

## PAIA MANUAL

FSP: 54286

Purpose:	The purpose of a PAIA Manual is to promote transparency, accountability, and access to information held by a private or public body, as required under the Promotion of Access to Information Act (PAIA), Act 2 of 2000.
Governance:	This policy must be approved by the Board of Directors. The Key Individual is the owner of the policy.
Status Of Policy:	Implemented
Last Revision:	1 June 2025
Effective Date:	1 June 2025
Next Revision:	30 May 2026
Drafted by:	Marguerite
Approved by:	Pieter Nel



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## 1. ACRONYMS AND ABBREVIATIONS

- **CEO** – Chief Executive Officer
  - **IO** – Information Officer
  - **PAIA** – Promotion of Access to Information Act 2 of 2000
  - **POPIA** – Protection of Personal Information Act 4 of 2013
  - **Regulator** – Information Regulator of South Africa
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## 2. PURPOSE OF THE PAIA MANUAL

This manual is published to:

- Enable the public to access information held by PWN Consult;
  - Provide a description of available records;
  - Detail how to submit a formal request;
  - Describe personal information processed by the business;
  - Meet the requirements of Section 51 of PAIA and Section 18 of POPIA.
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## 3. CONTACT DETAILS FOR ACCESS TO INFORMATION

### Information Officer

Name: Marguerite Nel

Tel: 012 023 3830

Email: [marguerite@pwnconsult.co.za](mailto:marguerite@pwnconsult.co.za)

### Head Office

Physical Address: Southdowns Office Park, 22 Karee Street, Irene

Telephone: 012 023 3830

Email: [info@pwnconsult.co.za](mailto:info@pwnconsult.co.za)

Website: [www.pwnconsult.co.za](http://www.pwnconsult.co.za)

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## 4. GUIDE ON HOW TO USE PAIA

A copy of the PAIA guide is available in all official languages from the Information Regulator:

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

PLA003 – PAIA MANUAL

- Email: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)
- It explains the rights to access information, how to request access, appeal procedures, and applicable fees.

Available for inspection at PWN Consult's head office in English and Afrikaans.

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## 5. RECORDS AVAILABLE WITHOUT REQUEST

Category of Records	Types of Records	On Website	On Request
Company Information	Company profile, PAIA manual	Yes	Yes
Services	Product brochures, services	Yes	Yes
Policies & Compliance	Privacy policy, TCF info	Yes	Yes

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## 6. RECORDS AVAILABLE UNDER OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of Incorporation	Companies Act 71 of 2008
Tax and Financial Records	Income Tax Act, VAT Act
Employment Records	Basic Conditions of Employment Act
POPIA & PAIA Manuals	PAIA Act 2 of 2000; POPIA Act 4 of 2013

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## 7. SUBJECTS AND CATEGORIES OF RECORDS HELD

Subjects	Categories of Records
Strategic Documents	Business plans, annual reports
Human Resources	Employee contracts, payroll, leave records
Finance	Tax records, bank statements, invoices, audit reports
Client Services	Client files, claims history, communication records
Marketing	Campaigns, brochures, social media material



## 8. PROCESSING OF PERSONAL INFORMATION

### I. Purpose of Processing

PWN Consult processes personal information to:

- Offer insurance and advisory services
- Manage client relationships
- Meet legal and contractual obligations

### II. Categories of Data Subjects and Information

Data Subjects	Information Processed
Clients	Names, ID numbers, contact info, financial and risk info
Employees	Personal details, medical info, qualifications, payroll
Service Providers	Company data, bank info, contact info

### III. Recipients of Personal Information

Information	Recipients
ID/credit data	Credit bureaus, underwriting firms
Employment info	SARS, Department of Labour
Qualifications	SAQA, background screening agents

### IV. Transborder Flows

PWN Consult may store information in cloud services located in the European Union and USA, subject to adequate protection in terms of POPIA.

### V. Security Safeguards

- Firewalls and encryption
- Password-protected systems
- Antivirus and endpoint protection
- Limited access controls and monitoring



## 9. AVAILABILITY OF THE MANUAL

A copy of this manual is available:

- At our head office for inspection;
- On our website at [www.pwnconsult.co.za](http://www.pwnconsult.co.za);
- By email upon request;
- To the Information Regulator upon request.

A fee may be charged for photocopies as prescribed by PAIA regulations.

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## 10. UPDATING OF THE MANUAL

This manual will be reviewed annually or as and when there are significant legal or operational changes.