

## **PAIA MANUAL**

### **1. INTRODUCTION**

PEAK PURSUIT CONSULTING IS COMMITTED TO PROTECTING THE PRIVACY, CONFIDENTIALITY AND SECURITY OF PERSONAL INFORMATION IN ACCORDANCE WITH THE PROTECTION OF PERSONAL INFORMATION ACT (POPIA) AND THE PROMOTION OF ACCESS TO INFORMATION ACT (PAIA).

THIS PAIA MANUAL IS PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT (PAIA). IT PROVIDES INFORMATION ON THE STRUCTURE, RECORDS, AND PROCEDURES OF THE BUSINESS TO ASSIST INDIVIDUALS SEEKING ACCESS TO INFORMATION UNDER THE ACT.

### **2. CONTACT DETAILS OF THE BUSINESS**

BUSINESS NAME: PEAK PURSUIT CONSULTING

PHYSICAL ADDRESS: DURBANVILLE

POSTAL ADDRESS: DURBANVILLE

PHONE: 0657094529

EMAIL: [INFO@PEAKPURSUIT.CO.ZA](mailto:INFO@PEAKPURSUIT.CO.ZA)

WEBSITE: [WWW.PEAKPURSUIT.CO.ZA](http://WWW.PEAKPURSUIT.CO.ZA)

### **3. INFORMATION OFFICER DETAILS**

IN TERMS OF SECTION 55 OF POPIA AND SECTION 51 OF PAIA, THE FOLLOWING PERSON HAS BEEN APPOINTED AS THE INFORMATION OFFICER:

INFORMATION OFFICER: CARLA VAN ROOYEN

TELEPHONE: 0657094529

EMAIL: [INFO@PEAKPURSUIT.CO.ZA](mailto:INFO@PEAKPURSUIT.CO.ZA)

### **4. GUIDE TO PAIA**

THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION (SAHRC) PUBLISHES A GUIDE ON HOW TO ACCESS INFORMATION. THE GUIDE IS AVAILABLE AT [WWW.SAHRG.ORG.ZA](http://WWW.SAHRG.ORG.ZA) OR THROUGH THEIR DESIGNATED CONTACT CHANNELS.

### **5. ACCESS TO INFORMATION (PAIA)**

IN COMPLIANCE WITH PAIA, OUR PAIA MANUAL EXPLAINS:

- WHAT RECORDS WE HOLD
- HOW TO REQUEST ACCESS TO INFORMATION
- APPLICABLE FEES
- GROUNDS FOR REFUSAL
- HOW PERSONAL INFORMATION IS PROCESSED

## **6. RECORDS HELD BY THE BUSINESS**

THE BUSINESS HOLDS RECORDS IN CATEGORIES INCLUDING:

- INTERNAL COMPANY RECORDS
- PERSONNEL RECORDS
- CLIENT-RELATED RECORDS
- FINANCIAL RECORDS
- OPERATIONAL DOCUMENTS
- POLICIES AND PROCEDURES

NOTE: ACCESS MAY BE REFUSED BASED ON LAWFUL GROUNDS OF REFUSAL.

## **7. ACCESS TO RECORDS**

REQUESTS FOR ACCESS TO RECORDS MUST BE SUBMITTED USING THE PRESCRIBED PAIA FORM C, ACCOMPANIED BY REQUIRED FEES, AVAILABLE ON THE INFORMATION REGULATOR'S WEBSITE. REQUESTS MUST PROVIDE SUFFICIENT DETAIL TO IDENTIFY THE RECORD AND THE REQUESTER.

## **8. FEES PAYABLE**

PAIA PRESCRIBES FEES FOR ACCESSING RECORDS. THE REQUESTER WILL BE INFORMED OF ANY FEES PAYABLE BEFORE THE REQUEST IS PROCESSED.

## **9. PROCESSING OF PERSONAL INFORMATION (POPIA)**

PEAK PURSUIT CONSULTING PROCESSES PERSONAL INFORMATION FOR:

- SERVICE DELIVERY AND CLIENT ENGAGEMENT
- BILLING AND ADMINISTRATIVE PURPOSES
- HR AND OPERATIONAL REQUIREMENTS
- WEBSITE AND DIGITAL INTERACTIONS

- LEGAL AND REGULATORY COMPLIANCE

WE FOLLOW STRICT SECURITY, CONFIDENTIALITY, AND GOVERNANCE STANDARDS TO PROTECT PERSONAL INFORMATION.

## **10. DATA SUBJECT RIGHTS**

UNDER POPIA, YOU MAY EXERCISE THE FOLLOWING RIGHTS:

- REQUEST ACCESS TO YOUR PERSONAL INFORMATION
- REQUEST CORRECTION OR DELETION
- OBJECT TO PROCESSING
- REQUEST RESTRICTION OF PROCESSING
- LODGE A COMPLAINT

TO EXERCISE YOUR RIGHTS, CONTACT OUR INFORMATION OFFICER USING THE DETAILS ABOVE.

## **11. SECURITY MEASURES**

WE MAINTAIN REASONABLE TECHNICAL AND ORGANISATIONAL MEASURES, INCLUDING:

- CONTROLLED ACCESS TO SYSTEMS AND DATA
- STAFF CONFIDENTIALITY OBLIGATIONS
- SECURE DIGITAL STORAGE AND BACKUPS
- POLICY-BASED INFORMATION GOVERNANCE
- ONGOING COMPLIANCE MONITORING

## **12. AVAILABILITY OF THE MANUAL**

THIS MANUAL IS AVAILABLE:

- ON REQUEST FROM THE INFORMATION OFFICER
- IN ELECTRONIC FORMAT
- ON THE COMPANY WEBSITE

## **13. COMPLAINTS**

IF YOU BELIEVE YOUR PERSONAL INFORMATION HAS BEEN MISHANDLED, YOU MAY SUBMIT A COMPLAINT TO:

THE INFORMATION REGULATOR (SOUTH AFRICA)

EMAIL: COMPLAINTS.IR@JUSTICE.GOV.ZA

WEBSITE: WWW.JUSTICE.GOV.ZA/INFOREG/

#### **14. UPDATES TO THE MANUAL**

THIS MANUAL WILL BE UPDATED WHEN NECESSARY TO COMPLY WITH LEGISLATIVE CHANGES OR BUSINESS OPERATIONS.