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PROMOTION OF ACCESS TO INFORMATION ACT MANUAL (PAIA MANUAL)

Created: October 2024

Reviewed:

1. PURPOSE OF THIS MANUAL

This PAIA Manual is useful for the public to-

- 1.1. 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
- 1.2. check the categories of records held by the body which are available
- 1.3. know if the body 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;
- 1.4. know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 1.5. know the recipients or categories of recipients to whom the personal information may be supplied;
- 1.6. know the description of the records of the body which are available in accordance with any other legislation;
- 1.7. 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
- 1.8. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.
- 1.9. 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; and
- 1.10. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it.

2. COMPANY INFORMATION

- 2.1. Name: IZON Group (Pty) Ltd t
- 2.2. Registration Nr: 2019/285794/07
- 2.3. Director: Wayne Cecil Adams

- 2.4. Postal Address: 62 HONEYBALL AVENUE
DISCOVERY
ROODEPOORT
GAUTENG
1709
- 2.5. Physical Address: 28 Chester Road
BRYANSTON
SANDTON
GAUTENG
- 2.6. Tel: +27 83 656 4364
- 2.7. Email: customercare@izon.group
- 2.8. Website: www.izon.group

3. INFORMATION OFFICER

- 3.1. Full Names: Wayne Cecil Adams
- 3.2. Email: wayne@izon.group

4. DEPUTY INFORMATION OFFICER

- 4.1. Full Names: Aiden Katzief
- 4.2. Email: aiden@marketforce.co

5. ACCESSING OF RECORDS

- 5.1. Please note that a requester is not automatically allowed access to the company records and the Information Officer has the right to reject any request for information submitted in terms of Sections 62 to 70 of Chapter 4 of the PAIA Act.
- 5.2. Process
- 5.2.1. The Requester must complete the relevant Form 02, which is available on the Information Regulator's Website.
- 5.2.2. The requester shall submit the Form to the Information officer via electronic mail using the Company address and/or email address indicated.
- 5.2.3. The Information Officer may require the requester to pay the prescribed fee (if any) before further processing the request.
- 5.2.4. After the Information Officer has made a decision on the request, the requester shall be notified in the required form.

5.2.5. If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

5.3. Appeal

5.3.1. Please note that the Company is not a public Company and as such does not have an internal appeal process.

5.3.2. If the Company therefore refuses your request and you are unhappy with the reason for the refusal to the access, you may either

5.3.2.1. lay a complaint at the Information Regulator; or

5.3.2.2. Apply to the relevant court within 30 days of such refusal.

6. CATEGORIES OF DATA SUBJECTS

Data Subjects	Information Collected	Purpose of Processing Information	Distribution of Information
Clients/ Customers	Full Names Reg / ID Number Address Contact Details Employee details uploaded by the Customer/Employer GPS Location	Billing Marketing Service Delivery	Insurers Legal Advisors SAPS
Directors	Names Id Number Address Contact Details Income Tax Nr Bank Details	CIPC Record Payments	CIPC SARS Legal Advisors SAPS
Employees	Full Names Id Number Address, Income Tax Nr. Banking Details	Record Keeping Salary payments	SARS UIF WAVE / ZOHO Platform

7. RECORDS HELD BY THE COMPANY ITO LEGISLATION

Legislation	Type	Availability
Companies Act	CIPC Registration Documents	Available on Request
	MOI	Not Available
	Shareholder Agreements	Not available
	Financial Statements	Not available
Income Tax / VAT Act	Registration at SARS	Available on request
	VAT Statements	Not available
	Income Tax Statements	Not available
	SARS Returns	Not available
POPIA	Internal Company POPI Policy	Available on Request
	Website Privacy Policy	Available on Website
	PAIA MANUAL	Available on Website
	Security Measure Protocol	Available on Request
BCEA	Employee Records	Not available

8. PLANNED TRANSBORDER FLOWS

- 8.1. The Company envisions transborder flow of personal information as it hosts personal information on platforms which servers are not located in South Africa.

9. SECURITY MEASURES TO PROTECT INFORMATION

- 9.1. The Company has implemented various technical and organisational measures to secure the data subjects personal information, which security measures include the following:
- 9.1.1. Secured Service Providers with technical security measures including:
 - 9.1.1.1. Alarms for unauthorised access to server rooms
 - 9.1.1.2. Tests of data restorability
 - 9.1.1.3. Storing data back-ups in a separate and secure location
 - 9.1.2. No physical hard copies are dealt with
 - 9.1.3. Access Control to building – alarm, visitor login and manual locking, personnel screening
 - 9.1.4. Access Control to Platforms - Creation of User Profiles, Password Control, Login, Administration Rights
 - 9.1.5. Intrusion detection systems
 - 9.1.6. Anti-virus software
 - 9.1.7. Software firewall
 - 9.1.8. VPN Technology
 - 9.1.9. Ensuring that the parties authorised to use an automated processing system only have access to the Personal Information appropriate for their access authorisation.
 - 9.1.10. Prevention of unauthorised reading, copying, changing or erasure of data storage media (data storage media control).
 - 9.1.11. Encrypted data transmission on the Internet (such as HTTPS, SFTP, etc.)

- 9.1.12. Separation Control / Separability
- 9.1.13. Separation of production and testing systems

10. GUIDE ON HOW TO USE THE ACT

- 10.1. 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.

- 10.2. The aforesaid Guide contains the description of-
 - 10.2.1. the objects of PAIA and POPIA;
 - 10.2.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 10.2.2.1. the Information Officer of every public body, and
 - 10.2.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA ;
 - 10.2.3. the manner and form of a request for-
 - 10.2.4. access to a record of a public body contemplated in section 11 ; and
 - 10.2.5. access to a record of a private body contemplated in section 50 ;
 - 10.2.6. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
 - 10.2.7. the assistance available from the Regulator in terms of PAIA and POPIA;
 - 10.2.8. 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
 - 10.2.8.1. an internal appeal;
 - 10.2.8.2. a complaint to the Regulator; and
 - 10.2.8.3. 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;
 - 10.2.8.4. the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 10.2.8.5. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 10.2.8.6. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
 - 10.2.8.7. the regulations made in terms of section 92 .
- 10.3. The Guide can be obtained from the Information Regulator Website.

11. UPDATING OF THE MANUAL

- 11.1. This Manual will be revised annually and updated, if necessary.

