



Logicalis South Africa Pty Ltd

PAIA MANUAL

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

DATE OF COMPILATION	15/09/2025
DATE OF REVISION	03/09/2025

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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;
- 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 THE

3.1. Chief Information Officer

Name: Lindie Lynette Ferreira
Tel: +27832876288
Email: Lindie.Ferreira@za.logicalis.com

3.2. Deputy Information Officer

Name: Patricia Adams
Tel: +27820902369
Email: Patricia.Adams@za.logicalis.com

3.3 Access to information general contacts

Email: lsadpo@za.logicalis.com

3.4 Head Office

Postal Address:

Ground Floor, Bergzicht Building
Tygerberg Office Park
163 Uys Krige Drive
Platteklouf
Cape Town
7500

Physical Address:

Ground Floor, Bergzicht Building
Tygerberg Office Park
163 Uys Krige Drive
Platteklouf
Cape Town
7500

Telephone: +27219356600

Email: Info@za.logicalis.com

Website: <https://www.za.logicalis.com>

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 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.
- 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 (<https://www.justice.gov.za/inforeg/>).

5. CATEGORIES OF RECORDS OF LOGICALIS SOUTH AFRICA PTY LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
Annual Reports	Corporate Record	X	X
Press Releases	Communication Record	X	X
Company Information	Corporate Record	X	X
Responsible Business Reports	Corporate Report	X	X

6. DESCRIPTION OF THE RECORDS 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.

PAIA Manual (The Promotion of Access to Information Act No2 of 2000)
POPIA Policy (Protection of personal information Act 4 of 2013)
Memorandum of Incorporation (Companies Act 71 of 2008)
Basic Conditions of Employment 75 of 1997
Employment Equity Act 55 of 1998
Compensation for Occupational Injuries and Diseases Act (COIDA)
BBBEE (Broad Based Black Economic Empowerment)
Occupational Health and Safety Act 85 of 1993
Labour Relations Act 66 of 1995
Electronic Communications Act 36 of 2005
Unemployment Insurance Act 63 of 2001
King IVTM Report on Corporate Governance in South Africa 2016 ("King IV")
United Nations Global Compact (UNGC)
Modern Slavery Act 2015

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY LOGICALIS SOUTH AFRICA PTY LTD.

Subjects on which the body holds records	Categories of records
Human Resources	<ul style="list-style-type: none"> • Employment Contracts • Medical Aid Records • Pension/Provident Fund Records • Disciplinary Records • Performance Appraisals • Remuneration Records • Skills Development • Labour Relations Records • BBBEE Records • Staff Recruitment • UIF Records • General HR Policies and Procedures • Workman's Compensation Records • General Correspondence
Finance	<ul style="list-style-type: none"> • Annual Financial Statements • Account Records • Banking Records • Bank Statements • Electronic Banking Records • Invoices/Billing • Skills Development Levies • Annual Financial Audit Records • Asset Register • Budgets • Contracts/Supplier Agreements • Insurance Information • Management Accounts • Purchase and Order Information • Tax Records • General Correspondence

Operational Records	<ul style="list-style-type: none"> • Company Information/Catalogues • Client and Customer Information • Customer Contracts • General Correspondence • Information relating to sales performance • Sales records • Bid and Project Information • Marketing and Future Strategies • Marketing Records • Product Records • Vendors and Partner Records • Commercial Information
Information Technology Records	<ul style="list-style-type: none"> • IT Policies and Procedures • Network Diagrams and information • Customer Information

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Logicalis SA will process personal information to:

- provide our goods or supply our services.
- better understand our data subjects' needs when doing so.
- keep our data subject records up to date.
- manage employees in general.
- manage supplier contracts in general.
- manage dealer relationships in general.
- manage customers in general.
- manage customer credit in general.
- market to customers in various countries.
- enforce debts.
- market goods and services to prospects.
- to engage with investors and the media.
- process customer requests or complaints; and
- process personal information of employees for forensic purposes.

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

8.2.1 Data Subjects

- Clients and client's employees, representatives, agents, contractors and service providers
- Existing and former employees (including contractors, agents, temporary and casual employees)
- Stakeholders
- Suppliers and service providers and their respective authorised employees, representatives, agents, contractors and service providers of such suppliers and service providers.

8.2.3 Natural Persons

- Confidential correspondence
- Date of Birth
- Contact Information
- Gender
- Identification number
- Names
- Nationality
- Physical and Postal Addresses
- Tax Information

8.2.4 Juristic Persons

- Authorised signatories
- Financial Information
- Founding documents
- Names of contact persons
- Name of legal entity
- Registration Number
- Tax related information
- Contact and address details

8.2.5 Special Information

- Racial/ ethnic information
- Religious and other beliefs

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

Internal Staff

- Human Resources Department (employment records)
- Finance Department (Billing, expense claims)
- Management (reporting, reviews and compliance purposes)

External Service Providers / Third Parties

- Payroll Companies
- Recruitment Agencies
- Training Institutions
- Medical Aid
- Pension/Provident Fund institutions
- Banks

Regulatory and legal Bodies

- Government Authorities such as SARS
- Labour department
- Law Enforcement (only when required)

8.4 Planned transborder flows of personal information

We may send personal information outside of South Africa to various countries. We will only transfer data to other countries who have similar privacy laws to South Africa's recipients who can guarantee the protection of personal information to the same standard we must protect it.

Transborder Flows

- Cloud Storage: Personal Information stored in Microsoft Servers
- CRM: Salesforce hosted in Germany

8.5 General description of Information Security Measures to be implemented by the party responsible to ensure the confidentiality, integrity and availability of the information

Logicalis South Africa has set in place the ISO 27001 Framework to assist us to constantly review and improve the measures to protect data subject's personal information from unauthorised access, accidental loss, disclosure, or destruction.

Measures in place:

Administrative

- Access to personal information is restricted to authorised persons, only
- Employees receive regular training on information security
- Confidentiality policies and agreements are in place
- Regular risk assessments and audits are conducted

Technical:

- Password protection multi-factor authentication
- Encryption
- Firewalls, antivirus and monitoring systems in place
- Secured back ups

Physical:

- Offices, store rooms and server rooms are secured with locks and biometric access control.
- Restricted access to some areas of the offices
- Visitors access is controlled

Business Continuity

- Regular data back ups are done
- Disaster planning reviewed and in place
- Annual penetration tests performed by independent auditors
- Service monitoring to detect any downtime

9. Request to Access Process

To request access to a record, the following process is to be followed:

- 9.1 Use the prescribed Form 2 Access to Record which can be found on <https://inforegulator.org.za/paia-forms/>
- 9.2 Submit your request with the completed form and relevant prescribed fee to our Information Officer via email or physical address (details provided above)
- 9.3 Ensure that the application provides sufficient details and information to enable the Information Officer to identify:
 - The record/s requested
 - The requestor
 - Form of access required
 - Postal address or email address of requestor (or any other way you would like to be informed of our decision, other than writing)
 - The right which the requestor is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.
 - If the standard form is not used, we may reject the request due to lack of compliance and refuse the application if insufficient information is provided.

Prescribed fees can be found on the SAHRC website :

<https://www.sahrc.org.za/home/21/files/PAIA%20Notice%20on%20fees.pdf>

10. AVAILABILITY OF THE MANUAL

10.1 A copy of the Manual is available-

- on <https://www.za.logicalis.com/>
- head office of Logicalis South Africa Pty Ltd for public inspection during normal business hours.
- to any person upon request and upon the payment of a reasonable prescribed fee; and
- to the Information Regulator upon request.

10.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable with each A4-size photocopy made.

11. UPDATING OF THE MANUAL

The head of Logicalis South Africa will on a regular basis update this manual.

Issued by



Lindie Ferreira
General Manager