



Donna HD Chartered Accountants Inc.

Registration number: 2011/109931/21

Practice number: 905357-0000

VAT number: 4410259198

Website: www.donnahd.co.za

Tel no: 011 739 4679

Cell: 083 666 1151

celeste@donnahd.co.za

P.O. Box 745, Nigel, 1490

115 Hendrik Verwoerd Street, Nigel, 1491

PAIA MANUAL

Registration Number of Company:

2011/109931/21

NAME OF COMPANY: DONNA HD CHARTERED ACCOUNTANTS INC.

MANUAL

Prepared in terms of

Section 51 of

The Promotion of Access to Information Act

2/2000 (as amended)

(the "ACT")

DATE OF COMPILATION: 26/10/2015

DATE OF REVISION: 29/06/2023

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1. LIST OF ACRONYMS AND ABBREVIATIONS

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;

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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. INTRODUCTION

DONNA HD CHARTERED ACCOUNTANTS INC. provides auditing, accounting and taxation services. We are Chartered Accountants and Registered Auditors. Our IRBA Practice number is 905357-0000.

COMPANY CONTACT DETAILS

KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

Director: Mrs. Celeste Hendricks

Office Manager/CEO: Mrs. Celeste Hendricks

Postal Address: P.O. Box 745, NIGEL, 1490

Street Address: 115 Hendrik Verwoerd Street, Nigel, 1491

Telephone Number: 083 666 1151

Email: celeste@donnahd.co.za

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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;

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

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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. 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 and Afrikaans

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.”

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5. Schedule of Records

Category of Records

Memorandum of incorporation
PAIA Manual

Applicable Legislation

Companies Act 71 of 2008
PAIA 2 of 2000

<u>Records</u>	<u>Subject</u>	<u>Availability</u>
Financial	<ul style="list-style-type: none">Accounting and audit (if applicable) recordsFinancial StatementsFinancial and Tax Records (Company & Employees)Asset RegisterManagement Accounts	<p>Request in terms of PAIA</p> <p>Request in terms of PAIA</p> <p>Request in terms of PAIA</p> <p>Request in terms of PAIA</p> <p>Request in terms of PAIA</p>
Marketing	<ul style="list-style-type: none">Market InformationPublic Customer Information:<ul style="list-style-type: none">Product BrochuresOwner ManualsField RecordsPerformance RecordsProduct Sales RecordsMarketing StrategiesCustomer Database	<p>Limited Information available on web site. (see above)</p> <p>Request in terms of PAIA</p> <p>Request in terms of PAIA</p> <p>Request in terms of PAIA</p> <p>Request in terms of PAIA</p> <p>Request in terms of PAIA</p>
Administration	<ul style="list-style-type: none">License of product categoriesMinutes of management meetingsMinutes of staff meetingsGeneral correspondence	<p>Request in terms of PAIA</p> <p>Request in terms of PAIA</p> <p>Request in terms of PAIA</p> <p>Request in terms of PAIA</p>
Human resources	<ul style="list-style-type: none">Employment contractsMandatesPolicies and proceduresTrainingRemuneration and benefits policies and records	<p>Request in terms of PAIA</p> <p>Request in terms of PAIA</p> <p>Request in terms of PAIA</p> <p>Request in terms of PAIA</p> <p>Request in terms of PAIA</p>
Operations	<ul style="list-style-type: none">Production recordsCompliance reportsComplaints procedures	<p>Request in terms of PAIA</p> <p>Request in terms of PAIA</p> <p>Request in terms of PAIA</p>

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- Contractual agreements with suppliers Request in terms of PAIA
- Records of advice Request in terms of PAIA
- Register of key individuals Request in terms of PAIA
- Register of representatives Request in terms of PAIA
- Register of non-compliance Request in terms of PAIA
- Record of continued compliance by Request in terms of PAIA
representatives
- Register of premature cancellation of Request in terms of PAIA
products
- Clients register Request in terms of PAIA

APPLICABLE LEGISLATION

Auditing Profession Act No. 26 of 2005

Basic Conditions of Employment Act No. 75 of 1997

Business Act of 1991

Companies Act No. 71 of 2008

Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993

Consumer Protection Act No. 68 of 2008

Electronic Communications and Transactions Act No. 25 of 2002

Employment Equity Act No.55 of 1998

Employment Tax Incentive Act No. 26 of 2013

Income Tax Act No. 58 of 1962

Labour Relations Act No. 66 of 1995

Occupational Health and Safety Act No. 85 of 1993

Promotion of Access of Information Act No. 2 of 2000

Protection of Personal Information Act No. 4 of 2013

Skills Development Act No.97 of 1998

Skills Development Levies Act No. 9 of 1999

South African Revenue Service Act No. 34 of 1997

Unemployment Contributions Act No. 4 of 2002

Unemployment Insurance Act No. 63 of 2001

Tax Administration Act No. 28 of 2011

Value Added Tax Act No. 89 of 1991

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PROCESSING OF PERSONAL INFORMATION

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	name, address, registration numbers or identity numbers, employment status and bank details
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Employees	address, qualifications, gender and race

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
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

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6. AVAILABILITY OF THE MANUAL

6.1 A copy of the Manual is available-

6.1.1 on www.donnahd.co.za

6.1.2 head office of the company for public inspection during normal business hours;

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

6.1.4 to the Information Regulator upon request.

6.2 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.

7. UPDATING OF THE MANUAL

The head of Donna HD Chartered Accountants Inc. will on a regular basis update this manual.

Issued by

A handwritten signature in black ink that reads "Hendricks". The signature is written in a cursive style and is positioned above a horizontal line.

Celeste Hendricks

Managing Director

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