

PAIA Manual

Prepared in Terms of Section 51 of the Promotion of
Access to Information Act 2 of 2000 (as Amended)

REVISED: 01/08/2026

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1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1. “CIO” means Chief Information Officer;
- 1.2. “DIO” means Deputy Information Officer;
- 1.3. “IO” means Information Officer;
- 1.4. “Minister” means Minister of Justice and Correctional Services;
- 1.5. “PAIA” means Promotion of Access to Information Act No. 2 of 2000 (as Amended);
- 1.6. “POPIA” means Protection of Personal Information Act No.4 of 2013;
- 1.7. “Regulator” means Information Regulator; and
- 1.8. “Republic” means 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 STOCK SHOP PORTAL (PTY) LTD

3.1. Chief Information Officer

3.1.1. Name: Annabel Dallamore
Cellphone: +27 71 884 8033
Email: annabel@striderdigital.co.za

3.2. Deputy Information Officers

3.2.1. Name: Nicolene Burgoyne
Cellphone: +27 83 650 2046
Email: nikki@striderdigital.co.za

3.2.2. Name: Caroline Mary Moylan Kilbey
Cellphone: +27 82 457 1079
Email: caroline@striderdigital.co.za

3.3. Head Office

3.3.1. Postal Address:
13 Duignam Road, Fish Hoek, Cape Town, Western Cape, 7990

3.3.2. Physical Address:
13 Duignam Road, Fish Hoek, Cape Town, Western Cape, 7990

3.3.3. Email: info@striderdigital.co.za

3.3.4. Website: www.striderdigital.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 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-
 - 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;

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.

- 4.3.7. 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
- 4.4. Members of the public can inspect or make copies of the Guide from 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://infoeregulator.org.za/>)

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.”

5. CATEGORIES OF RECORDS OF THE STOCK SHOP PORTAL (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

- 5.1. General information pertaining to the company.
- 5.2. Services information and brochures.

6. DESCRIPTION OF THE RECORDS OF THE STOCK SHOP PORTAL (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

- 6.1. Basic Conditions of Employment Act 75 of 1997
- 6.2. Broad-based Black Economic Empowerment Act 53 of 2003
- 6.3. Companies Act 71 of 2008
- 6.4. Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- 6.5. Employment Equity Act 55 of 1998
- 6.6. Income Tax Act 58 of 1962
- 6.7. Occupational Health and Safety Act 85 of 1993
- 6.8. Promotion of Access to Information Act 2 of 2000
- 6.9. Protection of Personal Information Act 4 of 2013
- 6.10. Skills Development Levies Act 9 of 1998
- 6.11. Skills Development Act of 97 of 1998
- 6.12. Unemployment Insurance Act 63 of 2001
- 6.13. Value Added Tax Act 89 of 1991

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE STOCK SHOP PORTAL (PTY) LTD HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT

- 7.1. Statutory Business Records
 - 7.1.1. Certificate of Incorporation
 - 7.1.2. Company Registration
 - 7.1.3. Director Appointments
 - 7.1.4. B-BBEE Shareholding and Certificates
 - 7.1.5. Directors attendance registers of meetings
 - 7.1.6. Memorandums of Incorporation
- 7.2. Accounting Records
 - 7.2.1. Annual financial statements
 - 7.2.2. General ledger
 - 7.2.3. Bank statements
 - 7.2.4. Customer and supplier statements and invoices
 - 7.2.5. Cash books
 - 7.2.6. Fixed asset register

- 7.2.7. Tax returns and assessments
- 7.2.8. VAT returns
- 7.2.9. Auditors reports
- 7.3. Insurance
 - 7.3.1. Claim records
 - 7.3.2. Insurance policies
- 7.4. Legal, Agreements and Contracts
 - 7.4.1. Agreements with contractors, consultants and suppliers
 - 7.4.2. Agreements with customers (SLA)
- 7.5. Human Resources
 - 7.5.1. HR Policies
 - 7.5.2. Disciplinary, CCMA and Labour Court records
 - 7.5.3. Employee information records – personal, educational and banking
 - 7.5.4. Employment contracts
 - 7.5.5. IRP5 and IT3 certificates of employees
 - 7.5.6. Leave application forms and records
 - 7.5.7. Payroll records and salary payslips
 - 7.5.8. Personnel files
 - 7.5.9. Training and development and SETA records and material
 - 7.5.10. UIF, PAYE and SDL returns
 - 7.5.11. Workman's Compensation payments and documents
 - 7.5.12. Records provided by a third party relating to employees such as credit and criminal record information
 - 7.5.13. Correspondence related to personnel
 - 7.5.14. Skills Development Plans including Annual Training Reports and Workplace Skills Plans
- 7.6. Sales and Marketing
 - 7.6.1. Brochures, newsletters and marketing material
 - 7.6.2. Social media releases
 - 7.6.3. Public relations articles
 - 7.6.4. Service and product information

8. PROCESSING OF PERSONAL INFORMATION

8.1. Purpose of processing personal information

We process personal information for legitimate business purposes and legal obligations. The purposes include, but are not limited to:

- 8.1.1. Fulfilling contractual obligations with clients, employees, and service providers
- 8.1.2. Complying with legal and regulatory requirements
- 8.1.3. Managing human resources and payroll administration
- 8.1.4. Facilitating communication and responding to inquiries
- 8.1.5. Improving services, conducting research, and performing internal audits
- 8.1.6. Maintaining security and access control to physical and digital assets
- 8.1.7. Processing transactions and managing client accounts
- 8.1.8. Marketing and promotional communication (subject to consent)

All processing activities are carried out lawfully, fairly, and transparently, ensuring that personal information is protected and used only for its intended purpose

- 8.2. Description of the categories of data subjects and of the information or categories of information relating thereto
 - 8.2.1. Clients: Names, addresses, registration numbers, identity numbers, banking details
 - 8.2.2. Service Providers: Names, addresses, registration numbers, identity numbers, banking details
 - 8.2.3. Employees: Names, addresses, identity numbers, working status, banking details, qualifications, gender, race, disability
- 8.3. The recipients or categories of recipients to whom the personal information may be supplied
 - 8.3.1. Background screening and vetting companies
 - 8.3.2. Companies and Intellectual Property Commission (CIPC)
 - 8.3.3. Credit Bureaus
 - 8.3.4. Department of Labour
 - 8.3.5. Sector Education and Training Authority (SETA)
 - 8.3.6. South African Police Services (SAPS)
 - 8.3.7. South African Qualifications Authority (SAQA)
 - 8.3.8. South African Revenue Service (SARS)
 - 8.3.9. Legal and compliance advisors
- 8.4. Planned transborder flows of personal information
 - 8.4.1. The Stock Shop Portal (Pty) Ltd may transfer certain categories of personal information across the borders of the Republic of South Africa for storage, processing, or backup purposes. All transfers of personal information are made in accordance with the provisions of the Protection of Personal Information Act (POPIA) and are subject to appropriate data protection safeguards to ensure the privacy and security of data subjects.

- 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
- 8.5.1. The responsible party, The Stock Shop Portal (Pty) Ltd, is committed to ensuring the confidentiality, integrity, and availability of all personal information under its care. Appropriate technical and organisational security measures are implemented to protect personal information from loss, misuse, unauthorised access, disclosure, alteration, or destruction. These safeguards are regularly reviewed and updated in line with technological advancements and regulatory guidance to ensure continued effectiveness.

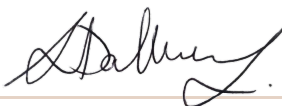
9. AVAILABILITY OF THE MANUAL

- 9.1. A copy of the Manual is available-
- 9.1.1. on www.striderdigital.co.za;
 - 9.1.2. to any person upon request and upon the payment of a reasonable prescribed fee; and
 - 9.1.3. 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 Chief Information Officer of The Stock Shop Portal (Pty) Ltd will on a regular basis update this manual.

Issued by:



Annabel A Dallamore
Chief Executive Officer & Chief Information Officer
Email: annabel@striderdigital.co.za

The Stock Shop Portal (Pty) Ltd **t/a Strider**
Registration Number: 2013/017958/07
VAT Number: 4020271328