



PAIA AND POPIA MANUAL

CMP PAIA_Version 1.0_Public

www.teknovate.co.za

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Teknovate PAIA and POPIA Manual

This manual is published in accordance with Section 51 of the Promotion of Access to Information Act (PAIA) and the Protection of Personal Information Act (POPIA).

1) Purpose of this PAIA Manual

This manual outlines the records held by Teknovate Consulting and the procedures required to request access to them. We are committed to TCF (Treating Customers Fairly) outcomes, ensuring transparency and ease of access.

2) Key Contact Details for Access to Information

Information Officer: Audrey Abplanalp

Email: audrey@teknovate.co.za

Postal & Physical address: 105 Weimar Street Churchill Estate Parow, 7500, Western Cape South Africa

General Contact: compliance@teknovate.co.za

3) Guide on How to Use PAIA

The PAIA Guide is available from the Information Regulator at <https://inforegulator.org.za>.

4) Subjects And Categories of Records Held

HR Records, Finance Records, Client Files, Supplier Records, IT System Logs

5) Processing of Personal Information (POPIA)

Teknovate processes client, employee, supplier, and website user information for operational, legal, and security purposes.

- **Purpose of Processing:** We process data to provide consulting services, maintain accounts, comply with tax laws, and ensure security.

- **Categories of Data Subjects:** Clients (and their employees), Suppliers, Staff, and Job Applicants.
- **Recipients of Data:** We may share info with SARS, professional bodies, or sub-contractors (only under strict NDAs).
- **Cross-Border Flows:** Data may be stored on secure cloud servers (e.g., AWS/Microsoft) located outside SA, provided they have equal privacy laws.
- **Information Security:** We maintain ISO 27001 standards, including firewalls, encryption, and strict access control to prevent unauthorized access.

6) Access Request Procedure

a) Records Available Without A Formal Request

Privacy Policy, Cookie Policy, Public Business Information

b) Records Available Under Other Legislation

Companies Act Records, Tax Records, HR Records

c) Request Process

- **Form:** The requester must use **Form 2** (available on the Information Regulator website).
- **Payment:** A request fee of **R140.00 (excl. VAT)** is payable upfront by all requesters except "Personal Requesters."
- **Search & Preparation:** If the request is granted, additional fees apply for search time and reproduction. These fees are calculated based on the prevailing rates prescribed by the PAIA Regulations e.g., costs per page for photocopying, time spent searching, etc., (see Annexure A).
- **Deposit:** If the search exceeds 6 hours, a deposit of one-third of the estimate is required.
- **Submission:** Send the form and a copy of the requester identity document (ID) copy to audrey@teknovate.co.za.
- **Withholding Records:** Teknovate Consulting reserves the right to withhold the requested records until the applicable fees have been paid in full.

7) Availability of the Manual

Available on the Teknovate website.

8) Updating of the Manual

The manual will be reviewed regularly and updated when required.

9) Last Updated

21 January 2026

ANNEXURE A: SCHEDULE OF FEES

(Note: These are the prescribed statutory fees for Private Bodies)

Type of Activity	Fee (Excl. VAT)
Request Fee (Standard)	R140.00
Photocopy (A4 per page)	R2.00
Printed Copy (A4 per page)	R2.00
Copy on Flash Drive (provided by Teknovate)	R40.00
Search and Preparation of Record	R145.00 per hour
Search Fee Cap	R435.00 (maximum search fee)
Postage / Courier	Actual cost incurred