



iValidate.co.za

We validate your online users



PAIA Manual

1 Nature Of Business

iValidate offers advanced identity verification solutions that help to eliminate the risk of fraud. Through our biometric, customer onboarding and digital identity products and services, we create virtual vaults for customer information to ensure our clients know who they are dealing with.

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

Primary point of contact and any requests for access to information

Name: David Nyirenda
Email: compliance@ivalidate.co.za

National or Head Office

Email: compliance@ivalidate.co.za
Website: www.ivalidate.org

3.3 Information regulator detail

You can also contact the Information Regulator if you need guidance on the process to access information held by iValidate:

4 Categories of records which are available without a person having to request access

This section is not available.

5 The Company's records

Information is available in terms of the following legislation to the persons or entities specified in such legislation:

- Basic Conditions of Employment Act, 75 of 1997
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Companies Act, 71 of 2008
- Compensation of Occupational Injuries and Diseases Act, 130 of 1993
- Consumer Protection Act, 68 of 2008
- Currency and Exchanges Act, 9 of 1933
- Electronic Communications and Transactions Act, 25 of 2002
- Employment Equity Act, 55 of 1998
- Income Tax Act, 58 of 1962
- Labour Relations Act, 66 of 1995
- National Credit Act, 34 of 2005
- Promotion of Access to Information Act, No 2 of 2000
- Protection of Personal Information Act, 4 of 2013
- Skills Development Levies Act, 9 of 1999
- Telecommunications Act, 103 of 1996
- Unemployment Insurance Act, 30 of 1966
- Value Added Tax, Act 89 of 1991

6 Categories of records held (Section 51(e))

iValidate creates and maintains records in the categories set out below. Not all of these records will be available on request. Each request will be individually assessed on a case-by-case basis in accordance with the provisions of the Act. The following list is not exhaustive but provides a general indication of the type of records that will be dealt with.

Category	Detail
Customer records	Records provided by customer to the Company Records generated by or within the Company relating to its customers
Supplier records	Any such records which may pertain to products bought and/or services received by the Company including; records provided by a third party and which are in the possession of the Company; records generated by or within the Company relating to its suppliers. records provided by a supplier to a third party whilst acting for or on behalf of the Company;
Employee records	Employee records are those relating to employees and other persons that are remunerated by the Company. This category includes staff and management, both permanent and temporary, as well as consultants and contractors: Employee information personal records which are provided by the personnel themselves and/or by any other third party; conditions of the Personnel's employment and other personnel-related contractual and legal records; Employment and contractor records; internal evaluation records as well as other internal records; Remuneration records; Training records; Correspondence
Internal records	Financial records Operational records Marketing records Intellectual property records Internal correspondence Company secretarial Product records Statutory records Internal policies and procedures Records held by officials of the Company

Information requested about a third party

Section 71 of the Act makes provision for a request for information or records about a third party. In considering such a request, the Company will adhere to the provisions of section 71 of PAIA. The attention of the requester is drawn to the provisions of Chapter 5, Part 3 of PAIA in terms of which the Company is obliged, in certain circumstances, to advise third parties of requests lodged in respect of information applicable to or concerning such third parties. In addition, the provisions of Chapter 2 of Part 4 of PAIA entitle third parties to dispute the decisions of the head or the information officer by referring the matter to the High Court.

7 Request procedure

A requester requiring access to information held by the Company is to make such a request in the prescribed form and submit the request, together with the prescribed fee and deposit, if applicable, to the Company's Information Officer.

Subject to the Company's rights which pertain any extension as set out in the Act relating to extensions in terms of the Act, it will process the request within 30 (thirty) days of receipt of a request unless the requester has submitted special reasons to the Company, which to the Company's reasonable satisfaction, support that the above time periods be dispensed with.

The Company will give the requestor written notice of its decision as to whether the request is granted, which written notice shall include the reasons for denying such request, should such request be declined.

The said 30 (thirty) day period may be extended for a further period not exceeding 30 (thirty) days if the request is for a large number of records, or the request requires a search for information which cannot reasonably be obtained within the original 30 (thirty) day period. The Information Officer will notify the requester in writing should an extension be sought.

If a request is made on behalf of another person, such requester must submit, to the reasonable satisfaction of the Company, proof of the capacity in which the requester is making the request.

If an individual is unable to submit a request in the prescribed form on account of illiteracy or disability, such a person is entitled to make the request orally.

The requester is required to pay the prescribed fee, and deposit where applicable, before the request will be considered.

Access to records

In terms of the Act, a requestor will only be given access to a record held by the Company if:

- the record is required for the exercise or protection of a right;
- the requestor has complied with all procedural requirements, set out herein and in terms of the Act, relating to a request for access to a particular record including making the request in the prescribed format; and
- access to that record is not refused on a ground for refusal as provided for in terms of the Act.

8 Grounds for the refusal of access to records

The grounds for the Company to refuse a request for information are related to the following:

- 8.1 The Act provides for the mandatory protection of the privacy of a third-party natural person where disclosure would be unreasonable;
- 8.2 The Act provides for - The Act provides for the mandatory protection of the commercial information of third parties where disclosure, if the record contains trade secrets, financial, commercial, scientific or technical information and the like, would be likely to cause harm to the third party or where information disclosed in confidence by a third party could result in disadvantage to third party negotiations and commercial competition.
- 8.3 The Act provides for the mandatory protection, if protected in terms of an agreement, of confidential information of third parties.
- 8.4 The Act provides for the mandatory protection of the safety of individuals and property.
- 8.5 The Act provides for the mandatory protection of records, which would be regarded as privileged in legal proceedings.

8.6 commercial activities, where the disclosure of such activities' records include, but are not limited to, trade secrets, financial, commercial and technical information, are likely to cause harm to PBSA in its commercial negotiations or in the commercial marketplace.

8.7 Requests for information that are, in the Company's reasonable opinion, manifestly frivolous or vexatious or which involve a substantial and unreasonable diversion of resources.

If your request for access is refused, the Information Officer will notify you in writing.

Upon the refusal by the head or the information officer the deposit paid by the requester will be refunded.

If the Information Officer fails to respond within 30 days after your request has been received, it is deemed that your request has been refused.

Remedies available should the Company refuse a request

The Company does not have an internal appeal process. The decision made by the Access to Information Officer is final. If your request is denied you are entitled to apply to a competent court for relief. A requester or a third party, who is dissatisfied with the decision of the Company in relation to a request for access to a record may, within 30 (thirty) days of such decision apply to the High Court, or any other Court having jurisdiction, for relief.

The Act takes into consideration the fact that records requested may no longer be in the possession of or under the control of the Company and that they are therefore not available following a request.

If this is the case, you may need to seek access to a record from a third party that either possesses or controls it. It is also possible that the record has ceased to exist or never existed in the first place.

9 PROCESSING OF PERSONAL INFORMATION

Purpose of Processing Personal Information

All personal information is processed in terms of the company's privacy policy at

<https://ivalidate.co.za/privacy-policy/>

10 Availability of the manual

A copy of the Manual is available on the Company's website (www.ivalidate.org) and at the head office of the for public inspection during normal business hours;

- 10.1 to any person upon request and upon the payment of a reasonable prescribed fee;
and
- 10.2 to the Information Regulator upon request.
- 10.3 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.

Updating of the manual

The Information Officer may, from time to time, update this manual.

Appendix A

Details of Fees

1. Request Fees

This is a non-refundable standard fee to consider the access request. Where a requester, other than a personal requester, requests information held by the Company they will be required to pay the prescribed fee of R50, 00 (payable before the Company will further process the request received).

2. Access Fees

An access fee is payable in all instances where a request for access to information is granted for reproduction search and preparation, except in those instances where payment of an access fee is specially excluded in terms of the Act or an exclusion is determined by the Minister in terms of Section 22(8).

2.1 Applicable Access Fees for Reproduction, Search and Preparation as referred to above, are:

Request Type	Amount
For every photocopy of an A4-size page or part thereof	R1.10
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	R1.10
A transcription of visual images, for an A4-size page or part thereof	R40.00
For a copy of visual images	R60.00
A transcription of an audio record; for an A4-size page or part thereof	R20.00
For a copy of an audio record	R30.00
Postal fee	Actual fee
Search and preparation fee of the record(s) requested per hour or part thereof	R30.00

If a deposit has been paid in respect of a request for access which is refused, we will will repay the deposit to the you. iValidate may further charge a fee for labour time required in terms of processing your information under this memorandum.