

## **STUTT GROUP (PTY) LIMITED**

### **PAIA MANUAL** in terms of Section 51 of

### **The Promotion of Access to Information Act**

**2 of 2000 (as amended)**

**(the "ACT")**

**DATE OF COMPILATION: 07/09/2021**  
**DATE OF REVISION: 01/09/2022**



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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

- |     |                    |  |
|-----|--------------------|--|
| 1.1 | <b>"DIO"</b>       | Deputy Information Officer;  |
| 1.2 | <b>"IO"</b>        | Information Officer;   |
| 1.3 | <b>"Minister"</b>  | Minister of Justice and Correctional Services;                     |
| 1.4 | <b>"PAIA"</b>      | Promotion of Access to Information Act No. 2 of 2000 (as Amended); |
| 1.5 | <b>"POPIA"</b>     | Protection of Personal Information Act No.4 of 2013;               |
| 1.6 | <b>"Regulator"</b> | Information Regulator; and   |
| 1.7 | <b>"Republic"</b>  | 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 STUTT GROUP**

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

Name: Odette Le Roux  
Tel: 043 101 0146  
Email: [popi@stuttgroup.co.za](mailto:popi@stuttgroup.co.za)  
Fax number: 043 748 3285



### 3.2. Deputy Information Officers

Name: Dorothy De Wit  
Tel: 043 101 0146  
Email: [popi@stuttgroup.co.za](mailto:popi@stuttgroup.co.za)  
Fax Number: 043 748 3285

Name: Samantha Dickinson  
Tel: 043 101 0146  
Email: [popi@stuttgroup.co.za](mailto:popi@stuttgroup.co.za)  
Fax Number: 043 748 3285

Name: Julie Holtzhausen  
Tel: 043 101 0146  
Email: [popi@stuttgroup.co.za](mailto:popi@stuttgroup.co.za)  
Fax Number: 043 748 3285

### 3.3 Access to information general contacts

Email: [popi@stuttgroup.co.za](mailto:popi@stuttgroup.co.za)

### 3.4 National or Head Office

Postal Address: P.O. Box 15213  
Beacon Bay  
East London  
5205

Physical Address: Ground floor  
Chestnut House  
Palm Square Business Park  
Beacon Bay  
East London  
5241

Telephone: 043 101 0146



Email: [elreception@stuttgroup.co.za](mailto:elreception@stuttgroup.co.za)

Website: [www.stuttgroup.co.za](http://www.stuttgroup.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 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<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
  - 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

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

<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.*



- 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 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 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;
- 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;

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<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 information officer 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.

<sup>7</sup> Section 15(1) of PAIA- The information officer 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



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 Information Officer;

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

4.6.2 Xhosa

## 5. CATEGORIES OF RECORDS OF THE STUTT GROUP WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available On Website	Available upon request
POPI	Privacy Policy	X	X

<sup>9</sup> Section 22(1) of PAIA- The information officer 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 information officer 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.”





	PAIA Manual	X	X
Marketing	Product Information	X	X
	Promotions	X	X
	Media Releases	X	X
Contact Information	Depot Addresses and telephone numbers	X	X

**6. DESCRIPTION OF THE RECORDS OF STUTT GROUP WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER 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
POPI Policy	Protection of Personal Information Act 4 of 2013
Employee information	Unemployment Insurance Act 30 of 1996; Basic Conditions of Employment Act 75 of 1997; Occupational Health and Safety Act 85 of 1993; Compensation for Occupational Diseases and Injuries Act 130 of 1993; Labour relations Act 66 of 1995; Employment Equity Act 55 of 1998; Skills Development Act 97 of 1998; Income Tax Act 58 of 1962; Employment Tax Incentive Act 26 of 2013; Minimum wage Act 9 of 2018.
Finance	Value Added Tax Act 89 of 1991; Tax Administration Act 28 of 2011; National Credit Act 34 of 2005.
Trademarks and Copyright	Trademark Act 194 of 1993; Copyright Act 98 of 1978



**7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE STUTT GROUP**

*NB: Describe the subjects (i.e. Finance, SCM or HR), in respect of which the body holds records and the categories of records held on each subject. Below is an example of the table that can be used. .*

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan.
Human Resources	HR policies and procedures Advertised posts Employees records
Finance	Financial Statement Financial and Tax Records (Company & Employees) Asset Register Management Accounts Bank Statements Electronic Bank Records Invoices Supplier information Debtors' information
Marketing	Market Information Public Customer Information Field Records Performance Records Product Sales Records Marketing Strategies Customer database

**8. PROCESSING OF PERSONAL INFORMATION**

**8.1 Purpose of Processing Personal Information**

Stutt Group processes PI for various purposes including for –



- Engaging in various forms of direct marketing
- Facilitating transactions with data subjects
- Collecting data for statistical purposes to improve its services
- Fulfilling its contractual obligations to its clients and client contacts
- Complying with the provisions of statute and regulations
- Attending to the legitimate interests of data subjects
- Identifying prospects for enhanced service delivery and business sustainability
- Tracking data subject activity on the website and its links as well as their transactions with Stutt Group
- Providing data subject information to Stutt Group partners,
- Confirm and verify data subject identity or to verify that they are authorised users for security purposes;
- Conduct market or customer satisfaction research
- Audit and record keeping purposes
- In connection with legal proceedings.

**Lawful Basis**

In respect of the processing of PI as provided for above, Stutt Group will adhere to the conditions for the lawful processing of PI, based on its desire to provide data subjects services in their best interests as well as a legitimate interest of Stutt Group to achieve its business objectives.

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

*NB: Specify the categories of data subjects in respect of whom the body processes personal information and the nature or categories of the personal information being processed.*

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	Name, Company names, address, registration numbers or identity numbers, employment status, bank details, contact details.



Categories of Data Subjects	Personal Information that may be processed
Service Providers / Suppliers	Names, Company Names, registration number, VAT numbers, address, trade information, bank details and contact details.
Employees	Names, address, qualifications, gender and race, Identity numbers, Next of Kin, Allergies/Medical conditions, banking details, beneficiary details and contact details.

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

***NB:** Specify the person or category of persons to whom the body may disseminate personal information. Below is an example of the category of personal information which may be disseminated and the recipient or category of recipients of the personal information.*

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus Credit Insurance
Returns for Statutory payments	South African Revenue Services
Returns required in terms of legislation	Department of Labour
Names, Identity numbers, medical history, address, contact details, employment details	Medical Service providers
Identity numbers, names and qualifications	Training Service Providers



Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
All personal information collected by company	Document storage/destruction providers
Personal Information required	Holders of Court Orders - placing obligation on company to comply
Necessary information for legal proceedings	Attorneys/Advocates
Names, identity numbers, gender, race, age, earnings	Employee benefit providers
Name, medical information, vehicle registration number, signature – access control and COVID regulations	Security service Providers

#### 8.4 Planned transborder flows of personal information

The company currently has no transborder flow of Personal Information

#### 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

Stutt Group is legally obliged to provide adequate systems, technical and operational protection for the PI that it holds and to prevent unauthorized access to as well as prohibited use of PI. Stutt Group will therefore on a regular basis review its security controls and related processes to ensure that the PI of data subjects remains secure.

Stutt Group has conducted an impact assessment across all of its functions and used the findings thereof to manage risk optimally as well as to provide iterative improvements on an ongoing basis. Stutt Group policies and procedures cover the following aspects -

- Physical security;
- Computer and network security;
- Access to personal information;
- Secure communications;
- Security in contracting out activities or functions;
- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;
- Monitoring access and usage of private information;
- Investigating and reacting to security incidents.



Stutt Group also ensures that it contracts with Operators as required by POPI and it requires appropriate security, privacy and confidentiality obligations of these operators in order to ensure that personal information is kept secure. The same protocols apply to any party to whom Stutt Group may pass PI on to for the purposes mentioned herein.

## 9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on [www.stuttgroup.co.za](http://www.stuttgroup.co.za) , if any;

9.1.2 head office of Stutt Group for public inspection during normal business hours;

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

9.1.4 to the Information 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 Information office of Stutt Group will on a regular basis update this manual.

***Issued by***

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***Odette Le Roux***

***Financial Accountant***

