

Renati Software Services (Pty) Ltd

(Registration Number: 2014/204306/07)

Manual in terms of section 51 of the Promotion of
Access to Information Act, 2 of 2000

Date of Compilation: 2021/06/20

Date of Revision: 2021/06/20

Contents Page

PROMOTION OF ACCESS TO INFORMATION ACT, 2 OF 2000 (THE ACT)

Section 51 Manual of Renati Software Services (Pty) Ltd
(Registration number: 2014/204306/07)

1. Contact particulars
2. Introduction
3. Guide in terms of section 10 of The Act
4. Facilitation of a request for access to information
5. Information available in terms of other applicable legislation
6. Information automatically available
7. Information available in terms of the act - On Request
8. General
9. Requesting Procedures
10. Prescribed Fees
11. Protection of Personal Information Processed
12. Availability of the manual

PROMOTION OF ACCESS TO INFORMATION ACT, 2 OF 2000 (THE ACT)

SECTION 51 MANUAL OF RENATI SOFTWARE SERVICES (PTY) LTD (REGISTRATION NUMBER: 2014/204306/07)

1. CONTACT PARTICULARS

Head of business:	John Stephen Ferreira	Information officer:	John Stephen Ferreira
Postal Address:	Postnet Suite 101 Private Bag X07 Aston Manor 1630	Physical Address:	111 Monument Road Nimrod Park Kempton Park 1619
Telephone Number:	0113944199	Fax Number:	0113640281
E-mail Address:	admin@tfn.co.za		

2. INTRODUCTION

To develop, implement, maintain and expand the software technologies, applications and platforms required by the group to successfully position and implement the digitalization business strategy of the group.

3. GUIDE IN TERMS OF SECTION 10 OF THE ACT

3.1 The ACT grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

3.2 Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in section 53 and 54 of the Act.

3.3 Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC. The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041
Telephone Number: (+27)11 877 3600
Fax Number: (+27)11 403 0625
Website: www.sahrc.org.za

4. FACILITATION OF A REQUEST FOR ACCESS TO INFORMATION

Information which is not readily available as indicated in this manual, may be requested in accordance with the procedure prescribed in terms of The Act. Copies of the prescribed forms to be completed for submitting a request, are available from **Renati Software Services (Pty) Ltd.**

5. INFORMATION AVAILABLE IN TERMS OF OTHER APPLICABLE LEGISLATION

- Basic Conditions of Employment Act 75 of 1997
- Businesses Act, 71 of 1991
- Companies Act 71 of 2008
- Consumer Protection Act 68 of 2008
- Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- Employment Equity Act 55 of 1998
- Employment Services Act 4 of 2014
- Employment Tax Incentive Act 26 of 2013
- Income Tax Act 58 of 1962
- National Minimum Wage Act, 9 of 2018
- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- South African Revenue Services Act 34 of 1997
- Skills Development Levies Act 9 of 1999
- Skills Development Act 97 of 1998
- Unemployment Contributions Act 4 of 2002
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991

6. INFORMATION AUTOMATICALLY AVAILABLE

7. INFORMATION AVAILABLE IN TERMS OF THE ACT - ON REQUEST

Statutory Business Records

- Certificate of Incorporation
- Memorandum of Incorporation
- Resolutions

Accounting Records

- Annual financial statements and working papers
- General ledger
- Subsidiary ledgers (receivables, payables, etc.)
- Bank statements, cheque books, cheques

- Customer and supplier statements and invoices
- Cash books and petty cash books
- Fixed asset register
- Tax returns and assessments
- VAT returns
- Lease or instalment sale agreements
- Insurance records
- Auditor's reports

Fixed Property

- Leases

Information Technology

- Agreements
- Capacity and utilisation of current systems
- Client database
- Disaster recovery
- Hardware
- Internet
- Licenses
- Operating systems
- Software packages
- Telephone lines, leased lines and data lines

Insurance

- Claim records
- Details of coverage, limits and insurers
- Insurance policies

Intellectual Property

- Copyrights

Legal, Agreements and Contracts

- Agreements with customers
- Contracts, including lease agreements and finance agreements

Personnel Records

- Employee information records
- Employee loans
- Employment applications
- Employment contracts
- Employment equity plan
- IRP 5 and IT 3 certificates
- Letters of appointment
- Leave applications
- Maternity leave policy



- Statutory authorities
- Tax authorities
- Contractors, vendors, or suppliers
- Data storage providers
- Group companies
- Service providers

11.4 Security measures implemented to protect personal information

We have identified our security risks over the personal information we process in line with the Protection of Personal Information Act, and we have implemented various security measures to ensure reasonable protection against the risk of loss, misuse, unauthorised access and disclosure, alteration and destruction of the personal information.

We also take steps to ensure that operators that process personal information on behalf of company name apply adequate safeguards as outlined above.

11.5 Trans-border flows of personal information

We may transfer to, and store personal information we collect about you, in countries other than South Africa, if the relevant business transactions or situation requires trans-border processing. These countries may not have the same data protection laws as South Africa, and in this instance, we will only transfer the information if we have consent from you, or it is necessary for the performance or conclusion of a contract between us.

11.6 Personal information received from third parties

When we receive personal information from a third party on behalf of a data subject, we require confirmation that they have written consent from the data subject that they are aware of the contents of this PAIA manual and the Privacy Policy, and do not have any objection to our processing their information in accordance with this policy.

Where information on third parties is provided by a data subject, or a third party provides information on a data subject, that information may be taken into account with other personal information.

11.7 Data Breaches

Where there are reasonable grounds to believe that the personal information of a data subject has been accessed or acquired by any unauthorised person, RENATI SOFTWARE SERVICES (PTY) LTD shall notify:

- a) the Regulator; and
- b) the data subject, unless the identity of such data subject cannot be established.

The notification will be made as soon as reasonably possible after the discovery of the compromise, taking into account the legitimate needs of law enforcement or any measures reasonably necessary to determine the scope of the compromise and to restore the integrity of the responsible party's information system.

12. AVAILABILITY OF THE MANUAL

Copies of the manual are available for inspection, free of charge, at the offices of Renati Software Services (Pty) Ltd and from the South African Human Rights Commission.

