



**PROMOTION OF ACCESS TO INFORMATION
MANUAL
(PRIVATE BODY)**

**PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO
INFORMATION ACT 2 OF 2000
(‘PAIA’)**

1 Introduction

- 1.1 IQ Business (Pty) Ltd (“iqbusiness”) is a leading independent management consulting firm providing a comprehensive range of services, including business consulting, process improvement, technology implementation, and data-driven decision-making solutions. Focused on innovation and sustainability, iqbusiness collaborates with clients across various industries to deliver tailored strategies that drive growth and efficiency. Known for its client-centric approach, the firm leverages deep industry expertise and advanced methodologies to address complex business challenges, while adhering to applicable laws, regulations, ethical practices, and fostering transparency and accountability in its operations.
- 1.2 This manual was prepared in accordance with section 51 of the Promotion of Access to Information Act, 2 of 2000 (“PAIA”).
- 1.3 PAIA seeks, among other things, to give effect to the constitutional right of access to any information held by any person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights. Where a request is made in terms of PAIA to a private body, that private body must disclose the information (a) if the requester is able to show that the record is required for the exercise or protection of any rights; and (b) no grounds of refusal contained in PAIA are applicable.
- 1.4 This manual has been compiled in accordance with section 51 of PAIA which promotes the protection of personal information processed by both private and public bodies. This manual includes information regarding the lodging of objections to the processing of personal information and requests to destroy or delete personal information held by iqbusiness.
- 1.5 The objectives of this manual are:

- 1.5.1 to list all categories of records held by iqbusiness;
- 1.5.2 set out the requirements with regard to who may request information in terms of PAIA;
- 1.5.3 Set out the grounds on which such a request may be denied; and
- 1.5.4 to define the manner and form in which a request for information must be submitted.

2 Contact details

2.1 The Chief Financial Officer, Ms. Annalize Buck, is the duly appointed head of iqbusiness for the purposes of PAIA and is the person to whom requests for access to records in terms of this manual should be addressed. Her contact details are as follows:

- 2.1.1 **Contact Person:** Annalize Buck
- 2.1.2 **Street Address:** iqbusiness Park, 3 Third Avenue, Rivonia, 2128
Telephone
- 2.1.3 **Postal Address:** PO Box 4435, Rivonia, 2128
- 2.1.4 **Telephone number:** +27 11 259 4375
- 2.1.5 **Email:** popi@iqbusiness.net
- 2.1.6 **Website:** <https://iqbusiness.net>

3 Notice in terms of section 52(2) of PAIA

3.1 As of the date of publication of this manual, no notice has been published on the categories of records that are automatically available without a person having to request access in terms of PAIA.

4 Records available in terms of other legislation

4.1 Records are held by iqbusiness in accordance with the following legislation:

- 4.1.1 Basic conditions of Employment Act 75 of 1997
- 4.1.2 Broad-based Black Economic Empowerment Act 53 of 2003
- 4.1.3 Companies Act 71 of 2008
- 4.1.4 Compensation for Occupational Injuries and Diseases Act 130 of 1993
- 4.1.5 Electronic Communications and Transactions Act 25 of 2002
- 4.1.6 Employment Equity Act 55 of 1998
- 4.1.7 Financial Intelligence Centre Act, 38 of 2001;
- 4.1.8 Financial Sector Regulation Act 9 of 2017
- 4.1.9 Income Tax Act 58 of 1962
- 4.1.10 Labour Relations Act 66 of 1995
- 4.1.11 Occupational Health and Safety Act 85 1993
- 4.1.12 Pension Funds Act 24 of 1956
- 4.1.13 Skills Development Act 97 of 1998
- 4.1.14 Skills Development Levies Act 9 of 1999
- 4.1.15 Unemployment Insurance Act 63 of 2001
- 4.1.16 Unemployment Insurance Contributions Act 4 of 2002
- 4.1.17 Value-Added Tax Act 89 of 1991

5 Subjects and Categories of Records Held

- 5.1 This section sets out the subjects and categories of records held by iqbusiness. The inclusion of any subject or category of records should not be construed as an indication that records falling within that subject or category shall be made available. In particular, certain grounds of refusal as set out in the PAIA may be applicable to such records.

- 5.1.1 Statutory company documents
 - 5.1.1.1 Memorandum of incorporation.
 - 5.1.1.2 Registration certificate of iqbusiness.
- 5.1.2 Accounting records
 - 5.1.2.1 Accounting records, books and documents.
 - 5.1.2.2 Interim and annual financial reports.
 - 5.1.2.3 Invoices in respect of creditors and debtors.
 - 5.1.2.4 Tax returns.
 - 5.1.2.5 Banking information.
 - 5.1.2.6 Other financial records.
- 5.1.3 Information technology
 - 5.1.3.1 Computer and telecommunications software, support and maintenance agreements.
 - 5.1.3.2 Other documentation pertaining to computer and printer systems, telecommunications and computer programmes.
- 5.1.4 Intellectual Property
 - 5.1.4.1 Trademarks and copyright works.
 - 5.1.4.2 Records relating to domain names.
 - 5.1.4.3 Licenses and other agreements relating to intellectual property rights.
- 5.1.5 Personnel records
 - 5.1.5.1 List of employees.
 - 5.1.5.2 Contracts and/or documentation pertaining to arrangements with directors.
 - 5.1.5.3 Personnel files in respect of the employees.

- 5.1.5.4 Other information relating to employees.
- 5.1.6 Governance records
 - 5.1.6.1 Minutes of meetings.
 - 5.1.6.2 Policies.
 - 5.1.6.3 Directives.
 - 5.1.6.4 Resolutions.
- 5.1.7 Marketing
 - 5.1.7.1 Articles and newsletters.
 - 5.1.7.2 Circulars and communications
 - 5.1.7.3 Other information relating to marketing.
- 5.1.8 Miscellaneous Agreements
 - 5.1.8.1 Agreements relating to movable and immovable property
 - 5.1.8.2 Agreements for the lease of immovable property.
 - 5.1.8.3 Other agreements for the purchase, ordinary sale, conditional sale or hire of assets.

6 Requests for Information

- 6.1 In terms of PAIA, a request for information may only be made if the information is required for the exercise or protection of a legitimate right.
- 6.2 All requests for information must include sufficient particulars to enable iqbusiness to identify the right that the requester is seeking to exercise or protect together with an explanation as to why the information requested is required to exercise or protect such right.
- 6.3 Requests for information in terms of this manual may not be used to access a record for criminal or civil proceedings, nor should a record be requested after the commencement of such proceedings.

7 Right to Refuse Access to Information

7.1 iqbusiness has the right to refuse access to records where:

7.1.1 the record would unreasonably disclose personal information about a natural person, including a deceased individual (unless written permission for access is granted) or such disclosure may amount to a contravention of any law, regulation or contractual obligation, including but not limited to the Protection of Personal Information Act, No.4 of 2013 (“(POPIA”); and

7.1.2 the record contains any of the following:

7.1.2.1 trade secrets;

7.1.2.2 financial, commercial, scientific or technical information whereby the disclosure thereof could likely cause harm to the financial or commercial interests of a third party or iqbusiness;

7.1.2.3 information about research by a third party or iqbusiness which could put that third party or iqbusiness at a disadvantage in a negotiation or prejudice it in competition, unless written consent is given;

7.1.2.4 access would put iqbusiness in breach of a duty of confidence which we owe a third party unless that third party gives written consent for access to be granted;

7.1.2.5 access could be expected to endanger someone’s life or physical safety, prejudice or impair the security of a building, structure, system, means of transport or other property;

7.1.2.6 the record is privileged from being produced as evidence in legal proceeding, unless the person protected has waived that protection;

7.1.2.7 if the request is for access to your personal information and you could not provide adequate proof of identity to iqbusiness; and

7.1.2.8 requests for information that are frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

8 Procedure for Requesting Documents

8.1 Form of request

- 8.1.1 The requester is mandated to use the prescribed form in terms of PAIA, annexed hereto as Form 2, to submit a request for access to a record held by iqbusiness. The request is required to be made to the address or email address and should be clearly addressed to the person identified in paragraph 3 above.
- 8.1.2 The requester is required to provide sufficient particularity on the request form to enable the information officer to identify the record and the requester. The requester should also indicate which form of access to the record is required and if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.
- 8.1.3 The requester is required to state the right that he or she is seeking to exercise or protect and provide a written explanation as to why the requested record is required for the exercise or protection of that right.
- 8.1.4 The requester will be informed whether or not the request has been granted in accordance with Form 3 annexed hereto.

8.2 Fees

- 8.2.1.1 The fee for a copy of this manual is R1.10 for every photocopy of an A4-size page or part thereof.
- 8.2.1.2 The request fee payable by a requester, other than a person seeking access to a record containing his or her personal information, is R50.00.
- 8.2.1.3 The access fees payable by a requester whose request for access to a record of iqbusiness has been granted are as follows:

For every photocopy of an A4-size page or part thereof	R2.00 per page or part thereof.
For every printed copy of an A4- size page or part thereof held on a computer or in electronic or machine-readable form	R2.00 per page or part thereof.
For a copy in a computer-readable form on: (a) Flash drive To be provided by requester	R40.00

(b) Compact disc If provided by requester	R40.00
If provided to the requester	R60.00
For a transcription of visual images, for an A4-size page or part thereof	R40.00
For a copy of visual images	R60.00
For a transcription of an audio record, for an A4-size page or part thereof	R24.00
For a copy of an audio record	
(a) Flash drive To be provided by requester	R40.00
(b) Compact disc If provided by requester	R40.00
If provided to the requester	R60.00
Postage, email or any other electronic transfer	Actual costs

- 8.2.2 To search for and prepare the record for disclosure, R30.00 for each hour or part of an hour reasonably required for such search and preparation.
- 8.2.3 For purposes of section 54(2) of PAIA, the following applies:
- 8.2.3.1 Six hours as the hours to be exceeded before a deposit is payable; and
- 8.2.3.2 One third of the access fee is payable as a deposit by the requester.
- 8.2.4 The actual postage is payable when a copy of a record must be posted to a requester.

9 Availability of the Manual

The manual will be available for inspection at the offices of iqbusiness free of charge or on iqbusiness's website at <https://iqbusiness.net>.

10 Updating of the Manual

Iqbusiness will on a regular basis update this manual.

ANNEXURE A

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

TO: The Information Officer

(Address)

E-mail address: _____

Fax number: _____

Mark with an "X"

Request is made in my own name Request is made on behalf of another person.

PERSONAL INFORMATION	
Full Names	
Identity Number	
Capacity in which request is made <i>(when made on behalf of another person)</i>	
Postal Address	

Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable)</i>			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<p><i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record			
Reference number, if available			

Any further particulars of record	

TYPE OF RECORD
(Mark the applicable box with an "X")

Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS
(Mark the applicable box with an "X")

Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
<i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
<p>a) <i>A request fee must be paid before the request will be considered.</i></p> <p>b) <i>You will be notified of the amount of the access fee to be paid.</i></p> <p>c) <i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i></p> <p>d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i></p>	
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20__

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

Signature of Information Officer

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
 [Regulation 8]

Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copies of the information (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of information on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of information on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	
Preferred language: (<i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i>)	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

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4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

Yes

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank: _____
 Name of account holder: _____
 Type of account: _____
 Account number: _____
 Branch Code: _____
 Reference Nr: _____
 Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

 Information officer