



PAIA MANUAL

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

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1. Introduction

This Manual (the Manual) has been compiled in accordance with the requirements of PAIA, read with the relevant sections of POPIA.

LDA Computing is a private body as defined in PAIA, and this Manual contains the information specified in section 51 of PAIA, which is applicable to such a private body.

The Manual will be updated on a regular basis according to the requirements of section 51(2) of PAIA.

Abbreviations:

IO	Information Officer
DIO	Deputy Information Officer
PAIA	Promotion of Access to Information Act 2 of 2000
POPIA	Processing of Personal Information Act 4 of 2013
SAHRC	South Africa Human Rights Commission

2. Purpose of PAIA Manual

This PAIA Manual is useful for the public to:

- check the categories of records held by a body which are available without a person having to submit a formal PAIA request.
- have 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.
- know the description of the records of the body which are available in accordance with any other legislation.
- 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.
- know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it.
- know if the body will process personal information, the purpose of processing personal information and the description of the categories of data subjects and of the information or categories of information relating thereto.
- know the description of the categories of data subjects and of the information or categories of information relating thereto.
- know the recipients or categories of recipients to whom the personal information may be supplied.
- 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
- 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. Contact Details

<i>Designation</i>	<i>Name</i>	<i>Telephone</i>	<i>Email Address</i>
Information Officer	Luis De Almeida	+27 11 452 5824	info@LDAcomputing.com

Name of Company: LDA Computing
Postal Address: PO Box 256, Edenvale, 1610
Physical Address: 53A High Road, Eastleigh, Edenvale, 1609
Telephone Number: +27 11 452 5824
Email Address: info@LDAcomputing.com
Website: <https://www.LDAcomputing.com>

4. Guide on how to use PAIA

The South African Human Rights Commission (SAHRC), has in terms of Section 10 of PAIA, compiled a guide containing information, in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA. The Guide is available on the SAHRC website www.sahrc.org.za. Queries can be directed to:

**The South African Human Rights Commission
PAIA Unit – The Research and Documentation Department**

Postal Address: Private Bag 2700, Houghton, 2041
Telephone Number: +27 11 877 3600
Fax Number: +27 11 403 6025
Website: www.sahrc.org.za
Email Address: paia@sahrc.org.za

With effect from 1 July 2021, enforcement of PAIA will fall under the jurisdiction of the Information Regulator established in terms of POPIA. The contact details for the Information Regulator are (at present) as follows:

The Information Regulator (South Africa)

Physical Address: 33 Hoofd Street, Forum III, 3rd Floor Braampark
Postal Address: P.O Box 31533, Braamfontein, Johannesburg, 2017
Telephone Number: +27 10 023-5200 / +27 82 746-4173
Website: <https://www.justice.gov.za/inforeg/index.html>
Email Address: inforeg@justice.gov.za / complaints.IR@justice.gov.za

5. Other Legislation Records

LDA Computing holds the following information:

Details of its own registration with the CIPC (<https://www.cipc.co.za/>).

Information pertaining to its employees as required in terms of applicable employment legislation including the Basic Conditions of Employment Act, 1997, the Employment Equity Act, 1998, the Compensation for Occupational Injuries and Diseases Act, 1993, and the ITA.

6. Records available without having to request access

For purposes of facilitating a request in terms of PAIA, the information below includes a description of the subjects on which the Company holds records and the categories into which these fall.

This information is not exhaustive and may be amended from time to time.

<i>Category of records</i>	<i>Types of the Record</i>	<i>Available on Website</i>	<i>Available on request</i>
Product Information	Information relating to our products and services.	Yes	Yes
Public facing policies and notices	Data Privacy and Information Security Policy	Yes	Yes
	PAIA Manual	Yes	Yes
	PAIA Request for Information form.	Yes	Yes
	B-BBEE Certificate		Yes
	Public statements and communications		Yes

7. Records available for which access must be requested

<i>Subjects on which the body holds records</i>	<i>Categories of records</i>
Human Resources	Employees records

8. Other Information

Purpose of Processing Personal Information

To facilitate interaction with Customers to which we provide software and/or support services.

Description of the categories of Data Subjects and of the information or categories of information relating thereto:

<i>Categories of Data Subjects</i>	<i>Personal Information that may be processed</i>
Customers	Name, address, registration numbers or identity numbers, and bank details.
Service Providers	Names, registration number, vat numbers, address, and bank details.
Employees	Address, qualifications, gender, and race.

The recipients or categories of recipients to whom the personal information may be supplied:

<i>Category of personal information</i>	<i>Recipients or Categories of Recipients to whom the personal information may be supplied</i>
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

Planned transborder flows of personal information:

Some personal information may be stored on cloud services. We primarily utilize Microsoft 365 as a cloud services provider provisioned by Datacenters located in the European Union. However, where possible, Data Residency will be requested to be located within South African borders.

General description of Information Security Measures:

<i>Technical Measures</i>	<i>Protection Measures</i>
Computer logins	Valid credentials required.
Data access	Valid credentials required.
Email and collaboration	Work account via Microsoft 365. 2FA where available.
Backups and Archives	Local and Cloud Backups encrypted.
Virus and Malware	Valid Anti-Virus and Anti-Malware protection. Updated Daily.
Network and Remote Access	Firewall to control access to the local network.

9. *Manual Availability*

This manual is available for inspection free of charge at the offices of the Company at the address set out in section 3 above. This manual will be updated as needed.

10. *Acknowledgement*

The Manual has been based on an original template supplied by the Information Regulator.

Issued by



Luis De Almeida

Owner

APPENDIX A: Automatically Available Records and Access thereto

(Section 52 of the Promotion of Access to Information Act, 2000)
 (the PAIA)
 [Regulation 9A]

DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1)(a) OF THE PAIA	MANNER OF ACCESS TO RECORDS (e.g. website) (SECTION 15(1)(b))
FOR INSPECTION IN TERMS OF SECTION 52(1)(a)(i):	
<p>Sole Proprietor Records</p> <ul style="list-style-type: none"> - Financial Records - Tax Records - Purchasing Records - Employee Records - Correspondence <p>Operational Records</p> <ul style="list-style-type: none"> - Project Records - Client Records - Correspondence - Billing Records 	
AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 52(1)(a)(ii)	
<p>Profile of LDA Computing</p> <ul style="list-style-type: none"> - PAIA Manual - Data Privacy and Information Security Policy - PAIA Request for Information form - Contact details 	<p>PAIA Manual.pdf Data Privacy and Security Policy.pdf PAIA Request for Information.pdf</p>