

**DIBBER SOUTH AFRICA (PTY) LTD  
(REG: 2011/008419/07)**

# **PAIA MANUAL**

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

**DATE OF COMPILATION: 01/10/2024  
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## **TABLE OF CONTENTS**

<b>CONTENTS</b>	<b>PAGE</b>
1. LIST OF ACRONYMS AND ABBREVIATIONS	3
2. PURPOSE OF THE PAIA MANUAL	3
3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF DIBBER SOUTH AFRICA (PTY) LTD	4
4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE	5
5. CATEGORIES OF RECORDS OF DIBBER SOUTH AFRICA (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS	8
6. DESCRIPTION OF THE RECORDS OF DIBBER SOUTH AFRICA (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION	8
7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY DIBBER SOUTH AFRICA (PTY) LTD	9
8. PROCESSING OF PERSONAL INFORMATION	11
9. AVAILABILITY OF THE MANUAL	12
10. UPDATING OF THE MANUAL	12

## 1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1 **“CEO”** Chief Executive Officer;
- 1.2 **“DIO”** Deputy Information Officer;
- 1.3 **“Dibber”** Dibber South Africa (Pty) Ltd,
- 1.4 **“IO“** Information Officer;
- 1.5 **“Minister”** Minister of Justice and Correctional Services;
- 1.6 **“PAIA”** Promotion of Access to Information Act No. 2 of 2000 (as Amended);
- 1.7 **“POPIA”** Protection of Personal Information Act No 4 of 2013;
- 1.8 **“Regulator”** Information Regulator.

## 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 IO and DIO 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 DIBBER**

#### 3.1. **Chief IO**

Name: URSULA ASSIS  
Tel: +27 60 636 4773  
Email: [ursula.assis@dibbersa.co.za](mailto:ursula.assis@dibbersa.co.za)

#### 3.2. **Deputy IO**

Name: LIZELLE 'T LAM  
Tel: +27 83 303 1410  
Email: [lizelle.tlam@dibber.co.za](mailto:lizelle.tlam@dibber.co.za)

#### 3.3 Access to information general contacts

Email: [lizelle.tlam@dibber.co.za](mailto:lizelle.tlam@dibber.co.za)

### 3.4 National Office

Postal Address: 7 Natural Arch Drive, Eshowe 3815, KwaZulu Natal, South Africa

Physical Address: 7 Natural Arch Drive, Eshowe 3815, KwaZulu Natal, South Africa

Telephone: +27 60 636 4773 or +27 82 550 5000

Email: [ursula.assis@dibbersa.co.za](mailto:ursula.assis@dibbersa.co.za)

Website: <https://www.dibber.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 IO of every public body, and

4.3.2.2. Every Deputy IO 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>;

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<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 IOs 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 IOs as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

- 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-
  - 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<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;

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<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.

<sup>5</sup> Section 14(1) of PAIA- The IO 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.

- 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>.
- 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 IO;
- 4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).
- 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 English and Afrikaans

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<sup>7</sup> Section 15(1) of PAIA- The IO 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 IO 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 IO 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.”

**5. CATEGORIES OF RECORDS OF DIBBER WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

Category of records	Types of the Record	Availability
Public policies and notices	Privacy policy, Cookie policy, Terms and conditions, Processing notice, Credit policy, Copyright notice, PAIA manual, company registration certificate	Freely available
Service information	All information that is housed in the public area of our website	Freely available: subject to our website terms of use

**6. DESCRIPTION OF THE RECORDS OF DIBBER WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

Category of Records	Applicable Legislation
All documents, records, and actions, prescribed in South African legislation as listed, but Not limited to:	<ol style="list-style-type: none"> <li>1. Companies Act, 1973 (Act No 61 of 1973)</li> <li>2. Companies Act, 2008 (Act No. 71 of 2008)</li> <li>3. Broad-Based Black Economic Empowerment (B-BBEE) Act, 2003 (Act No. 53 of 2003)</li> <li>4. Labour Relations Act, 1995 (Act No. 66 of 1995)</li> <li>5. Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997)</li> <li>6. Employment Equity Act, 1998 (Act No. 55 of 1998)</li> <li>7. Consumer Protection Act, 2008 (Act No. 68 of 2008)</li> <li>8. Income Tax Act, 1962</li> <li>9. Value-Added Tax (VAT) Act, 1991 (Act No. 89 of 1991)</li> <li>10. Competition Act, 1998 (Act No. 89 of 1998)</li> <li>11. National Credit Act, 2005 (Act No. 34 of 2005)</li> <li>12. Protection of Personal Information Act (POPIA), 2013 (Act No. 4 of 2013)</li> <li>13. Financial Intelligence Centre Act, 2001 (Act No. 38 of 2001)</li> <li>14. King IV Report on Corporate Governance for South Africa, 2016</li> <li>15. Occupational Health and Safety Act, 1993 (Act No. 85 of 1993)</li> <li>16. Compensation of Occupational Injuries and Diseases Act, 1993 (Act No. 13 of 1993)</li> <li>17. Skills Development Act, 1998 (Act No. 97 of 1998)</li> <li>18. Unemployment Insurance Act, 2001 (Act No. 63 of 2001)</li> <li>19. Customs and Excise Act, 1964 (Act No. 91 of 1964)</li> <li>20. Promotion of Access to Information Act 2 of 2000</li> <li>21. South African Schools Act, 1996</li> </ol>



	<p>22. National Qualifications Framework (NQF) Act, 2008</p> <p>23. Higher Education Act, 1997</p> <p>24. National Education Policy Act, 1996</p> <p>25. Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002)</p> <p>26. Pension Funds Act, 1956 (Act No. 24 of 1956)</p> <p>27. Trademarks Act, 1993 (Act No. 194 of 1993)</p>
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**7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY DIBBER**

<b>Subjects on which the body holds records</b>	<b>Categories of records</b>	<b>Request for Access</b>	<b>Download from Website</b>
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan.	X	
Human Resources	<ul style="list-style-type: none"> <li>- HR policies and procedures;</li> <li>- Advertised posts;</li> <li>- Employees records;</li> <li>- Learning and Development eg.: Skills Development and Training Plans</li> <li>- Employment Equity Plan and Statistics</li> </ul>	X	
Operational Policies or Plans or Procedures or Frameworks	Protocols, Agreements, Supply Chain Management, Procurement Plans, Specific Tenders & Contracts, Donations, Funds, Suppliers, Risk Management, Audit, IT, Finance Management, Human Resources, Marketing and Branding, Records Management.	X	
Legal, Policy, Research	<ul style="list-style-type: none"> <li>- Research Strategy and Plan</li> <li>- Research Papers</li> </ul>	X	
Corporate Governance	<ul style="list-style-type: none"> <li>- Organisational and Business Plans;</li> <li>- Memorandum of Understanding;</li> <li>- Regulator's Policies and Procedures;</li> <li>- Occupational Health and Safety Plan;</li> <li>- Loss Control Register;</li> <li>- Evacuation procedures.</li> </ul>	X	
Manual and Guide	Manual and Guide on how to use PAIA	X	X

Subjects on which the body holds records	Categories of records	Request for Access	Download from Website
Publicity and Marketing Material	Publications, Investigation and Assessment Reports, Frequently Asked Questions (FAQ's) etc.	X	X
Information Technology	Incidents and Service Requests; - Asset Issuing and Custodian - Information; - System Event Logs; - System Performance Logs; - Systems Maintenance Check lists; - Monthly Operations Reports; - Service Level Agreements; - ICT Policies and Procedure Manuals; - Network maintenance; - System Development lifecycle documents.	X	
Publications	Booklets, Books, Periodicals, Journals, Reports, Newsletters, Bulletins, Magazines, Pamphlets, E-Publications	X	X
Media	Press releases, Radio and TV Interviews, Statements, Participation details, Official Speeches and Messages, Gifts and Awards, Website content and Corporate identity and infographs.	X	X
Events, Functions, Seminars and Conferences	Presentations, Discussions, Documents.	X	
Registers	Information Officers, Issued Codes of Conduct, Internal Directories, File Plan, Records Control Schedule.	X	X
Reports / Minutes / Decisions	Conferences Research and Findings, Monitoring and Evaluation, Statistics, Surveys, Submissions on Legislation.	X	
Supply Chain Matters	BID Documents, Contracts, Purchase Orders, Quotations, Tenders, Terms	X	

Subjects on which the body holds records	Categories of records	Request for Access	Download from Website
	of Reference and Leases, List of applicants for Tenders, List of Tenders Awarded.		
Investigation and compliance	Subpoena based Hearings, Summons, Warrants to search and seize items, Enforcement Notices, Information Notices, HR Interventions, Public Hearings, Plenary Reports and investigation reports.	X	
Finances	Financial Accounting, Financial Reporting, Contracts and Tender Administration, Asset Management / Register, Management Accounting, Estimates, Statements, Budgets, Reports, Audit Records, Revenue Statements, Reports and Returns.	X	
Audio-Visual Recordings	Slides, Photographs, Films, Videos.	X	X

## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing Personal Information

- Transacting with our suppliers and third-party service providers;
- Maintaining records;
- General administration;
- Financial requirements;
- Compliance with legal and regulatory requirements

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

Categories of Data Subjects	Personal Information that may be processed
Company Information	name, address, registration numbers or identity numbers, employment status and bank details of company officers, and shareholders
Employee Information	name, address, registration numbers or identity numbers, employment status, interview records,

Categories of Data Subjects	Personal Information that may be processed
	remuneration information, disciplinary enquiry records, and bank details
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Clients (children)	name, address, registration numbers or identity numbers, medical information, educational information
Customers (fee payers)	name, address, registration numbers or identity numbers, employment status, financial status, and bank details

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

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Company, Employee, Service Provider, Client (children), and Customer (fee payer) information.	Any person or body authorised thereto in terms of South African law.

### 8.4 Planned transborder flows of personal information

As required by non-resident officers, and shareholders of the Company, or to cloud server providers hosting data of Dibber.

In these instances adequate legal protection will be provided for (through agreements upholding the principles for reasonable processing), the respective data subject's consent to transfer has been obtained, such transfer would to be necessary for the performance of a contract and in the interest and/or benefit of the data subject.

In principle any cross-border data transfers will only occur to a country with laws that provide an adequate level of protection as well as processing principles that are substantially similar to the conditions for lawful processing of personal information under POPIA.

**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**

All company information is physically secured if in hard copy, or secured in the cloud, using proprietary software, if in the form of computer data.

**9. AVAILABILITY OF THE MANUAL**

**9.1** A copy of the Manual is available-

9.1.1 At the head office of Dibber for public inspection during normal business hours;

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

9.1.3 to the 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 Chief IO of Dibber will, on a regular basis, update this manual.

*Issued by*

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**URSULA ASSIS**  
**CEO**