



PAIA MANUAL

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

DATE OF COMPILATION: 01/04/2024
DATE OF REVISION:

TABLE OF CONTENTS

Contents

1.	LIST OF ACRONYMS AND ABBREVIATIONS	3
2.	PURPOSE OF PAIA MANUAL	3
3.	KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF MASTER MATHS (PTY) Ltd ..	4
4.	GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE.....	5
5.	CATEGORIES OF RECORDS OF MASTER MATHS (PTY) Ltd.....	8
6.	DESCRIPTION OF THE RECORDS OF MASTER MATHS (PTY) Ltd WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION.....	8
7.	PROCESSING OF PERSONAL INFORMATION.....	9
7.1	Purpose of Processing Personal Information	9
7.2	Description of the categories of Data Subjects and of the information or categories of information relating thereto	9
7.3	The recipients or categories of recipients to whom the personal information may be supplied 11	
7.4	Planned transborder flows of personal information.....	11
7.5	General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information	12
8.	AVAILABILITY OF THE MANUAL	12
9.	UPDATING OF THE MANUAL	13

1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	“CEO”	Chief Executive Officer / Managing Director
1.2	“DIO”	Deputy Information Officer;
1.3	“IO”	Information Officer;
1.4	“Minister”	Minister of Justice and Correctional Services;
1.5	“PAIA”	Promotion of Access to Information Act No. 2 of 2000(as Amended);
1.6	“POPIA”	Protection of Personal Information Act No.4 of 2013;
1.7	“Regulator”	Information Regulator; and
1.8	“Republic”	Republic of South Africa
1.9	“The Company”	Master Maths (PTY) Ltd

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 OF MASTER MATHS (PTY) Ltd

3.1. Chief Information Officer

Name:	Adrie Schoeman
Tel:	0218515660
Email:	adrie@mastermaths.co.za
Fax number:	0218515300

- 3.2. Deputy Information Officer *(NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.*

Name: Martin Welgens
Tel: 0218515660
Email: martin@mastermaths.co.za
Fax Number: 0218515300

- 3.3 Access to information general contacts

Email: info@mastermaths.co.za

- 3.4 National or Head Office

Postal Address:

P O Box 573, Somerset West, 7130

Physical Address:

16 Stellendal Road, Audas Valley, Somerset West,7129

Telephone:

0218515660

Email:

adrie@mastermaths.co.za

Website:

www.masterliteracy.co.za

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The previously mentioned Guide contains the description of-

- 4.3.1. the objects of PAIA and POPIA;
- 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 4.3.3. the manner and form of a request for-
 - 4.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

- 4.3.6.1. an internal appeal;
- 4.3.6.2. a complaint to the Regulator; and
- 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access.

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access.

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that – “The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours- (Afrikaans and English)

5. CATEGORIES OF RECORDS OF MASTER MATHS (PTY) Ltd

5.1 Administration

- 5.1.1 Monthly stats return to Master Maths (PTY) Limited
- 5.1.2 Correspondence with suppliers and business associates
- 5.1.3 Correspondence with/from franchisor
- 5.1.4 General Group memo's
- 5.1.5 Policy Master Maths memo's

5.2 Human Recourses

- 5.2.1 Employment Contracts
- 5.2.2 Remuneration record and policies
- 5.2.3 Job applications forms and "CV."

5.3 Operations

- 5.3.1 Operations Manual for franchisees
- 5.3.2 Student records

5.4 Finances:

- 5.4.1 Financial records (general ledger to trial balance)
- 5.4.2 Annual financial statements
- 5.4.3 Invoices
- 5.4.4 Student Debtors records/Statements
- 5.4.5 Bank Statements
- 5.4.6 Stock records.
- 5.4.7 Asset Inventory

6. DESCRIPTION OF THE RECORDS OF MASTER MATHS (PTY) Ltd WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

- 6.1 Arbitration Act No. 42 of 196
- 6.2 Basic Conditions of Employment No. 75 of 1997
- 6.3 Closed Corporations Act No. 69 of 1984

- 6.4 Debtor Collectors Act No. 114 of 1998
- 6.5 Income Tax Act No. 95 of 1967
- 6.6 Labour Relations Act No. 66 of 1995
- 6.7 Occupational Health & Safety Act No. 85 of 1993
- 6.8 Regional Services Councils Act No. 109 of 1985
- 6.9 Skills Development Levies Act No. 9 of 1999
- 6.10 Skills Development Act No. 97 of 1998
- 6.11 Unemployment Contributions Act No. 4 of 2002
- 6.12 Unemployment Insurance Act No. 63 of 2001
- 6.13 Value Added Tax Act No. 89 of 1991

7. PROCESSING OF PERSONAL INFORMATION

7.1 Purpose of Processing Personal Information

The Company may collect personal information in conducting its ordinary business operations, including using its website. In processing such personal information, the Company ensures that it complies with the provisions of POPIA, and personal information for legitimate business purposes.

The Company limits the use and disclosure of personal information to include only what is permitted, in terms of POPIA, where consumers have consented to such collection, use and disclosure.

Confidentiality of your personal information is important to us. Unless we have your consent or permitted under the national laws, we will not sell, rent, or lease your personal information to others. We will not use or share your personal information in ways unrelated to the circumstances described in this Website Privacy Statement.

7.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Information Type	Category			
	Individuals	Businesses	Children	Employees
Name & Surname / Business name	√	√	√	√
Email	√	√	√	√
Contact Information	√	√	√	√
Physical / Postal Address	√	√	√	√
Income (Earned and Unearned)	√	√	√	√
Banking Details	√	√	√	√
Annual Income / Turnover	√	√	√	√
Date of Birth	√	√	√	√
Nationality	√	√	√	√

Gender	√	√	√	√
Ethnicity	√	√	√	√
Religion				√
Language	√	√	√	√
Record of working time	√	√		√
Tax Data	√	√		√
Photographs	√	√	√	√
Race	√		√	√
Pregnancy	√			√
Age	√		√	√
Marital Status	√			√
Physical Health	√			√
Mental health	√			√
Conscience	√			√
Disability	√			√
Belief				√
Culture	√		√	√
Education	√		√	√
Medical Information	√			√
Financial Information	√	√		√
Criminal Information	√			√
Identity Numbers	√	√	√	√
Legal Information	√	√	√	√
Employment History	√			√
Biometric Information	√			√
Personal Opinions / Views	√		√	√
Correspondence (Emails, Letters, or notes)	√	√	√	√
Credit References				√

Next of Kin	√		√	√
Trade Union membership				√
Political Persuasion				√
Health or Sex life				√
Criminal Behavior				√
Performance Reviews	√	√	√	√
Legal Proceedings			√	√
CV's	√			√
Employment History	√			√
IP addresses	√	√		√
Genetic Information				√
Information on payments	√	√	√	√
Video Surveillance /CCTV	√	√	√	√
Fingerprints				√

7.3 The recipients or categories of recipients to whom personal information may be supplied.

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

7.4 Planned transborder flows of personal information.

N/A

7.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information.

The Company takes security and the protection of personal information seriously. We maintain physical, technical, and organisational safeguards to protect any data that we collect. We have adopted procedures to secure storage of personal information and are committed to working with our data suppliers to protect the security of personal information during any transfer to or from us.

We have also instituted safeguards to identify and help prevent the fraudulent use of personal information. Your personal information is only accessible to those employees, agents, or contractors for business purposes and on a strictly need-to-know basis. For security purposes we then move all the personal information that we collect or obtain about you to an environment on our network that has controls in place to limit access to and secure the data.

On the Website, we take precautions to secure your personal information. If we ask you to provide your personal information, we will do so through a web page that uses the industry standard secure transport protocol. This protocol provides security for your information by encrypting it as it travels from your computer to our computer.

To protect your privacy and security, we will also take reasonable steps to verify your identity before granting access to or making alterations to data we maintain.

The Company has adopted a security model to protect your personal information that complies with accepted information security practices and procedures. As part of the Company's security systems, the Company has implemented fire-wall technology, password controls, encryption processes and antivirus software. This is in addition to as the physical security measures adopted by the Company to ensure that it takes all reasonable technical and organisational measures to prevent loss of damage to, or unauthorised destruction of personal information, and unlawful access to or processing of personal information. The Company has a security policy in place that every employee, and supplier of the Company must adhere to.

8. AVAILABILITY OF THE MANUAL

8.1 A copy of the Manual is available-

8.1.1 on (www.mastermaths.co.za; www.masterscience.co.za; www.masterliteracy.co.za, if any;

8.1.2 head office of the Master Maths (PTY) Ltd for public inspection during normal business hours;

8.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

8.1.4 to the Information Regulator upon request.

8.2 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.

9. UPDATING OF THE MANUAL

The head of Master Maths (PTY) Ltd will on a regular basis update this manual.

Issued by:

***Adrie Schoeman
Managing Director – Master Maths (PTY) Ltd***