



**APHANE CONSULTING**  
SUCCESS THROUGH INTEGRITY

# PAIA MANUAL

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

**DATE OF COMPILATION: 20/06/2025**  
**20 June 2025**

## 1. LIST OF ACRONYMS AND ABBREVIATIONS

**NB: please insert relevant applicable acronyms and abbreviations**

1.1	<b>“CEO”</b>	Chief Executive Officer
1.2	<b>“DIO”</b>	Deputy Information Officer;
1.3	<b>“IO”</b>	Information Officer;
1.4	<b>“Minister”</b>	Minister of Justice and Correctional Services;
1.5	<b>“PAIA”</b>	Promotion of Access to Information Act No. 2 of 2000( as Amended;
1.6	<b>“POPIA”</b>	Protection of Personal Information Act No.4 of 2013;
1.7	<b>“Regulator”</b>	Information Regulator; and
1.8	<b>“Republic”</b>	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 APHANE CONSULTING (PTY) LTD**

#### **3.1. Chief Information Officer**

Name: Nkgodi Stephen Aphane  
Tel: (011) 907 6700  
Email: [steve@aphane.co.za](mailto:steve@aphane.co.za)  
Fax number: N/A

3.2. Deputy Information Officer *(NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.*

Name: Matsebo Lebogo  
Tel: (011) 907 6700  
Email: [matsebo@aphane.co.za](mailto:matsebo@aphane.co.za)  
Fax Number: N.A

#### **3.3 Access to information general contacts**

Email: [admin@aphane.co.za](mailto:admin@aphane.co.za)

#### **3.4 National or Head Office**

Postal Address:

P.O Box 19964, Sunwardpark, Boksburg, 1470

Physical Address: 60 Second Avenue, Alberton North, 1449

Telephone: (011) 907 6700

Email: [admin@aphane.co.za](mailto:admin@aphane.co.za)

Website: [www.Aphane.co.za](http://www.Aphane.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<sup>1</sup> and section 56 of POPIA<sup>2</sup>;

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 11<sup>3</sup>; and

4.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;

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-

---

<sup>1</sup> 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.*

<sup>2</sup> 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.*

<sup>3</sup> 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.*

<sup>4</sup> 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.*

4.3.6.1. 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 14<sup>5</sup> and 51<sup>6</sup> 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 15<sup>7</sup> and 52<sup>8</sup> 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 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 92<sup>11</sup>.

- 
- <sup>5</sup> 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.
- <sup>6</sup> 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.
- <sup>7</sup> 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
- <sup>8</sup> 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
- <sup>9</sup> 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.
- <sup>10</sup> 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.
- <sup>11</sup> 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.”

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;

4.5.2. from the website of the Regulator ([WWW.APHANE.CO.ZA](http://WWW.APHANE.CO.ZA))

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 AFRIKAANS AND ZULU

## 5. CATEGORIES OF RECORDS OF APHANE CONSULTING (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

6.

Category of records	Types of the Record	Available on Website	Available upon request
Website	POPIA	X	X
Website	BBBEE Certificate	X	X
E-mail	POPIA	X	X
E-mail	BBBEE Certificate	X	X
Website	ISO 9001 Certificate	X	X
Website	BBBEE Certificate	X	X
E-mail	POPIA	X	X

**DESCRIPTION OF THE RECORDS OF APHANE CONSULTING WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

**NB:** Please specify all the records which are created and available in accordance with any of the South African legislation. Below is an example of the table that can be used in describing the records and applicable legislation.

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
ECSA GUIDELINE SCOPE OF SERVICES AND PROFESSIONAL FEES	Scope of Services and Professional Fees for Persons Registered in terms of the Engineering Profession Act, 46 of 2000]
GCC – General Conditions Contract	Vol. 719 16 May 2025 No. 52691
SAICE Guide to the General Conditions of Contract 2015	THE SOUTH AFRICAN INSTITUTION OF CIVIL ENGINEERING SECOND EDITION (2015)



**7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY APHANE CONSULTING PTY LTD.**

**NB:** Describe the subjects (i.e. Finance, SCM or HR), in respect of which the body holds records and the categories of records held on each subject. Below is an example of the table that can be used. .

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan.
Human Resources	<ul style="list-style-type: none"> <li>- HR policies and procedures</li> <li>- Advertised posts</li> <li>- Employees records</li> </ul>
Reports	<ul style="list-style-type: none"> <li>- Feasibility Report</li> <li>- Scoping Report</li> <li>- Design Report</li> <li>- Technical report</li> <li>- Preliminary design report</li> <li>- Monthly progress reports</li> </ul>
Sub-consultants	<ul style="list-style-type: none"> <li>- Monthly progress reports</li> <li>- Health and safety file</li> </ul>
Tender Documents	<ul style="list-style-type: none"> <li>- Draft tender document</li> <li>- Final tender document</li> </ul>

## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing Personal Information

We, at Aphane Consulting, process personal information to effectively provide our services, manage our operations, and to comply with legal requirements. This includes tasks like matching consultants to projects, managing client relationships, and ensuring data security and privacy. As a consulting firm, we need to process personal information (skills, experience, availability) to identify and assign the most suitable consultants to specific client projects.

When it comes to Client Relationship Management, Personal information is used to maintain communication, track project progress, and manage client interactions throughout the consulting engagement.

In order for Project Execution, as consultants we may need access to client data to analyze information, develop solutions, and implement recommendations.

With regards to Human Resources Management, we at Aphane Consulting we need to process employee information (payroll, performance, training) to manage our workforce effectively.

Marketing and Business Development: Personal information may be used to promote services, identify potential clients, and expand the business.

### 8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Data subjects are individuals whose personal information is being processed.

Categories of data subjects are grouped based on their relationship with the organization, such as employees, customers, or job applicants. The information processed about them varies based on these categories and the organization's purpose.

#### **Categories of Data Subjects:**

##### **Employees:**

At Aphane Consulting we collect and process information like ID numbers, bank details, performance data, and employment history.

##### **Customers:**

This includes contact details, purchase history, payment information, and communication preferences.

##### **Job Applicants:**

Organizations process information like CVs, qualifications, employment history, and references.

##### **Suppliers:**

Information such as contact details, bank details, and service agreements are collected.

**Third-party individuals:**

This includes individuals whose data is collected through marketing activities or other business relationships.

**Sensitive Data Subjects:**

This category includes individuals whose data is considered sensitive, such as health information, religious beliefs, or political opinions.

The categories of data subjects processed by the body include: employees, customers, suppliers, website visitors, and other individuals interacting with the organization.

The nature of personal information processed can include: personal characteristics (name, gender, age), identification documents, contact information, performance data, financial details, and potentially sensitive information like health or religious beliefs, depending on the context.

**The Categories of Data Subjects are:**

**Employees:**

This includes current, past, and prospective employees, encompassing their personal information related to employment contracts, performance, and payroll.

**Customers:**

This category includes individuals who purchase goods or services from the **organization**.

**Suppliers:**

This category includes individuals or businesses that provide goods or services to the organization.

**Website Visitors:**

Individuals who access and interact with the organization's website, potentially including those who submit information through forms or engage with online services.

**Other Individuals:**

This category may include individuals who interact with the organization in other capacities, such as participants in events, individuals who contact the organization for inquiries, or individuals whose information is shared by third parties.

**Nature or Categories of Personal Information:**

Personal Characteristics: Name, gender, age, race, ethnic origin, marital status, etc.

**Identification Documents:** Passport, ID card, driver's license

**Contact Information:** Physical address, email address, phone number

**Financial Information:** Bank account details, credit card information, salary details

**Employment History:** Previous employers, job titles, employment dates

**Health Information:** Medical history, disability status (if relevant to the service provided)

**Online Identifiers:** IP addresses, cookies, online activity data

**Views or Opinions:** Personal opinions, views, or preferences

**Correspondence:** Emails, letters, or other communications sent to or from the organization

**Performance and Progression Data:** Module marks, performance reviews

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

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

**NB:** Specify the person or category of persons to whom the body may disseminate personal information. Below is an example of the category of personal information which may be disseminated and the recipient or category of recipients of the personal information.

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
Individuals	Specific employees, customers, or suppliers.
Organizations	Companies, government bodies, or non-profit organizations.
Service Providers	Third-party companies providing services like payroll, IT support, or marketing.
Sub-contractors	Health and safety file
General Personal Information	Information: Name, address, phone number, email address, date of birth, etc.
Special Personal Information (as defined by POPIA)	Religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health, sex life, biometric information, criminal behaviour.

#### 8.4 Planned transborder flows of personal information

We do not have any planned transborder flows of personal information stored in the cloud outside the Republic.

#### 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

Currently we are making use of a Fire Wall SG600 from Hillstone and we have ESET endpoint that is running though all our machines.

##### Permission Assignment:

Permissions are granted to users and groups to control their access to specific resources. These can be read-only, read/write, or no access.

##### On The AD Server

Access Control Lists (ACLs):

ACLs are used to define permissions for specific files, folders, or other objects, dictating who can access and modify them.

### **Group Policy:**

Group Policy is a powerful feature in AD that allows administrators to apply settings and restrictions to users and computers based on their group membership

### **Authentication and Authorization:**

AD handles authentication (verifying user identity) and authorization (granting access based on identity).

### **Security Groups:**

Security groups are used to manage permissions for multiple users at once. They can be used to grant access to resources or to apply Group Policy settings.

### **Role-Based Access Control (RBAC)**

### **Auditing**

With regards to auditing, we configure to audit user actions, providing a log of who accessed what and when, which is crucial for security and troubleshooting.

## **9. AVAILABILITY OF THE MANUAL**

9.1 A copy of the Manual is available-

9.1.1 on ( [www.aphane.co.za](http://www.aphane.co.za) ), if any;

9.1.2 head office of the **Aphane Consulting (Pty) Ltd** for public inspection during normal business hours;

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

9.1.4 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

The head of **Aphane Consulting (Pty) Ltd** will on a regular basis update this manual.

*Issued by*

A handwritten signature in black ink, appearing to read 'S. Aphane', is positioned above a horizontal line.

**Nkgodi Stephen Aphane**

**Managing Director**