



A product of



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PAIA Manual

Prepared for
BancX, Qualica Technology, Insightful Monitoring
Services, and Radix Financial Software

11 January 2023

Version 2.0

Prepared by
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1. Version Control

#	Description	Author	Approved	Dated Approved
1	Policy Creation – Version 1.0	Kyle Joynt	David Rogers	31 March 2021
2	Policy Review – Version 1.1	Kyle Joynt	David Rogers	08 December 2021
3	Policy Review and Amendment – Version 2.0	Deneka Pillay		

2. Introduction

The Promotion of Access to Information Act 2 of 2000 (PAIA) was enacted on 3 February 2000 and gives effect to the constitutional right of access to all information held by the State and to all information held by another person which is necessary for the exercise or protection of rights, in accordance with section 32 of the Constitution of the Republic of South Africa 108 of 1996 (Constitution).

Section 51 of the PAIA requires all private entities to prepare an information manual ("PAIA Manual") to give effect to the right of access to information. Where an application is made in terms of PAIA, the body to which the application is made is required to release the information, subject to any applicable statutory and/or regulatory provisions, unless PAIA expressly provides that the information may not or need not be released. The law sets out the appropriate procedure to be followed when requesting information from a public or private body.

We respect your right to access information and this manual is intended to help you (the requester of information) exercise that right and to inform you how to access our records.

3. Who are we

Qualica Technology Group consists of several privately held companies that provide technology solutions and architecture to various clients. This PAIA Manual applies to and is applicable to the following companies that are part of the Qualica Group:

- Qualica Technology (Pty) Ltd
- Radix Financial Software (Pty) Ltd
- BancX (Pty) Ltd
- Insightful Monitoring Services (Pty) Ltd

4. How to contact us

PAIA requires the appointment of an information officer for public bodies, who is responsible for, among other things, assessing requests for access to information. The head of a private body performs such a function in terms of section 51. Qualica Technology Group has appointed an information officer in terms of section 51 to assess requests for access to information and to oversee the required functions in terms of PAIA.

The Information Officer appointed under PAIA also refers to the Information Officer in terms of the Protection of Personal Information Act 4 of 2013. The Information Officer oversees the functions and responsibilities under PAIA and the duties and responsibilities under section 55 of the Protection of Personal Information Act 4 of 2013.

This PAIA Manual is available in two official languages and can be viewed our premises: 19 9th Street, Houghton Estate, Johannesburg, 2196, as well as on its website: www.bancx.com. All requests for information in terms of the Act must be addressed to the Information Officer.

Contact Details of the Chief Executive Officer	
Chief Executive Officer	David Rogers
Physical Address	19 9th Street, Houghton Estate, Johannesburg, 2196
Telephone	+27 11 731 1700
Email Address	Available on request

Contact Details of the Information Officer	
Information Officer	Deneka Pillay

Physical Address	19 9th Street, Houghton Estate, Johannesburg, 2196
Telephone	+27 11 731 1700
Email	info@banex.com

5. Human Rights Commission and the Information Regulator

Section 10 of PAIA requires the Information Regulator to update and make available the existing guide that has been compiled by the South African Human Rights Commission containing such information, in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in this Act and the Protection of Personal Information Act, 2013. The guide describes the purpose of PAIA and generally how to go about making use of the provisions of the Act. Published in 2014, this guide can be downloaded from the [Information Regulator website](#) or the SAHRC website or obtained directly from the SAHRC:

Contact Details of the South African Human Rights Commission	
Address	Private Bag 2700 Houghton, 2041
Telephone	+27 011 877 3600
Fax	+27 011 484 0625
Website	www.sahrc.org.za
Email	lidlamini@sahrc.org.za

In the event that we have not adequately assisted you or resolved your query, you may direct your queries and/or complaints to the Information Regulator as set out below:

Contact Details of the Information Regulator	
Address	33 Hoofd Street Forum III 3rd Floor Braampark Braamfontein Johannesburg, 2001
Telephone	+27 011 877 3600
Fax	+27 011 484 0625
Website	www.justice.gov.za
Email	inforeg@justice.gov.za
General enquiry	enquiries@inforegulator.org.za
Lodge a complaint	PAIAComplaints@inforegulator.org.za

6. Records held by us

6.1. Records held in terms of applicable Legislation [Section 51(1)(d)]

Qualica Technologies and its companies are required by law to keep certain records. These records are listed in various Acts of Parliament. Further details of these records can be found in Appendix "C", which is available on request.

6.2. Records held as a matter of standard practice [Section 51(1)(e)]

Qualica Technologies Group maintains certain records as part of its day-to-day business activities and in accordance with standard practise and good corporate governance. See Appendix "D" which sets out the subjects and categories of records kept by Qualica Technology Group and is available on request..

7. [How to make a request for information](#)

7.1. We have appointed our Information Officer to deal with all matters relating to PAIA and POPIA so we can comply with our PAIA and POPIA obligations respectively.

7.2. To request access to a record, please complete Appendix A. All requests in terms of PAIA must be made in writing and submitted electronically or physically, addressed to the Information Officer per the contact information in section 4 above.

7.3. Please ensure that the completed form:

- has enough information for the information officer to identify you, the requested records, and the form of access you require,
- specifies your email address, postal address, or fax number,
- describes the right that you seek to exercise or protect,
- explains why you need the requested record to exercise or protect that right,
- provides any other way you would like to be informed of our decision other than in writing, and
- provides proof of the capacity in which you are making the request if you are making it on behalf of someone else (we will decide whether this proof is satisfactory).

7.4. Proof of identification of the Requestor (and related third parties acting on behalf of the Requestor) must be provided on submitting the request form.

7.5. The requester must specify the right that they are seeking to protect or that they wish to exercise and provide an explanation as to why the requested records are required for the protection or exercise of that right.

7.6. If the request is made on behalf of another person, then proof is required of the capacity in which the requester is making the request.

7.7. If you do not use the standard form, we may:

- ✓ reject the request due to lack of procedural compliance,
- ✓ refuse it if you do not provide sufficient information, or
- ✓ delay it.

7.8. If the record you have requested exists and allowing access to it does not affect a third party your request will be processed within 20 (Twenty) business days. The aforementioned period may be extended once for a further 30 (Thirty) days, if:

- 7.8.1. the request is for a large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the day to day activities of the Group;
 - 7.8.2. consultation among various stakeholders or with another private body is necessary or desirable to decide upon the request and this consultation cannot reasonably be completed within the original period;
 - 7.8.3. more than one of the circumstances contemplated above exist in respect of the request making compliance with the original period not reasonably possible; or
 - 7.8.4. you, as the requestor, consent in writing to such extension.
- 7.9. For more information on how we obtain, process and safeguard your personal information, please see our Privacy Policy.

8. How we will give you access

We will evaluate and consider all requests we receive. If we approve your request, we will decide how to provide access to you – unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

9. How much it will cost you

Request fees

When submitting your request, you must pay us a [request fee](#) as the law prescribes. You must pay us the prescribed fees before we give you access. You will receive a notice from our information officer upon your request setting out the application procedure.

Access fees

If we grant the request, you will have to pay us a further [access fee](#) the law prescribes that includes a fee for the time it takes us to handle your request, or if the time has exceeded the prescribed hours to search and prepare the record for disclosure. Our Information Officer will notify you if you need to pay a deposit for the access fee. The deposit may be up to one third of the prescribed access fee¹². The access fee will provide for:

- the costs of making the record, or transcribing the record,
- a postal fee (if applicable), and
- the reasonable time we need to search for the record and prepare the record for you.

If you paid the deposit and we refused your request, we will refund you the deposit amount. Until you have paid the fees, we may withhold the record you requested. Refer Appendix B for schedule of prescribed fees.

10. [Grounds for us to refuse access](#)

We may have to refuse you access to certain records in terms of PAIA to protect:

- someone else’s privacy,
- another company’s commercial information,
- someone else’s confidential information,
- research information,
- the safety of individuals and property, or
- records privileged from production in legal proceedings.

[Our decision on giving you access](#) : We will notify you in writing whether your request has been approved or denied within 30 calendar days after receiving your request. If we cannot find the record you asked for or it does not exist, we will notify you by way of affidavit that it is not possible to give access to that record.

11. [Remedies available if we refuse to give you access](#)

If we deny your request for access, you may:

- apply to a court with appropriate jurisdiction, or
- lodge a complain to the Information Regulator,

for the necessary relief within 180 calendar days of us notifying you of our decision.

12. [How we process and protect personal information](#)

We process the personal information of various categories of people for various purposes. Please refer to our website for our Privacy Policy or ask our information officer for a copy.

13. [Updates to this Manual](#)

We will update this manual whenever we make material changes to it.

Appendix A – Request for Access to Record of a Private Body

A: PARTICULARS OF PRIVATE BODY
The Head:

B: PARTICULARS OF PERSON REQUESTING ACCESS TO RECORD
<p>a. The particulars of the person who requests access to the record must be given below.</p> <p>b. The address and/or fax number in the Republic to which the information is to be sent must be given.</p> <p>c. Proof of the capacity in which the request is made, if applicable, must be attached.</p>
Full names and surname:
Identity number:
Postal address:
Fax number:
Telephone number:
E-mail address:
Capacity in which request is made, when made on behalf of another person:

C: PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE
This section must be completed ONLY if a request for information is made on behalf of another person.
Full names and surname:
Identity number:

D: PARTICULARS OF RECORD

- a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.**

1. Description of record or relevant part of the record:

2. Reference number, if available:

--

3. Any further particulars of record:

E. FEES

- a. A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- b. You will be notified on the amount required to be paid as the request fee.
- c. The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- d. If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

F. FORM OF ACCESS TO RECORD

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:

--

Form in which record is required:

--

Mark the appropriate box with an "X"		
<p><i>Notes:</i></p> <ul style="list-style-type: none"> a. <i>Compliance with your request in the specified form may depend on the form in which the record is available.</i> b. <i>Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.</i> c. <i>The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</i> 		
1. If the record is in written or printed form:		
Copy of record*	Inspection of record	
2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)		
View the images	Copy of the images*	Transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:		
Listen to the soundtrack (audio cassette, compact disk, recording)	Transcription of soundtrack* (written or printed document)	
4. If record is held on computer or in an electronic or machine-readable form:		
Printed copy of record*	Printed copy of information derived from the record*	Copy in computer readable form* (memory stick, stiffer or compact disc)
* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?		YES
Postage is payable.		
G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED		
If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.		
Indicate which right is to be exercised or protected:		
Explain why the record requested is required for the exercise or protection of the aforementioned right:		

H. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ this ____ day of _____ 20____

**SIGNATURE OF REQUESTER /
PERSON ON WHOSE BEHALF
REQUEST IS MADE**

Appendix B- Prescribed Fees in respect of Requests for Information

Government Gazette No. 22125, Regulation No. 223 of 9 March 2001: Promotion of Access to Information Act 2000, Regulations relating to the promotion of access to information

Copy of the manual as contemplated in regulation 9(2)(c) *(for every photocopy of an A4 size page or part thereof)	*R1.10
The fees for reproduction referred to in regulation 11(1) are as follows:	
For every photocopy of an A4-size page or part thereof	R1.10
For every printed copy of an A4-size page or party thereof held on a computer or in electronic or machine-readable form	R0.75
For a copy in a computer-readable form on: a) Stiffy disc b) Compact disk	R7.50 R70.50
For a transcription of visual images, for an A4-size page or part thereof	R40.00
For a copy of visual images	R60.00
For a transcription of an audio record, for an A4-size page or part thereof	R20.00
For a copy of an audio record	R30.00
The request fee payable by a requester, other than a personal requester, referred to in Regulation 11(2)	R50.00
The access fees payable by a requester referred to in regulation 11(3) are as follows:	
For every photocopy of an A4-size page or part thereof	R1.10
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	R0.75
For a copy in a computer-readable form on a) Stiffy disc b) Compact disc	R7.50 R70.00
For a transcription of visual images, for an A4-size page or part thereof	R40.00
For a copy of visual images	R60.00
For a transcription of an audio record, for an A4-size page or part thereof	R20.00
For a copy of an audio record	R30.00
To search for and prepare the record for disclosure for each hour or part thereof reasonably required for such search and preparation	R30.00

For purposes of section 54(2) of the Act, the following applies:

- a) Six hours as the hours to be expected before a deposit is payable; and
- b) One third of the access fee is payable as a deposit by the requester.

The actual postage is payable when a copy of a record must be posted to a requester.

-----End Document-----