

TEGRA PAIA Manual					
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1. Approvals

The signatures below certify that this Promotion of Access to Information Act (PAIA) Manual has been reviewed and accepted and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

2. Company Proprietary Information

The electronic version of this manual is the latest revision. It is the responsibility of the staff member to ensure that any paper material is the current revision. The printed version of this manual is uncontrolled.

3. Purpose of the PAIA Manual:

This PAIA Manual is useful for the public to:

- 3.1. check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 3.2. 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;
- 3.3. know the description of the records of the body which are available in accordance with any other legislation;
- 3.4. 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;
- 3.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 3.6. 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;
- 3.7. know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.8. know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.9. 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

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- 3.10. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. Abbreviations PAIA

- Promotion of Access to Information Act SAHRC
- South Africa Human Rights Commission

5. Guide on how to use PAIA and how to obtain access to the Guide

- 5.1. The Information Regulator has, in terms of section 10 (1) of PAIA, updated, and made available the revised guide on how to use PAIA (the Guide), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 5.2. The Guide is available in each of the official languages and in braille.
- 5.3. The aforesaid Guide contains the description of:
- 5.3.1. the objects of PAIA and POPIA;
 - 5.3.2. the postal and street address, phone and fax number and, if available, electronic mail address:
 - 5.3.2.1. of the Information Officer of every public body, and every Deputy Information Officer;
 - 5.3.2.2. of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
 - 5.3.3. the manner and form of a request for:
 - 5.3.3.1. access to a record of a public body contemplated in section 11;
 - 5.3.3.2. and access to a record of a private body contemplated in section 50;
 - 5.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
 - 5.3.5. the assistance available from the Information Regulator in terms of PAIA and POPIA;
 - 5.3.6. all remedies in law available regarding an act or failure to act in respect of a

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right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

5.3.6.1. an internal appeal;

5.3.6.2. a complaint to the Information Regulator; and

5.3.6.3. 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 Information Regulator or a decision of the head of a private body;

5.3.7. the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

5.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

5.3.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access;

5.3.10. and the regulations made in terms of section 92.

5.4. 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 Information Regulator, during normal working hours.

5.5. The Guide can also be obtained-

- upon request to the Information Officer;
- from the website of the Information Regulator
<https://www.justice.gov.za/inforeg/>

6. Introduction to Tegra Solutions

Tegra provides specialised solutions and expert services combining our rich experience with the technologies of software providers including SWIFT, IBM, GBG, Vidual, Axway, Fircosoft and eVision. As a South African company operating in Africa for over 20 years, Tegra has a sound appreciation of our customers' needs and challenges. Our solutions and services portfolio is tailored to this market in terms of functionality, affordability, cost and serviceability.

Tegra offers its solutions on a subscription basis of either:

- Software as a Service (SAAS);

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- or ownership and on-premises installation.

Our subscription service is enabled through our certified hosted service infrastructure and provides significant cost-efficiencies that result from economies of scale. Tegra's team of engineers are trained and certified where applicable by our partners in order to undertake the installation and customisation of their solutions. This means they have the skills that can be deployed in accordance with international specifications (ISO 27001) and which meets the most rigorous compliance requirements.

We as a private body have compiled this manual, not only to comply with the provisions of the Act, but also to foster a culture of transparency and accountability in our environment and to ensure that members of the public have effective access to information in our possession which will assist them in the exercise and protection of their rights. In these pages you will be able to view the categories of information which we possess. You will also be shown the correct procedure to follow should you require access to any of this information.

7. Processing of Personal Information

7.1. Purpose of Processing Personal Information

In accordance with the rules and regulations that govern our organisation, processing of personal information is a vital part thereof. As we are in the financial sector, and personal information needs to be processed in the course of business, to ensure the safety and security of all our customers.

8. Particulars in terms of Section 51

8.1. Key Contact Details

Name of Company	Tegra (Pty) Ltd
Registration Number	2019/478958/07
Postal Address	P.O Box 41407, Garsfontein East, 0060
Physical Address	Glenfield Office Park, Oberon Street, Faerie Glen, 0081
Telephone Number	012 470 4800
Web Address	https://www.tegra.co.za
Managing Director	Igmar Rautenbach
Designated Information Officer	William van Rijswijk

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Email Addresses:	partnering@tegra.co.za
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9. Section 10 Guide

The South African Human Rights Commission (SAHRC) published a “Guide on how to use the Promotion of Access to Information Act 2 of 2000” which is available on the SAHRC website www.sahrc.org.za. Queries are to be directed to:

The South African Rights Commission	
PAIA Unit – The Research and Documentation Department	
Postal Address:	Private Bag 2700, Houghton 2041
Telephone Number:	+27 11 877 3600
Fax Number:	+27 11 484 7146
Web Address:	www.sahrc.org.za
Email Address:	paia@sahrc.org.za

10. Other Legislation Records

10.1. Records that are available in terms of other legislation are as follows:

- Basic Conditions of Employment No. 75 of 1997;
- Companies Act No. 61 of 1973;
- Compensation for Occupational Injuries and Health Diseases Act No.130 of 1993;
- Copyright Act No. 98 of 1978;
- Credit Agreements Act No. 75 of 1980;
- Currency and Exchanges Act No. 9 of 1933;
- Debtor Collectors Act No. 114 of 1998;
- Employment Equity Act No. 55 of 1998;

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- Finance Act No. 35 of 2000;
- Financial Intelligence Centre Act, 2001 (Act No. 38 of 2001), as amended;
- Income Tax Act No. 95 of 1967;
- Labour Relations Act No. 66 of 1995;
- National Environmental Management Act No. 107 of 1998;
- Occupational Health & Safety Act No. 85 of 1993;
- Pension Funds Act No. 24 of 1956;
- Skills Development Levies Act No. 9 of 1999;
- Skills Development Act No. 97 of 1998;
- Tax on Retirement Funds Act No. 38 of 1996;
- Unemployment Contributions Act No. 4 of 2002;
- Unemployment Insurance Act No. 63 of 2001;
- Value Added Tax Act No. 89 of 1991.

11. Access to Tegra Records

11.1. Freely Available Records

The following records are freely available on the Tegra Website to the recipients or categories of recipients without having to request access in terms of the PAIA Act section 52(2):

- Company Profile;
- Professional Services and Capability Statements;
- Location of Offices and contact details.

Such recipients or categories of recipients include all users of our services and websites, who the personal information may be supplied.

11.2. Requested Records

The following records may be requested:

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- Registers required in terms of the Companies Act;
- Financial Records and Management Accounts;
- Audit Statements and Tax Records;
- Legal and Contractual Records;
- Policies and Procedures;
- Insurance Policies;
- Purchasing Records;
- Employee Records;
- Skills Development and Training Records;
- Pension Fund and Medical Aid Records;
- Correspondence;
- Client Records;
- Contracts;
- Minutes and Correspondence;
- ISO Management System Records;
- Time and Expense Records;
- Billing Records.

11.3. Statutory Employee Records

- Employees' names and occupations;
- Time worked by each employee;
- Employee contracts;
- Remuneration paid to each employee;
- Date of birth of each employee;
- Attendance register;
- Employment equity plan;

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- Salary and wages register;
- Records of foreign employees;
- Substantive agreements;
- Determinations made in terms of the Wage Act;
- Records of strikes, lockouts or protest action;
- Skills and development records;
- Staff records (after date of employment ceases);
- Tax returns of employees;
- Incentive schemes;
- Study assistance schemes;
- Maternity leave policy;
- Medical boarding;
- Funeral insurance scheme;
- Code of conduct and ethics;
- Employee medical surveillance and Biological monitoring records in respect of hazardous chemical substances;
- Records of investigations and tests in respect of hazardous chemicals and substances;
- Records of risk assessments and monitoring results in respect of hazardous biological agents;
- Records of assessment and air monitoring and asbestos inventory;
- Records of training of employees in respect of exposure to hazardous chemicals;
- Safety management systems, data and audits;
- Industrial hygiene programs, data and audits;
- Permits, licences, approvals and registrations for operations of sites and business;
- Emergency response plans;

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- Environmental impact assessments;
- Environmental management programs and systems;
- Details of solid waste discharges;
- Details of air emission discharges.

11.4. Agreements and Contracts

- Material agreements concerning provision of services or materials;
- Joint venture agreements, partnership agreements, participation, franchise, co-marketing, co-promotion or other alliance agreements;
- Agreements with shareholders, officers or directors;
- Acquisition or disposal documentation;
- Agreements with contractors and suppliers;
- Agreements with customers;
- Warranty agreements;
- Sale agreements;
- Distributor, dealer or agency agreements;
- Restraint agreements;
- Agreements with governmental agencies;
- Purchase or lease agreements.

11.5. Intellectual Property

- Trademarks, trade names and protected names;
- Copyrights;
- Agreements relating to intellectual property such as licence agreements, secrecy agreements, research and development agreements, consulting agreements, use agreements, joint venture agreements and joint development agreements;

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- Litigation and other disputes involving intellectual property.

11.6. Information Technology

- Hardware;
- Operating systems;
- Telephone exchange equipment;
- Telephone lines, leased lines and data lines;
- LAN installations;
- Software packages;
- Disaster recovery systems;
- Internal systems support and programming/development;
- Capacity and utilisation of current systems;
- Development or investment plans;
- Agreements;
- Licenses;
- Audits.

11.7. Sales and Marketing

- Products;
- Markets;
- Customers;
- Brochures, newsletters and advertising materials;
- Sales;
- Public relations policies and procedures;
- Domestic and export orders.

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12. Description of the categories of Data Subjects and of the Information or Categories of Information relating thereto

12.1. Tegra holds information and Records on the following categories of Data Subjects:

Categories of Data Subjects	Personal Information that may be processed
Customers/Clients of Tegra	Name, address, registration numbers or identity numbers, employment status and bank details
Service Providers or any other Third Party with whom Tegra conducts business	Name, registration number, vat numbers, address, trade secrets and bank details
Employees of Tegra	Address, qualifications, gender and race

(This list of categories of Data Subjects is non-exhaustive)

13. The Recipients or Categories of Recipients to whom the 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 Service
Qualifications, for qualification verifications	South African Qualification Authority

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Credit and payment history, for credit information		Credit Bureaus			

14. Planned Transborder Flows of Personal Information

- None.

15. General Description of Information Security Measures to be Implemented by the Responsible Party to ensure the Confidentiality, Integrity and Availability of the Information

15.1. Privacy Policy, which is available at:

<https://www.tegra.co.za>

16. Request Procedure

16.1. Form of Request:

- The Requester must use the prescribed form ([Annexure A](#)) to make the request for access to a record.
- This request must be made to the Information Officer of the private body.
- This request must be made to the address or electronic mail address of the body concerned [indicated in section 53(1)].
- These forms are available from:
 1. Tegra's information officers;
 2. The SAHRC website (www.sahrc.org.za);
 3. The Department of Justice and Constitutional Development website (www.doj.gov.za).
- The Requester must provide sufficient detail on the request form to enable the Information Officer of the private body to identify the record and the requester.
- The Requester should indicate which form of access is required.
- The Requester should indicate if any other manner is to be used to inform the

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Requester and state the necessary particulars to be so informed [see section 53(2)(a) and (b) and (c)];

- The Requester must identify the right that is sought to be exercised or protected and should provide an explanation of why the record is required, for the exercise or protection of that right [see section 53(2)(d)].
- If a request is made on behalf of another person, then the Requester must submit proof of their capacity to the satisfaction of the Information Officer of the private body [see section 53(2)(f)].
- A Requester who seeks access to a record containing personal information about him or herself is not required to pay the request fee. Every other non-personal Requester must pay the required request fee:
 1. The Information Officer of the private body must notify the non-personal Requester by notice, requiring the Requester to pay the prescribed fee (if any) before further processing of the request [see section 54(1)].
 2. The fee that the Requester must pay to a private body is R50 (listed in the Guide referred to in Section 2.2 above). The Requester may lodge an application to the court against the tender or payment of the request fee [see section 54(3)(b)].
 3. After the Information Officer of the private body has evaluated the request, the Requester must be notified of their decision on the required form.
 4. If the request is granted a further access fee will be charged for the search, reproduction, preparation and time exceeding the prescribed hours to search and prepare the record for disclosure [see section 54(6)].
- Other Information - The Minister of Justice and Constitutional Development has not made any regulations in this regard.
- Manual Availability - This manual is available for inspection free of charge at the offices of Tegra and a copy of the Manual is available on the website as stated in clause 8.1 of this document.

10. Changes

We will update this processing notice from time to time. Any changes will be posted on this page with an updated revision date.

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Issued by

William van Rijswijk

Compliance Officer