



**Africa`s leader in library solutions**

# **PAIA & POPIA MANUAL**

**Promotion of Access to Information Act  
2 of 2000 (as amended)**

**and**

**Protection of Personal Information Act  
4 of 2013**

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Section A

Document Management

Date of update	Version	Comment	Updated by	Signature

## Section B

### 1. Foreword

UKS is the premier leader in library and information management software in Africa. We are renowned for the wide range of value-added services we offer.

To give effect to the Constitutional right of access to information held by another person, this manual is drafted in compliance with PAIA and POPIA<sup>1</sup> for a private body for purposes including, but not limited to, the following,:

- i. Processing information and
- ii. Promoting the protection and the exercise of the right conferred by PAIA and POPIA

This manual and other information relating to UKS is freely available on UKS website mentioned herein, except if a printed copy is requested whereby the requestor will be informed by the Information Officer of the applicable fees which may apply.

### 2. Definitions

Access to information	:	being given the information requested
Disclosure	:	the action of making information be known
Information	:	records, data, documents
Information officer	:	the head of the private body as contemplated in section 1 of PAIA
Person	:	a natural or juristic person
Private Body	:	a natural person who carries out business, trade or profession but only in such capacity; a partnership which carries or has carried on a trade, business or any former existing juristic person, but excludes a public body
Processing	:	to be construed in terms of section 1 of POPIA
Requester	:	any person who makes a request of information in care of Universal Knowledge Service
Third Party	:	to be construed in terms of section 1 of POPIA

### 3. Abbreviations

<b>“CEO”</b>	:	Chief Executive Officer;
<b>“DIO”</b>	:	Deputy Information Officer;
<b>“IO”</b>	:	Information Officer;
<b>“PAIA”</b>	:	Promotion of Access to Information Act No. 2 of 2000 (as Amended);
<b>“POPIA”</b>	:	Protection of Personal Information Act No.4 of 2013;
<b>“Regulator”</b>	:	Information Regulator;
<b>“Republic”</b>	:	Republic of South Africa
<b>“UKS”</b>	:	Universal Knowledge Software (Pty) Ltd
<b>“SAHRC”</b>	:	South African Human Resource Commission

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1. Including those listed in this Manual, but not limited to other laws of the Republic

#### 4. Company Address

4.1 Postal  
P.O Box 7195,  
Weltevreden Park,  
1715

Physical Address:  
Constantia Office Park, Gateview House A1,  
Cnr 14th Avenue and Hendrik Potgieter Road  
Weltevredenpark,  
1709

#### 4.2 Contact

Telephone : 011 375 4700  
Email : [sales@uks.co.za](mailto:sales@uks.co.za)  
Website : <http://www.uks.co.za/>

#### 5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF UKS

##### Chief Information Officer

5.1 Name : Neesha Ramsumar  
Tel : 011 375 4700  
Email : [Neesha@uks.co.za](mailto:Neesha@uks.co.za)

##### Deputy Chief Information Officer

5.2 Name : Mohamed Ismail  
Tel : 011 375 4700  
Email : [Mohamed@uks.co.za](mailto:Mohamed@uks.co.za)

5.3 Access to information general contacts

Email : [sales@uks.co.za](mailto:sales@uks.co.za)

#### 6. The Human Rights Commission

A copy of this manual will be available from the SAHRC and may be requested for access information, the contact details are:

6.1 **Post**  
PAIA Unit (Research and Documentation Department)  
Private Bag 2700  
Houghton  
2041

6.2 Tel : +27 (11) 484 8300/ +27 11 877 3600  
Fax : +27 (11) 484 7146/ +27 11 403 0625  
Email : [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)  
[section51.paia@sahrc.org.za](mailto:section51.paia@sahrc.org.za)  
Website: <http://www.sahrc.org.za>

## Section C

### 7. Processing

UKS uses the information under its care for the purposes which include, but not limited, to the following:

- i. Rendering services according to instructions given by clients/potential clients/previous clients/service providers/vendors/supplier and or contract parties;
- ii. Contractual obligations;
- iii. Staff administration;
- iv. Research and marketing;
- v. Correspondence and communication;
- vi. Product/service design;
- vii. Keeping accounts and records;
- viii. Training staff; clients, potential clients and/or service providers
- ix. Complying with tax laws and other laws of the Republic

Where processing involves transferring of information to outside borders of the Republic, such processing will be in accordance with the provision of PAIA and/or POPIA.

This is done through various measures which include, but not limited to:

#### 7.1 Collection of information

This may include, but not limited to:

- 7.1.1 handing over, collecting and/or capturing information;
- 7.1.2 organising information;
- 7.1.3 storing, retaining and protecting of information

#### 7.2 Storing information

UKS will ensure that necessary safeguards are in place to protect personal information. The storage may be in digit and/or hardcopy form. The stored information may be used by UKS for purposes of processing.

UKS may/shall retain information to the extent permitted and/or as required by the laws of the Republic.

UKS does take reasonable appropriate technical and organisational measures to protect personal information under its care to prevent:

- 7.2.1 Loss of, damage to, or unauthorised discarding of information
- 7.2.2 The unlawful access, possession and processing of information

This is achieved by use of multi security measures including an in-house I.T special team of information in the care of UKS.

#### 7.3 Due diligence checks

This is done through different measures of processing information, such as, but not limited to:

- 7.3.1 Constant periodical information administrative checks;
- 7.3.2 Constant periodical information updates
- 7.3.3 Constant periodical information verification for:
  - i. Authenticity
  - ii. Accuracy
  - iii. Relevancy
  - iv. Quantity and Quality
  - v. Authority
  - vi. Importance

7.4 Categorising of information

Category	Type of information
Contracts with: <ul style="list-style-type: none"> <li>i. Clients/Customers</li> <li>ii. Potential Clients/Customers</li> <li>iii. Previous Clients/customers</li> <li>iv. Suppliers/vendors</li> <li>v. Service providers</li> <li>vi. Partners</li> <li>vii. Contract parties/Third parties</li> </ul>	Person: Name, ID number, address, contact details, financial information, third party information; trade secrets
	Juristic person: Company registration details, CIPC information, Director's/representatives details, financial information; trade secretes
Current and previous employees	Names, ID numbers, addresses, contact details, financial information, employment history and contracts, CCTV surveillance records, work record, training records; health records
UKS Company documents	Certificate of Incorporation; Registration Certificate; Memorandum of Incorporation; Minutes of meetings, resolution passed, shares registered and certificates, Company disclosure certificates, Registered Directors and Public Officers, HR policies, documents and procedures, Financial information; BEE Certificates; Service Level Agreements, Tenders
	Asset of the UKS Computer/mobile usage policy document, disaster recovery plans, hardware asset register, information security procedures
	Product/service documents Training manuals, user manuals, software licensing, system documentation; project plans, advertisements, media and marketing policies
	Corporate Social Responsibility CSR schedule of projects/records, records and contracts of funding NPO organisations

## 7.5 Accessing information

### 7.5.1 Automatic disclosure of information

Automatic disclosure of information are those found in the brochures, pamphlets, websites and social media networks of UKS.

### 7.5.2 Requesting information

- i. Any person so wishing to request any information in the possession of UKS shall do so by contacting the IO and/or its DIO, in writing by filling out the required form. Attached herewith marked as Annexure: Form
- ii. If the request is for the record pertaining to the third party, the IO and/or DIO will take all reasonable measures to inform the third party concerned of the request.

The third party after being informed of the request by UKS will be afforded to give a written response, providing reasons of the response of which such response will be considered by UKS when taking a decision of the requestor. Attached herewith marked as Annexure: Form

The third party will also be informed of the decision taken by the IO or its DIO in writing.

### 7.5.3. Decision

Information not automatically disclosed which is in the care of UKS may be accessed only once the requirements for access of have been met and the requester has complied with the procedural requirements, which must conform to the prescribed forms.

The requester shall be informed in writing whether access to information has been granted or denied within reasonable time after receiving the required relevant forms in regards.

### 7.5.4 Remedies when request is refused

#### i. Internal Remedies

UKS doesn't have Internal appeal procedures, as such the decision made by the IO and/or its DIO is final and therefore a requestor may use external remedies if aggrieved by the decision.

#### ii. External Remedies

The requestor or third party, if aggrieved by the decision of the IO and/or its DIO must within 30 (thirty) days of such decision made, apply to the Regulator or a competent court for relief within the borders of the Republic.



7.6 Discarding information

7.6.1 Discarding of information is done at constant periodical intervals as determined by the IO and/or its Deputy, of which the person whom such information concerned will be consulted and a written response in regards may be required from such person.

7.6.2 Information may be discarded by the IO or its deputy on a successful request and such process of discarding information is covered by the Privacy policy, and available on a successful access request.

8. Disputes regarding this Manual

Any dispute relating to the:

8.1 Application of this manual

8.2 breach of and/or non-compliance with any of the conditions for lawful processing of the rights conferred by PAIA and POPIA

Shall be first communicated to the IO and DIO in writing by the aggrieved person, of which the IO and/or DIO will respond within reasonable time, and a remedial action will be devised in consultation with the aggrieved party and/or relevant parties concerned.

Furthermore, the aggrieved person may lodge a complaint with the Regulator in writing either manually or online, if the aggrieved person is dissatisfied with the remedial action devised to remedy the dispute, which the Regulator is empowered to take appropriate decision.

8.3 Information Regulator Address

8.3.1 Physical Address:  
JD House, Stiemens Street,  
Braamfontein  
Johannesburg  
2001

8.3.2 Contact

Contact number: 010 023 5200; 010 023 5241

Email : [enquiries@infoeregulator.org.za](mailto:enquiries@infoeregulator.org.za);  
[PAIAComplainants@infoeregulator.org.za](mailto:PAIAComplainants@infoeregulator.org.za)

Website : <http://www.justice.gov.za/infoeg/>

Section D

9. APPROVAL

SIGNED ON BEHALF OF UKS ON THIS \_\_\_\_\_ DAY OF \_\_\_\_\_ 202\_\_\_\_

Signature

\_\_\_\_\_

Name

Designation

\_\_\_\_\_

\_\_\_\_\_

Section E

10.1 Legislation list

Basic Conditions of Employment 75 of 1997;

Company Act 71 of 2008;

Consumer Protection Act 68 of 2008;

Cyber Act 19 of 2020;

Electronic Communications Act36 of 2005

Income Tax 58 of 1962;

Labour Relations Act 66 of 1995;

National Qualification Framework Act 67 of 2008;

Promotion of Access to Information Act 2 of 2000 as Amended;

Promotion of Administrative Justice Act 3 of 2000;

Protection of Personal Information Act 4 of 2013;

South African Qualifications Authority Act 58 of 1995;

The Constitution of the Republic of South Africa, 1996;

VAT Act 89 of 1991.

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