

# **PAIA MANUAL**

**Prepared in terms of Section 51, the Promotion of  
Access to Information Act, 2 of 2000 (As Amended)  
and The *Protection Of Personal Information Act 4 Of  
2013* (As Amended)**

**INCLUSION SOUTH AFRICA (PTY) LTD  
(Planet42)**

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## 1. INTRODUCTION

Planet42 understands the importance of transparency and the Constitutional right of access to information and will do our utmost best to ensure that anyone who requires access to any record to fully exercise and protect their rights has access to the PAIA Guide prepared by the Regulator as well as assistance from Planet42 in undertaking the request process. Planet42 takes extreme care to ensure all the records we hold are protected from unlawful access and are processed in accordance with South African law. To this end, Planet42 has prepared this PAIA manual in accordance with the requirements of section 51 of PAIA to assist anyone where they seek to request access to information held by Planet42 under PAIA.

## 2. DEFINITIONS AND INTERPRETATION

In this Agreement, unless otherwise indicated by context, the following words and expressions bear the meanings assigned to them and cognate expressions bear corresponding meanings:

- 2.1. "**CEO**" means the Chief Executive Officer;
- 2.2. "**DIO**" means the Deputy Information Officer;
- 2.3. "**IO**" means Information Officer;
- 2.4. "**PAIA**" means the Promotion of Access to Information Act, 2 of 2000, as amended;
- 2.5. "**POPI**" means the Protection of Personal Information Act, 4 of 2013, as amended;
- 2.6. "**Regulator**" means the Information Regulator established in terms of section 39 of POPI;
- 2.7. "**Regulations**" means the regulations published in terms of section 92 of PAIA; and
- 2.8. "**South Africa**" means the Republic of South Africa.

## 3. PURPOSE OF PAIA MANUAL

**The purpose of this PAIA manual is to assist anyone to:**

- 3.1 review the categories of records held by Planet42 which are available without having to submit a formal PAIA request;
- 3.2 understand how to make a request for access to a record of Planet42, by providing a description of the subjects on which we hold records and the categories of records held under each subject;
- 3.3 review the types of records of Planet42 which are available in accordance with any other legislation;
- 3.4 access all the relevant contact details of the IO of Planet42 who will assist with the records anyone intends to access;
- 3.5 understand how to access the guide on how to use PAIA, as updated by the Regulator;
- 3.6 understand whether Planet42 will process personal information, the purposes for which we process personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.7 distinguish the categories of data subjects and of the information or categories of information relating thereto;
- 3.8 identify the third parties to whom personal information may be supplied by Planet42;
- 3.9 identify if Planet42 has planned to transfer or process personal information outside of South Africa and the parties to whom the personal information may be transferred; and
- 3.10 understand the appropriate security measures which Planet42 employs to ensure the confidentiality, integrity and availability of the personal information we process.

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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, updated and made available the revised Guide on how to use PAIA ("**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 POPI.
- 4.2 The Regulator has made the PAIA Guide available in each of the official languages of South Africa and in braille.
- 4.3 The PAIA Guide contains the following:
  - 4.3.1 The objects of PAIA as well as POPI;
  - 4.3.2 How to access the postal address, telephone number and email address of every registered IO and DIO (for both public and private bodies);
  - 4.3.3 The manner and form of request for:
    - 4.3.3.1 access to a record of a public body contemplated in section 11 of PAIA;
    - 4.3.3.2 and access to a record of a private body contemplated in section 50 of PAIA.
  - 4.3.4 the assistance available from the IO of a body in terms of PAIA and POPI;
  - 4.3.5 the assistance available from the Regulator in terms of PAIA and POPI;
  - 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 POPI, 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 IO 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 and 51 of PAIA 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 and 52 of PAIA 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 and 54 of PAIA regarding fees to be paid in relation to requests for access; and
  - 4.3.10 the Regulations.
- 5 Anyone can inspect or make copies of the PAIA Guide from Planet42's offices as well as, the office of the Regulator, during normal working hours.
- 4.4 Anyone can inspect or make copies of the PAIA Guide from Planet42's offices as well as, the office of the Regulator, during normal working hours.
- 4.5 The PAIA Guide can also be obtained -
  - 4.5.1 upon request to Planet42's IO;
  - 4.5.2 from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).
- 4.6 A copy of the PAIA Guide is also available in the following two official languages, for public inspection during normal office hours-
  - 4.6.1 English; and
  - 4.6.2 Afrikaans.

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## 5. CONTACT DETAILS FOR ACCESS TO INFORMATION

### 1. INFORMATION OFFICER

Name: Laura Wild  
Telephone: 010 449 1577  
Email: [laura@planet42.com](mailto:laura@planet42.com)

### 2. GENERAL CONTACT:

Email: [info@planet42.com](mailto:info@planet42.com)  
Telephone: 010 449 1577

### 3. PLANET42 HEAD OFFICE

Physical Address: 37 Elizabeth Avenue, Linmeyer, Johannesburg, Gauteng, 2190  
Postal Address: PO Box 3694. Glenvista, Gauteng, 2058  
Telephone number: 010 449 1577  
Website: [www.planet42.com/za](http://www.planet42.com/za)

## 6. PROCEDURE TO REQUEST ACCESS TO INFORMATION

1. A request for access to information for a record held by Planet42 must be made on a form which corresponds substantially to that of Form 2 of the Regulations (attached hereto as Annexure A) along with proof of payment of the prescribed fee to Planet42's IO at the details listed above.
2. When completing Form 2 or a form substantially similar, a requester must provide clear and accurate information and clearly state the right which the requestor seeks to exercise or protect, the record which they are seeking to access and an explanation as to how such record will assist them to exercise or protect their rights.
3. Planet42 has 30 (thirty) days within which to respond to any request received. Once a decision has been made, Planet42's IO will inform a requester of their decision whether to grant or refuse a request and any fees payable on a form that corresponds substantially to that of Form 3 of the Regulations.
4. Planet42 may refuse a request for access to a record on any of the grounds listed in Chapter 4 of PAIA (which are listed in the PAIA Guide).
5. A requestor is required to pay the request fee before a request will be processed. The request fee is listed in Annexure B to the Regulations. The current request fee payable is **R140.00 (one hundred and forty Rand) per request**.
6. The request fee must be paid into Planet42's nominated bank account, which details are available from our IO on request.

## 7. REMEDIES

1. If a requestor is unhappy with a decision made by Planet42, they may submit a complaint to the Regulator.
2. A complaint to the Regulator must be made on a form which corresponds substantially to that of Form 5 of the Regulations, which is attached hereto as Annexure B. A complaint to the Regulator must be lodged within 180 (one hundred and eighty) days of receipt of the decision from Planet42.

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3. The complaint will then follow the dispute resolution process described in the Regulations as well as the PAIA Guide.

## **8. RECORDS AVAILABLE WITHOUT REQUEST:**

8.1 The following records are made freely available and do not require any request to access:

Category of records	Types of the Record	Where Available
Planet42 Terms	Terms and Conditions of Use	On Website
Planet42 Policies	Privacy policy.	On Website

## **9. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATIONS**

1. The following records are freely available to the public in accordance with 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
Privacy Policy	Protection of Personal Information Act 4 of 2013

## **10. SUBJECTS AND CATEGORIES OF RECORDS HELD**

### Company Records

- Documents of Incorporation
- Memorandum of Incorporation
- Minutes of Board of Directors Meetings
- Shareholder Register

### Financial Records

- Annual Financial Statements
- Annual Tax Returns
- Accounting Records
- Bank Statements
- Asset Register
- Invoices
- Management Accounts
- Budgets
- Client Agreements
- Insurance information

### Income Tax Records

- PAYE Records
- Documents issued to employees for Income Tax Purposes
- Records of payment made to SARS on behalf of employees
- VAT Records

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- UIF
- Statutory returns

### Personal Documents and Records

- Employment Contracts
- Salary Records
- Leave Records
- Training Records
- Policies and SOP's

### General Records

- General correspondence
- Licenses
- Statutory records

## **11. PROCESSING OF PERSONAL INFORMATION**

### **11.1 Purpose of Processing**

Planet42 processes personal information for legitimate business purposes and as a necessary function of a client's engagement with its services and with such client's express consent. Planet42 therefore processes personal information in the following circumstances:

1. to provide our services to a client;
2. for internal record keeping of responsible party third parties;
3. to contact a client regarding current or new Planet42 services or any other product offered by us;
4. to inform clients of any new features, special offers and/or promotional competitions offered by Planet42 or any of our divisions and/or partners;
5. to receive and accept services from independent contractors;
6. to provide it service providers who need personal information to provide services to Planet42;
7. to provide it to mandated government authorities when instructed to do so for legal compliance only (such as the Income Tax Act, FICA);
8. to improve Planet42's service selection and user experiences on Planet42's website through analytical data.

## **2. Data Subjects and Information Processed**

As a responsible party, Planet42 processes the following information from the following list of data subjects:

<b>Data Subjects</b>	<b>Personal Information that may be processed</b>
Clients	Personal/company information; contact details; bank and payment details; social media data; data uploaded and proceeded through Planet42; and technical data
Service Providers	Company information such as name, registration number, VAT information, registered address, Information obtained from

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<b>Data Subjects</b>	<b>Personal Information that may be processed</b>
	service level agreements such as, trade secrets confidential information and banking information.
Employees / Possible Employees / Directors / Shareholders	Full name, identify documentation, address, contact information, educational qualifications (including curriculum vitae), gender, race, banking information, tax information and medical information.
Independent Contractors / Sub-Contractors	Company information such as name, registration number, VAT information, registered address, and/or personal information such as full name, address, identity number, contact information, and information obtained from contractual agreements such as confidential information, banking information and/or tax information.

### 11.3 Third Party Recipients to whom Planet42 shares personal information

In accordance with our operational requirements, Planet42 shares personal information with the following third parties:

<b>Category of personal information</b>	<b>Recipients or Categories of Recipients to whom the personal information may be supplied</b>
Identity, Contact, Social Media, Communication, Financial, Transactional, Technical and Usage information.	Customer Relationship Software
Identity, Contact	Towing and roadside assistance service providers
Identity, Contact, Financial, Transactional	Payment Service Providers
Identity, Contact, Marketing communication, Financial, Transactional, Technical and usage information.	Cloud Storage Providers
Identity, Contact, Financial, Transactional	Credit Bureaux
Identity, Contact, Financial, Transactional	Financial Intelligence Centre

### 11.4 International Transfers

11.4.1 Planet42 may transfer personal information outside of South Africa in the following circumstances:

- 11.4.1.1 Within our global company structure including our holding company and other subsidiaries; and
- 11.4.1.2 Personal information which is stored using secure cloud servers hosted outside of South Africa.
- 11.4.2 Whenever Planet42 transfers any personal information outside of South Africa, we always ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards are implemented:
  - 11.4.2.1 There are contracts in place with all such third parties, providing warranties that they will process the personal information at standards equal to or better than those applied by Planet42; and
  - 11.4.2.2 Planet42 will only transfer personal information to countries that have been deemed to provide an adequate level of protection for personal information by the Regulator.

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## 11.5 Data Security

To prevent the personal information Planet42 processes from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed all data is encrypted when transmitted from our servers to your browser. The database backups are also encrypted. All information processed is also restricted to only those individuals who need access.

## 12. AVAILABILITY OF PAIA MANUAL

12.1 A copy of this PAIA Manual is available-

12.1.1 on our website, at [www.planet42.com/za](http://www.planet42.com/za);

12.1.2 at our offices during ordinary business hours;

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

12.1.4 to the Information Regulator upon request.

12.2 The fee for a copy of this PAIA Manual, as contemplated in Annexure B of the Regulations, shall be payable per each A4-size photocopy made.

## 13.UPDATE TO THIS PAIA MANUAL

13.1 This PAIA Manual will be regularly updated by Planet42's IO.

13.2 This PAIA Manual was last updated on 16 February 2024.

Thank you for your interest and if you have any questions, please direct them to Planet42's IO.



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**LAURA WILD**  
*Information Officer*

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