PAIA MANUAL

PREPARED IN TERMS OF SECTION 51 OF PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 (POPI)

FOR

PAIZES ATTORNEYS INC

REGISTRATION NUMBER: 2018/465196/21

("Paizes Attorneys")

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1 LIST OF ACRONYMS, ABBREVIATIONS and DEFINITIONS

1.1 "Paizes Attorneys" means **Paizes Attorneys Inc** with **Registration Number: 2018/465196/21** a company duly registered and incorporated with limited liability in accordance with the Company laws of the Republic of South Africa and having its principal place of business situated at 148 Pretoria Road, Rynfield, Benoni, Gauteng, Republic of South Africa. Paizes Attorneys is a law firm and is bound by legal professional privildge. Our company profile can be found at https://www.paizesattorneys.co.za

1.2 "CIO" means Chief information Officer or Information Officer of Paizes Attorneys

1.3 "DIO" means Deputy Information Officer

1.4 "Minister" means Minister of Justice and Correctional Services

1.5 "PAIA" means the Promotion of Access to Information Act No. 2 of 2000

1.6 "POPIA" means the Protection of Personal Information Act No.4 of 2013

1.7 "POPIA Regulations" mean the regulations promulgated in terms of section 112(2) of POPIA

1.8 "Regulator" means Information Regulator

1.9 "Republic" means Republic of South Africa.

2 PURPOSE OF THE MANUAL

This PAIA Manual is useful to 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 CIO and DIO 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 PAIZES ATTORNEYS

3.1 CONTACT DETAILS OF THE CIO

Name	Panayiota Yulie Paizes
Designation	Head / Director
Physical address	148 Pretoria Road Rynfield Benoni 1501
Email address:	info@paizesattorneys.co.za
Tel number	0114253395

3.2 We have not appointed a DIO.

3.3 Access to information: General contact email: info@paizesattorneys.co.za

3.4 The details of Paizes Attorneys are as follows:

Physical address:	148 Pretoria Road Rynfield Benoni 1501
Telephone number:	011 4253395
Email address	info@paizesattorneys.co.za

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 PAIA[1] and section 56 of POPIA[2];

4.3.3 the manner and form of a request for-

[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

4.3.3.1 access to a record of a public body contemplated in section 11[3]; and

4.3.3.2 access to a record of a private body contemplated in section 50[4];

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-.

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;

4.3.6.4 the provisions of sections 14[5] and 51[6] requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

4.3.6.5 the provisions of sections 15[7] and 52[8] providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

[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) c) that person complies with 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.

[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

4.3.6.6 the notices issued in terms of sections 22[9] and 54[10] regarding fees to be paid in relation to requests for access; and 4.3.10. the regulations made in terms of section 92[11].

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; 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 and

4.6.2 Afrikaans

[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."

5 CATEGORIES OF RECORDS OF THE PAIZES ATTORNEYS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

CATEGORY OF RECORDS	TYPE OF RECORD	AVAILABLE ON WEBSITE	AVAILABLE ON REQUEST
PAIA Manual	Company information and Compliance	x	x
Key information	Product and services information	x	x
Public content on www.paizesattorneys.co.za	Company Information, product and services information	x	x
Marketing brochures	Company information		x
Company Profile	Company information		x
Mandate and Special Power of Attorneys	Compliance		x
Paizes Attorneys Bank Confirmation	Compliance		x
Paizes Attorneys FIC form	Compliance		x

6 DESCRIPTION OF THE RECORDS OF PAIZES ATTORNEYS WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

CATEGORY OF RECORDS	APPLICABLE LEGISLATION
Memorandum of Association	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000

7 DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY PAIZES ATTORNEYS

SUBJECTS ON WHICH THE BODY HOLDS RECORDS STRATEGIC DOCUMENTS	CATEGORY OF RECORDS

Legal & Compliance	Company registration documents, POPIA, CIPC record, Documents of Incorporation, Memorandum of Incorporation, Written Resolutions, Records relating to the appointment of directors / auditors / company secretary/ and Other Statutory Records.
Client	Client details, briefs and contracts, feedback forms, FICA compliance, Legal opinions, pleadings, correspondences, confidential client records
Finance & Accounting	Invoices, receipts, tax returns, bank statements, accounting records, banking records, Insurance policies. Trust account Audit reports
Supplier & Vendor Management	Supplier agreements, quotations, service level agreements
Financial	Annual Financial Statements, Tax Returns, Accounting Records, Banking Records; Bank Statements; Electronic Banking Records; Rental Agreements; and Invoices.
Income Tax Records	PAYE Records; Documents issued to employees for income tax purposes; Records of payments made to SARS on behalf of employees; All other statutory compliances; UIF; Compensation for occupational injuries and Diseases; Personnel Documents and Records; Employment contracts; Employment policies and procedures; Employment Equity Plan; Medical Aid records;

	Pension Fund records; Internal evaluations and disciplinary records; Salary records; Disciplinary codes; Leave records; Training records and manuals; Operating manuals; Personal records provided by personnel; Other statutory records; and Related correspondence.
Information technology	Software licences, user access logs and cybersecurity policies, trademark and domain registration
Insurance records	Professional indemnity and fidelity cover
Legal proceedings	Records relation to current and historical litigation

8 PROCESSING OF PERSONAL INFORMATION

8.1 Paizes Attorneys processes personal information in order to:

8.1.1 provide legal and related services to clients;

8.1.2 fulfil employment and HR-related obligations;

8.1.3 perform FICA and other statutory compliance functions;

8.1.4 engage with service providers, suppliers and counterparties;

8.1.5 undertake business development, marketing and client relationship management;

8.1.6 comply with regulatory and professional requirements (e.g., SARS, Legal Practice Council); and

8.1.7 maintain internal security, IT infrastructure, and office administration.

8.2 PURPOSE PROCESSING OF PERSONAL INFORMATION

PURPOSE OF THE PROCESSING OF PERSONAL INFORMATION	**TYPE OF PROCESSING**

To provide services to the Client in accordance with terms and conditions agreed to between the Client and Paizes Attorneys To undertake activities related to the provision of services and transactions, including. To identify the Client or the Client's representatives who contact Paizes Attorneys or may be contacted by Paizes Attorneys. For risk assessment, information security management, statistical, trend analysis and planning purposes. To monitor and record calls and electronic communications with the Client for quality, training, investigation and fraud prevention purposes. For crime detection, prevention, investigation and prosecution To enforce or defend Paizes Attorneys rights	Collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

To manage Paizes Attorneys relationship with the Client The purposes related to any authorised disclosure made in terms of agreement, law or regulation. Any additional purposes expressly authorised by the Client; and Any additional purposes as may be notified to the Client or Data Subjects in any notice provided by Paizes Attorneys	

8.3 DESCRIPTION OF THE CATEGORIES OF DATA SUBJECTS AND CATEGORIES OF PERSONAL INFORMATION RELATING THERETO

CATEGORY OF DATA SUBJECT	CATEGORY OF PERSONAL INFORMATION
Natural Persons	Names; contact details; physical and postal addresses; date of birth; ID number; tax related information; nationality; gender; banking details; data received from the Deeds office, credit bureau and third parties, confidential correspondence, tax related information
Juristic Persons / Entities	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information;

	registration Number; Founding documents; Tax related information; authorised signatories; beneficiaries; ultimate beneficial owners and all legal documentation pertaining to the juristic person
Foreign Persons / Entities	Names; contact details; physical and postal, Financial information addresses; date of birth; Passport number Tax related information; nationality; gender; confidential correspondence; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners
Contracted Service Providers	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners
Intermediary / Advisor	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
Employees / Directors / Potential personnel / Shareholders / Volunteers / Employees family members / Temporary Staff	Gender, Pregnancy; Marital Status; Race, Age, Language, Education information; Financial Information; Employment History; ID number; Next of kin; Children's name, gender, age, school, grades; Physical and Postal address; Contact details; Opinions, Criminal behaviour and/or criminal records; Well-being; Trade Union membership;

	external commercial interests; Medical Information:
Website and Application end-users	Names, Electronic identification data: IP address; log-in data, cookies, electronic localization data; cell phone details, GPS Data.

8.4

RECIPIENTS OF PERSONAL INFORMATION

8.4.1 The main recipient of personal information is Paizes Attorneys.

8.4.2 Paizes Attorneys will supply personal Information to the following potential recipients:

8.4.2.1 Paizes Attorneys Management

8.4.2.2 Paizes Attorneys Employees

8.4.2.3 Paizes Attorneys Accountants and Auditors

8.4.2.4 Attorneys and Associated advocates

8.4.2.5 Paizes Attorneys Bank

8.4.2.6 Financial Intelligence Centre

8.4.2.7 Legal Practice Council

8.4.2.8 South African Police Services

8.4.2.9 South African Government including but not limited to the Justice System

8.4.2.10 All third parties who deal with research, Information and data solutions, risk management services.

8.4.2.11 Credit Bureaus

8.4.2.12 South African Qualification authority

8.4.2.13 Third party data storage facilities including but limited cloud storage

8.4.2.14 Third party content management systems

8.5 CROSS BORDER TRANSFERS OF PERSONAL INFORMATION

8.5.1 Paizes Attorneys currently has no planned transborder flows of personal information. All personal data collected, processed, and stored by the organisation is retained within the geographical boundaries of the Republic of South Africa. The company utilises local data storage infrastructure and service providers that are physically located within South Africa, ensuring that all personal

information remains subject to the jurisdiction and protection of South African data privacy laws, including the POPIA.

8.6 Security measures

8.6.1 Paizes Attorneys employs appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of personal information and unlawful access to or processing of personal information.

8.6.2 Paizes Attorneys has implemented appropriate, reasonable technical and organisational measures to safeguard personal information, including:

8.6.2.1 encrypted storage and secure servers;

8.6.2.2 role-based access control and password protection;

8.6.2.3 endpoint security (anti-virus and malware detection);

8.6.2.4 multi-factor authentication on remote systems;

8.6.2.5 secure destruction and archiving policies;

8.6.2.6 confidentiality undertakings by all staff, service providers and counsel.

8.6.3 These safeguards are regularly reviewed to ensure continued protection of the confidentiality, integrity, and availability of personal information under the firm's care.

9 AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 On Paizes Attorneys website being https://www.paizesattorneys.co.za/

9.1.2 At Paizes Attorneys offices for public inspection during normal business hours being 8h30 and 4h30. to any person upon request and upon the payment of a reasonable prescribed fee; and to the Information Regulator upon request.

9.2 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

10.1 The CIO of Paizes Attorneys will on a regular basis update this manual.

Issued by:

Yulie Paizes

CIO

Paizes Attorneys (Pty) Ltd