

Rivco Products cc

Reg nr. 1999/017639/23

PAIA MANUAL

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

DATE OF COMPILATION: 30 June 2026

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

3.1. Information Officer

Name: Dale Robinson
Tel: 021 951 2144
Email: dale@rivco.co.za

3.3 Access to information general contacts

Email: office@rivco.co.za

3.4 National or Head Office

Postal Address: 21 Junction Rd, Tygerberg
Business Park, Parow Industria,
7493

Physical Address: 21 Junction Rd, Tygerberg
Business Park, Parow Industria,
7493

Telephone: 021 951 2144

Email: office@rivco.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 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-

¹ 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.

² 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.

³ 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 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.*

- 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.

⁵ 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.

⁶ 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.

⁷ 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

⁸ 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

⁹ 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.

¹⁰ 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.

¹¹ 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.”

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 official languages, for public inspection during normal office hours-

- English

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

Category of records	Types of the Record	Available on Website	Available upon request
Corporate Information and business profile	General information, corporate profile, areas of service and product information		X
Privacy compliance records	PAIA Manual and Privacy Notices		X

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

Category of Records	Applicable Legislation
Governance records - Memorandum of Incorporation - Registration documents - Information on directors and shareholders - Share registers - Minutes of meetings - Other corporate governance information	Companies Act 71 of 2008

PAIA Manual	Promotion of Access to Information Act 2 of 2000
Employment related records - Personal information and employee details for employment related purposes - Payroll, leave and remuneration records - Workmen's compensation records	Basic Conditions of Employment Act 75 of 1997 Income Tax Act 58 of 1962 Unemployment Insurance Act 63 of 2001 Compensation for Occupational Injuries and Diseases Act 130 of 1993
Financial and Tax records - Financial statements and accounting records - Tax records (Income TAX, PAYE, UIF)	Income Tax Act 58 of 1962 Unemployment Insurance Act 63 of 2001

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH

Subjects on which the body holds records	Categories of records
Corporate and Company Secretarial Records	Company registration documents, minutes, resolutions and share registers.
Financial and accounting records	Annual financial statements, accounting records, tax records, bank statements, asset registers, Invoices, receipts, and source documents for creditors and debtors
Human resources / employee records	Personnel files, employment contracts, and conditions of service, payroll, remuneration, leave, employee benefits records (pension, and/or provident fund, medical aid), performance evaluations, disciplinary records, grievance procedures, employment equity plans, skills development reports, training records.
Administration, operations, and property	Agreements with suppliers and service providers, lease agreements for property, Internal and external correspondence.

Client-related records	Client engagement letters and agreements, correspondence with clients and third parties, files related to clients.
Information Technology	Computer software, licensing, and maintenance agreements, records regarding computer systems, IT usage policies

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	- To provide services and perform actions under the services contract - To manage the commercial relationship, including billing and accounting - To comply with regulatory obligations
Service Providers	- To perform actions under the services contract and manage the supplier relationship - For the execution of payment processing functions and managing invoices - To comply with legal and regulatory obligations
Employees	- To conclude and perform actions under the employment contract - For recruitment, administering payroll, benefits, and other general HR functions - To comply with legal obligations under employment legislation
Visitors to Premises	- To monitor access for safety and security reasons, including processing CCTV footage

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
Customers / Clients	name, address, registration numbers or identity numbers bank details.
Service Providers	names, registration number, vat numbers, address and bank details.
Employees	address, qualifications, gender and race
Visitors to Premises	CCTV footage for security and access monitoring

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
Tax and VAT information of clients, service providers, suppliers and/or employees	South African Revenue Services
Qualifications, for qualification verifications	South African Qualifications Authority
Personal Information of our clients, service providers, suppliers, and/or employees	Personal Information of our clients, service providers, suppliers, and/or employees
Employee Information, for legislative compliance and payroll	Our cloud storage and/or productivity solution providers like Microsoft 365 and/or Google Business Other service providers or third-party suppliers, should the transaction/service require information sharing.

8.4 Planned transborder flows of personal information

Generally, we do not transfer your personal information to another country. However, in certain cases this may be necessary, for example, when our suppliers are based outside South Africa or when the service we provide involves a foreign party. Such transfers will only take place if:

- They are essential to the nature of the transaction, and
- They comply with the requirements of POPIA and/or other applicable South African laws.

When we do transfer your information across South African borders, we will take steps to ensure that the country or organisation receiving it has strong safeguards in place. This includes:

- Ensuring the destination country's laws offer similar protection to POPIA,
- Confirming that binding corporate rules are in place, or
- Relying on legal agreements that guarantee your information is handled securely and respectfully.

Use of cloud-based software: We use trusted software tools such as Microsoft 365 and Google Business to support our business operations and store personal information. These tools may store data on servers located outside South Africa. We believe these providers offer adequate protection for the personal information we entrust to them.

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.

The company has implemented a range of reasonable and technical and organisational security measures to protect personal information against unauthorised access, unlawful processing, loss, destruction, or damage. These measures are reviewed and updated on a regular basis, with the key security measures including, among other things:

Technical Measures:

- **Network and System Security:** Utilisation of firewalls, malware and anti-virus protection, software patching, and data loss prevention technologies.
- **Data Protection:** Encryption of sensitive data and regular data backups with testing to ensure recoverability.
- **Access Control:** Use of unique user IDs and strong passwords, with access to information restricted on a "need-to-know" basis.
- **Monitoring and Testing:** Regular system monitoring, vulnerability scanning, and penetration testing to identify and mitigate threats.

Organisational Measures:

- **Policies and Procedures:** Implementation of documented information security policies, business continuity plans, and risk assessments.
- **Employee Awareness:** Regular training for employees on security and privacy practices.
- **Third-Party Management:** Ensuring third-party operators and service providers apply adequate security safeguards through contractual agreements.

Physical Security:

- **Access Control:** Restricting physical access to offices and sensitive areas.
- **Secure Disposal:** Implementing procedures for the appropriate disposal of assets containing personal information

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 head office of the company 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

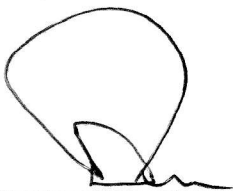
9.1.3 to the Information Regulator upon request.

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

This manual will be updated on a regular basis.

Issued by



D Robinson

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