

PAIA MANUAL

In accordance with Section 51 of the Promotion of Access to Information Act No. 2 of 2000 (as amended)

1. LIST OF ACRONYMS AND ABBREVIATIONS

Abbreviation Meaning

CEO	Chief Executive Officer
IO	Information Officer
DIO	Deputy Information Officer
PAIA	Promotion of Access to Information Act No. 2 of 2000
POPIA	Protection of Personal Information Act No. 4 of 2013
Regulator	Information Regulator of South Africa
SARS	South African Revenue Service

2. PURPOSE OF THE MANUAL

This PAIA Manual is intended to facilitate access to information held by AOAL Consulting Services (Pty) Ltd by:

- Providing a reference to the categories of information available from the company;
 - Describing the procedure to request access to records;
 - Ensuring compliance with Section 51 of PAIA and relevant provisions of POPIA;
 - Promoting transparency and good governance;
 - Communicating how AOAL processes and protects personal information.
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3. SCOPE OF APPLICATION

This manual applies to:

- All operations of AOAL Consulting Services (Pty) Ltd in South Africa;
- All company employees, consultants, and service providers handling information;

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- All data subjects whose personal or business information is processed by the company;
- Any individual or organisation seeking access to information held by AOAL.

It governs access to records whether physical or digital, and outlines AOAL's obligations under PAIA and POPIA.

4. CONTACT DETAILS FOR ACCESS TO INFORMATION**4.1 Information Officer**

Name: Ronnell Chetty

Position: Director & Information Officer

Phone: +27 [Insert Contact Number]

Email: ronnell@aoal.co.za

4.2 Deputy Information Officer

[To be designated if applicable]

4.3 Company Contact Details

- **Physical Address:** Edenvale, Johannesburg, South Africa
 - **Postal Address:** [Insert Postal Address]
 - **Phone:** +27 [Insert Company Contact Number]
 - **Email:** info@aoal.co.za
 - **Website:** www.aoal.co.za
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5. GUIDE ON HOW TO USE PAIA

The Guide on how to use PAIA is published by the Information Regulator and is available in all official languages. It can be accessed:

- Online at: <https://www.justice.gov.za/inforeg/>
 - From AOAL on request during office hours in English and isiZulu.
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6. RECORDS AVAILABLE WITHOUT FORMAL REQUEST

Category	Type of Record	Website	Available Upon Request
About AOAL	Company overview, services	✓	✓
Compliance	BBBEE Certificate, Director Info	✓	✓
Service Descriptions	Consulting capabilities	✓	✓
Policies	SHEQ Statement, Data Protection Policy	✓	✓

7. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Record Type	Applicable Legislation
Company Registration, MOI	Companies Act 71 of 2008
Tax Records	Income Tax Act 58 of 1962
Financial Records	Financial Advisory and Intermediary Services Act
Employment & Contracts	Basic Conditions of Employment Act 75 of 1997
POPIA Compliance Documents	Protection of Personal Information Act 4 of 2013
Safety Files & Training Records	Occupational Health and Safety Act 85 of 1993

8. SUBJECTS AND RECORD CATEGORIES

Subject Area	Types of Records
Human Resources	Employment contracts, CVs, training logs
Finance	Tax invoices, payment confirmations, annual summaries

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Subject Area	Types of Records
Legal	NDA's, consultancy agreements, client contracts
Environmental	Compliance assessments, ISO reports
Quality	Internal audits, client feedback, procedure documents
Marketing	Company profile, client case studies

9. PROCESSING OF PERSONAL INFORMATION

9.1 Purpose of Processing

- Employee management
- Client engagement and reporting
- Regulatory compliance
- Contractual service delivery
- Internal administration

9.2 Categories of Data Subjects and Information

Data Subject Categories of Personal Information

Employees	ID, address, qualifications, bank details
Clients	Names, contact info, VAT numbers, project details
Suppliers	Registration numbers, tax info, banking details

9.3 Recipients of Personal Information

Information Type Recipient

Qualifications	SAQA, Verifiers
Tax and Payroll	SARS, UIF
Contracts and ID	Clients, Auditors, Legal Advisors

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9.4 Planned Transborder Data Flows

Some data may be stored in cloud-based platforms hosted outside South Africa, including Microsoft 365 and Google Workspace (EU-hosted).

9.5 Security Measures

- Encrypted digital storage
 - Anti-virus and firewall protection
 - Role-based access control
 - Regular data backups
 - Physical file access limited to authorised personnel
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10. AVAILABILITY OF THIS MANUAL

This manual is:

- Available for download at: www.aoal.co.za
- Available at AOAL's head office during office hours
- Available upon written request via info@aoal.co.za
- Provided to the Information Regulator as required

A nominal fee may apply for hard copies in line with applicable PAIA regulations.

11. UPDATING OF THE MANUAL

This manual will be reviewed annually or as required by legislative amendments. The latest version will always be made available on AOAL's official website.

Issued by:

Ronnell Chetty

Information Officer

AOAL Consulting Services (Pty) Ltd

Date: 26 July 2025