



DG Store (SA)(PTY) Ltd

**PAIA Manual**

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

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## INTRODUCTION

- 1.1. DG and its subsidiaries (“DG”) Promotion of Access to Information Manual (“Manual”) is published in terms of Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (“PAIA”) and section 23 - 25 of the Protection of Personal Information Act No.4 of 2014 (“POPIA”).
- 1.2. PAIA gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information. This is information held by the State but also information held by any another person. A person that is entitled to exercise a right or who needs information for the protection of any right, is entitled to access that information, subject to certain restraints.
- 1.3. Section 51 of PAIA creates a legal right to access records (as defined in section 1 of PAIA) of a private body (both natural and juristic), however this right may be negotiated in circumstances as set out under Chapter 4 of Part 3 of PAIA. In addition, in compliance with POPIA a responsible party who processes personal information must notify the person to whom personal information relates (“Data Subject”) of the way the Data Subject can access their personal information held by the responsible.

## PURPOSE

- 1.4. The purpose of this manual is to facilitate requests for access to records (including records containing Personal Information (as defined in terms of DG’s Privacy Policy)).
- 1.5. Where this Manual does not deal with a procedure provided for in PAIA, the Requester or any other interested party is to look at the Act for guidance in relation thereto. Same is to be included as part of the Manual.
- 1.6. A person requesting access to records from DG (“the Requester”) is advised to familiarize themselves with the provisions of PAIA before making any requests to DG in terms of PAIA.
- 1.7. DG makes no representation and gives no undertaking or warranty that any record(s) provided to Requester is complete or accurate, or that such record is fit for any purpose. All users of such records shall use such records entirely at their own risk, and DG shall not be liable for any loss, expense, liability, or claims, howsoever arising, resulting from the use of this Manual or of any record provided by DG or any error therein.
- 1.8. All users and Requesters irrevocably agree to submit to the law of the Republic of South Africa and to the exclusive authority of the Courts of South Africa in respect of any dispute arising out of the use of this Manual or any records provided by DG.

## COMPANY OVERVIEW

Digital Generation is within the IT sector and is regarded as a private body in terms of PAIA.

### INFORMATION REQUIRED UNDER SECTION 51 (1) (a) OF PAIA

Head of DG	Shaun Clive Quarmby(CEO)
Designated Information Officer	Trevor Naidoo (MD)
Deputy Information Officers	Prat Ramkilawon (Group Compliance)
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Phone number	011 3120374
Website	<a href="https://www.dg.co.za/">https://www.dg.co.za/</a>

### REQUIRMENTS IN TERMS OF PAIA

#### 1.9. Guide how to use PAIA - Description of guide referred to in section 10: section 51(1)(b)

The South African Human Rights Commission (as provided for in section 10 of PAIA) has compiled and published by a "Guide on How to Use the Promotion of Access to Information Act 2 of 200". This Guide will assist persons in using and understanding PAIA. The Guide can be accessed via the South African Human Rights [website \(www.sahrc.org.za\)](http://www.sahrc.org.za) or via the Information Regulator of South Africa website (<https://info regulator.org.za/paia-guidelines/>).

#### 1.10. Automatically available information - Notice in terms of section 52(2) of the PAIA:

The following records are automatically available to any person requesting this information and it is therefore not necessary to apply for access thereto in terms of the Act:

- All other information freely available on DG's website at <https://www.dg.co.za>

### 1.11. Records available in terms of other legislation: section 51(1)(d)

The following legislation creates the obligation to keep certain records:

- Basic conditions of Employment No. 75 of 1997
- Broad Based Black Economic Empowerment Act No. 53 of 2003
- Companies Act No. 71 of 2008
- Compensation for Occupational Injuries and Disease Act
- Consumer Protection Act No. 68 of 2008
- Customs and Excise Act No 91 of 1964
- Electronic Communication and Transaction Act No. 25 of 2002
- Employment Equity Act No. 55 of 1998
- Income Tax Act No. 95 of 1967
- Insolvency Act No. 24 of 1936
- Labour Relations Act No. 66 of 1955
- National Credit Act No. 34 of 2005
- Occupational Health and Safety Act No. 85 of 1993
- Skills Development Act No. 97 of 1998
- Trademarks Act No.194 of 1993
- Unemployment Insurance Act No. 63 of 2001
- Value Added Tax Act No. 89 of 1991

Such records will be made available to only those individuals/entities authorised to request access to such records in terms of the legislation. Any other persons must follow the request for access of records procedure as outlined in this Manual.

### 1.12. Subjects and categories of records held by DG: section 51(1)(e)

PAIA requires that sufficient detail to be provided to facilitate a request for access to a record of DG. A description of the subjects on which DG holds records and the categories of the records held by each subject can be found in **Annexure “A”** of this Manual, which forms an integral part of this Manual.

Please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a “case by case” basis in accordance with the provisions of the Act.

## THE PROCESS

### *Introduction*

- 1.13. Access to records held by DG is not automatic and can be refused by DG on any of the grounds for refusal contemplated in Chapter 4 of Part 3 of PAIA.
- 1.14. To request access to records held by DG, the Requester must not only identify the right it is seeking to exercise or protect and explain why the record requested is required for the exercise or protection of that right but must also comply with all the procedural requirements set out in PAIA.
- 1.15. If the Requester requests information on behalf of a public body (i.e., State), the Requester must identify that the request for information is in the public's interest by stipulating adequate reasons.
- 1.16. If the Requestor is making a request on behalf of another person, sufficient proof (to the satisfaction of DG) of the capacity in which the Requestor is making the request/acting must be submitted. The type of proof required will be advised by DG upon receipt of request.

### *Procedural Requirements*

- 1.17 To facilitate such a request for access to records, the Requester needs to complete "Form 02 Request for Access to Record" (Form 2), as prescribed by the Information Regulator, which is available on our website. Please note that (Form 2) must be completed in full. If not, the process may be delayed until such additional information has been provided.
- 1.18 In terms of section 23(1) of POPIA, adequate proof of identity is required from the Requestor/Data Subject. Therefore, in addition to Form 2, the Requestor will be required to supply a certified copy of their identification document or any other legally acceptable form of identification.
- 1.19 The duly completed Form 2 and proof of identity must be provided to the Information Officer of Alviva at the physical address or e-mail set out above. Alviva may, in its sole discretion, request that original certified copies be provided in certain circumstances such as if the electronic copies provided are not clear or are questionable.
- 1.20 The Requester must provide sufficient detail on Form 2 to enable the Information Officer to identify the record requested. When completing Form 2, the Requester should also indicate:
- which form of access is required.
  - the right the Requester is seeking to exercise or protect and explain why the requested record is required for the exercise or protection of that right.
  - whether the Requester wishes to be informed of the decision in any other manner, in addition to a written reply, to state the manner and necessary particulars to be so informed; and
  - an email address, telephonic contact numbers and postal address in the Republic of South Africa.

- 1.21 If a request is made on behalf of another person, the Requester must show, to the reasonable satisfaction of the CEO or the Information Officer, that he or she is duly authorized to make such request.
- 1.22 If an individual is unable to complete the prescribed access form because of illiteracy or disability, such an individual may make the request verbally.
- 1.23 Form 2 must be adequately completed, with sufficient information particularly so that the Information Officer of Alviva can identify and determine what the access fee will be, should access be granted.
- 1.24 A request will not be processed until the request fee has been paid.

#### *Refusal in terms of PAIA*

- 1.25 DG may refuse access to the requested record of parts thereof as allowed in terms of Chapter 4, namely section 62 till 70 (inclusive) of PAIA.
- 1.26 In instances whereby a third party needs to be notified of request, in order to authorise or decline access, the CEO or Information Officer undertakes to request same from the third party within 21 (twenty-one) days of receipt of the request and to include the required information provided for in terms of section 71(3) of PAIA.
- 1.27 If the third party declines the request – DG cannot be held responsible for same.

#### *Notification of refusal or granting of access to information*

- 1.28 Requestors will be informed within 30 (thirty) days of receipt of the prescribed access form if DG's decision is to refuse access to the information requested based on any of the grounds for refusal as contemplated in Chapter 4 of Part 3 of the PAIA. Take note that the 30 (thirty) day period may be extended for a further 30 (thirty) day period should more time be required to gather the requested information. The Requester will, however, be notified if the initial 30 (thirty) day notice period is to be extended for a further 30 (thirty) days.

*Refusal since the record cannot be found.*

- 1.29 If all reasonable steps have been taken by DG to find the record requested by the Requester and same cannot be found for reasons justifiable as per section 55 of PAIA, the Information Officer shall provide an affidavit or affirmation to the Requester advising that it is not possible to give access to the record requested.
- 1.30 The sworn statement or affirmation will comply with all the requirements provided for in terms of section 55(2) of the Act.
- 1.31 In the event the record is found subsequently, DG undertakes to contact the Requester to gain access to same, after the payment of the applicable access fee.

## **FEES**

- 1.32 There are two basic types of fees applicable in terms of PAIA – “request” and “access” fees.

*Request Fee*

- 1.33 The request fee is an administration fee that is payable on submission of the request for access to a recorded must be paid before the request is considered (unless the request is to access the requestor’s personal information in which event there is no applicable fee). The request fee is not refundable if the request for access has been granted however it is refundable if the request for access has been denied by DG.
- 1.34 The request fee is currently statutorily set at R50-00 (fifty rand) for a private body and is subject to change as announced in terms of PAIA.
- 1.35 In line with section 23(1)(a) of POPIA, a Data Subject (i.e., personal requestor) has a right to request DG to confirm, free of charge, whether DG holds personal information about the Data Subject.



### *Access Fee*

- 1.36 The access fee is payable prior to the Requester gaining access to the records in the required form.
- 1.37 The access fee is intended to reimburse DG for the costs involved in reproduction of documents, searching, and preparing the record requested and for any time reasonable required (more than the prescribed hours) to search and prepare the record).
- 1.38 Should the preparation of the required record take more than 6 (six) hours, a deposit (which is one-third (one third)) of the access fee is payable before the request will be processed by DG as a deposit.
- 1.39 DG may withhold a record until the Requester has paid the applicable fees (if any).
- 1.40 In accordance with Section 23(3) of the POPIA, DG may charge an access fee to the Data Subject to enable DG to respond to the request. In such instances DG must provide the Data Subject with a written estimate of the fee before providing the services.

### *Notices*

- 1.41 The CEO or the Information Officer shall provide the Requester with a notice in terms of section 54(3) of PAIA on initial receipt and consideration of the request for access. This notice is Annexure B.
- 1.42 Once the request fee has been paid in full, the CEO or the Information Officer will consider the request for access and will provide the Requester with its decision to the request. This notice is “Form 03 Outcome of Request and of Fees Payable” (Form 3), as prescribed by the Information Regulator, which is available on our website.

## **AVAILABILITY OF THE MANUAL**

- 1.43 The Manual is available for inspection, free of charge, at the offices of DG, as set out in page 2 of this manual, as well as on DG’s website at [www.dg.co.za](http://www.dg.co.za).

## ANNEXURE “A”

### Subjects and categories of records held by the company: section 51(1)(e)

#### 1. *Companies Act Records*

- Codes of Conduct
- Documents of Incorporation
- Legal Compliance Records
- Licenses of Copyrights
- Memorandum of Incorporation
- Minutes of Board of Directors Meetings
- Minutes of Shareholders Meetings
- Policies
- Records relating to the appointment of directors/ auditors/ secretary/ public office and other officers.
- Share Register and other statutory registers and/or records and/or documents.

#### 2. *Financial Records*

- Accounting Records
- Annual Financial Statements
- Asset Register
- Auditors’ Report
- Bank Payments and Transfers
- Bank Statements
- Banking Records
- Detail of Auditors
- Electronic Banking Records
- Invoices
- Rental Agreements
- Tax Returns

#### 3. *Income Tax Records*

- Documents issued to employees for income tax purposes.
- PAYE Records
- Records of payments made to SARS on behalf of employees.
- Value Added Tax Clearance Certificate
- All other statutory compliances:
  - Value Added Tax
  - Skills Development Levies
  - Unemployment Insurance Fund
  - Workman’s Compensation

- Customs and excise

#### **4. *Personnel Documents and Records***

- Attendance Registers
- Benefits Records – Medical Aid, Retirement and Group Life
- Contacts – Telephone and Cell Numbers and Addresses
- Disciplinary Code
- Disciplinary Records
- Employment Contracts
- Employment Equity Plan
- Leave Records
- Records containing all employees' names and occupation.
- Salary Records
- Sector Education and Training Authority Records
- Training Manuals
- Training Records

#### **5. *Client Records – Payroll Processing on behalf of Group Companies***

- Correspondence
- Service Agreements
- DG Group Employees
- Personal information such as name, contact details, company information, work experience, educational history, race, gender.

#### **6. *Supplier Records***

- The name of the supplier
- The address of the supplier
- A description of the goods
- The quantity or volume of the goods
- Proof of date of payment

#### **7. *Electronic Communication and Transactions Records***

- Record of the personal information and the specific purpose for which the personal information was collected.

#### **8. *Insurance Records***

- DG Group - General Insurance
- Professional Indemnity Insurance
- Directors and Officers Insurance
- Cyber Security Insurance

#### **9. *Immovable and Movable Property Records***

- Agreements for the lease of movable property
- Agreements for the lease or sale of land and/or other immovable property
- Other agreements for the purchase, ordinary sale, conditional sale, or hire of assets.

#### 10. *Miscellaneous Records*

- Agency, management, and distribution agreements
- Agreements for the trading activities of the DG business
- Agreements for the acquisitions and disposals of group companies

#### 11. *Third Party Records*

- Records held by DG pertaining to third parties, including, but not limited to financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about any contractors and / or suppliers.
- Records held by DG pertaining to contractors, subsidiary companies, joint venture companies, special purpose vehicle companies and service providers. [In cases where information requested by the Requester may impact on a third party, the Information Officer is obliged to comply with the requirements as set out in terms of the Act (especially Sections 71 to 73 of the Act).

## ANNEXURE "B"

### DG Notice in terms of Section 54(3) of PAIA

1. Please be advised the Requester is required to pay the prescribed request fee (if any), before further processing the prescribed access form is done.
2. Please be advised that, if:
  - (a) the search for the requested record for which a request for access by a Requester, has been made; and
  - (b) the preparation of the record for disclosure (including any arrangements contemplated in section 29 (2)
    - (a) and (b) (i) and (ii) (aa)), would, in the opinion of DG, require more than the hours prescribed, the Requester is herewith requested to pay as a deposit, one third of the access fee.
3. The Requester is herewith advised that the previously mentioned instance is applicable and therefore a required deposit is payable. Such amounts total. \_\_\_\_\_  
(Which is one third of the access fee, which amount is \_\_\_\_\_).
4. If, the Requester finds the aforesaid unacceptable, the Requester may lodge a complaint to the Information Regulator or an application with a court against the tender or payment of the request fee in terms of subsection (1), or the tender or payment of a deposit in terms of subsection (2), as the case may be.
5. The procedure for lodging the complaint stated in subsection 4 is available in the PAIA and its Regulations.

DATE AT Midrand ON THE 13 DAY OF March 2024

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From the desk of the Information Officer

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