



# **PAIA MANUAL**

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

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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1. “CEO”	Chief Executive Officer
1.2. “PAIA”	Promotion of Access to Information Act No. 2 of 2000 (As amended)
1.3. “POPIA”	Protection of personal information Act No. 4 of 2013
1.4. “Regulator”	Information Regulator
1.5. “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 THREE CS**

#### **3.1. Chief Information Officer**

Name: Robyn de Villiers  
Email: [robyn@thethreecs.com](mailto:robyn@thethreecs.com)  
Tel: 0834198557

#### **3.2. Deputy Information Officer**

Name: Katherine Eerligh  
Email: [Katherine@thethreecs.com](mailto:Katherine@thethreecs.com)  
Tel: 0845043357

#### **3.3. Access to information general contacts**

Email: [info@thethreecs.com](mailto:info@thethreecs.com)

#### **3.4. National or Head Office**

Postal address: Unit 201 22 On North. 22 North Road, Dunkeld West, 2196.  
Physical address: Unit 201 22 On North. 22 North Road, Dunkeld West, 2196.  
Email: [info@thethreecs.com](mailto:info@thethreecs.com)  
Website: [www.thethreecs.com](http://www.thethreecs.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, 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 PAIA and section 56 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; and
    - 4.3.3.2. access to a record of a private body contemplated in section 50;
  - 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 with by the information officer of a public body; a decision on internal appeal or a decision by a Regulator or a decision of the head of a private body
- 4.3.7. 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;
- 4.3.8. the provisions of sections 15 and 52 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 regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92.
- 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/infoereg/>).
- 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

## **5. CATEGORIES OF RECORDS OF THE THREE CS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

- 5.1. None

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

<b>Category of Records</b>	<b>Applicable Legislation</b>
Memorandum of Incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000

## **7. DESCRIPTION OF THE SUBJECTS ON WHICH BODY RECORDS AND CATERGORIES OF RECORDS HELD ON EACH SUBJECT BY THE THREE CS**

<b>Subject on which the body holds records</b>	<b>Categories of records</b>
Human Resources	Employee records
Finance	Client Company details

## **8. PROCESSING OF PERSONAL INFORMATION**

### **8.1. Purpose of processing personal information**

The Three Cs processes personal information for administrative purposes

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

<b>Categories of data subjects</b>	<b>Personal information that may be processed</b>
Clients	Name, address, bank details, VAT number
Service providers	Name, address, bank details, VAT number
Employees	Name, address, qualifications, gender, race, salary

### **8.3. The recipients to whom the personal information may be supplied**

<b>Category of personal information</b>	<b>Recipients of personal information</b>
Name, address, bank details, VAT number, payment history	Company accountants

### **8.4. Planned transborder flows of personal information**

None

### **8.5. Information security measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information**

Anti virus and anti-malware solutions. Password protection.

## **9. AVAILABILITY OF THE MANUAL**

9.1. A copy of the manual is available

9.1.1. On [www.thethreecs.com](http://www.thethreecs.com)

9.1.2. Head office of The Three Cs for public inspection during normal business hours;

9.1.3. To any person upon request; and

9.1.4. To the Information Regulator upon request.

## **10. UPDATING THE MANUAL**

The head of The Three Cs will on a regular basis update this manual

Issued by



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Robyn de Villiers, Founder and  
Founder and CEO