingerprints, CVs, education history, remuneration and benefit information, details related to employee performance and disciplinary procedures.

\*In respect of juristic persons may include: name, registration number, tax information, contact details, physical and postal addresses, FICA documentation, BEE certificates, payment details (including bank accounts), invoices and contractual agreements.

### 9.3. CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED - SECTION 51(1)(C)(III)

The categories of recipients to whom the Company may supply the personal information will depend on the nature of the information. In general, such categories of recipients would include Data Subjects we market to (only requester identity can be validated).