



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

18 FEBRUARY 2019 – VERSION 1.1

Registration Number of Company:

2008/024971/07

NAME OF COMPANY: PIONEERING SOLUTIONS STUDIO (PTY) LTD

PAIA MANUAL

in terms of

Section 51 of

The Promotion of Access to Information Act

2/2000

(the "ACT")



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1. INTRODUCTION

Pioneering Solutions Studio (Pty) Ltd (PSS) is a technology innovation company operating on an international level in a varied list of fields including, amongst others, the healthcare, software development, and education sectors. PSS is a dynamic company able to adapt to its varied industries through its extensive skills base with many years of varied industry experience who are passionate about innovation and making a tangible difference globally. PSS is a company with a wide variety of product offerings operating on both a software as a service (SaaS) model and custom bespoke development projects.

PSS also undertakes donor funded, government over and above commercial projects and are well aware of the intricacies of compliance conditions. PSS is able to cater for a wide variety of solutions required by clients such as mobile applications, websites, web dashboards, reporting and analysis services, database and server provisioning etc.

2. COMPANY CONTACT DETAILS: Switchboard: +27 (0)12 111 7000

Directors: Mr. Werner Swanepoel
Ms. Veena Pillay
Mr Mieder Erasmus

Office Manager/CCO: Mr. Mieder Erasmus

Postal address: P.O.BOX 904122
Faerie Glen
Pretoria
Gauteng
0081

Street address: Block A, Old farm Office park
881 Old Farm road
Faerie Glen Pretoria
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0081

3. THE ACT NO. 2 OF 2000

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 paragraphs 6 and 7 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 will be 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. AVAILABILITY OF THIS MANUAL

A copy of this Manual will be made available on the Pioneering Solutions Studio web site: www.PSS.zone or by sending a request for a copy to Pioneering Solutions Studio Chief Financial Officer or HR manager by email or post set out above.

5. UPDATING OF THE MANUAL

This manual will be updated and published, if necessary, at intervals of not more than 1 (one) year

6. PROCESSING OF PERSONAL INFORMATION

Pioneering Solutions Studio takes the privacy and protection of personal information very seriously and will only process personal information in accordance with the current South African privacy. Accordingly, the relevant personal information privacy principles relating to the processing thereof (including, but not limited to, the collection, handling, transfer, sharing, correction, storage, archiving and deletion) will be applied to any personal information processed by Pioneering Solutions Studio.

6.1. THE PURPOSE OF PROCESSING OF PERSONAL INFORMATION

We process personal information for a variety of purposes, including but not limited to the following:

- to provide or manage any information, products and/or services requested by data subjects;
- to help us identify data subjects when they contact Pioneering Solutions Studio
- to maintain client's records
- to maintain client's vehicle records
- for recruitment purposes
- for employment purposes
- for travel purposes
- financial and tax purposes
- for legal or purposes
- for health and safety purposes
- to monitor access, secure and manage our premises and facilities
- to transact with our clients and business partners
- to help us improve the quality of our services
- to help us detect and prevent fraud and money laundering
- to carry out analysis and clients profiling
- to identify other services which might of interest to data subjects and to inform them about our services



6.2 CATEGORIES OF DATA SUBJECTS AND PERSONAL INFORMATION PROCESS BY PSS

Categories of data and subjects and personal information processed by PSS includes the following:

Clients and potential clients	Clients personal information
	Clients contract
	Clients location information
Business partners	Partner information
	Partner performance information
Employees	Employee personal information
	Employee medical information
	Employee disability information
	Employee pension and provident fund information
	Employee contracts
	Employee performance records
	Physical access records
	Surveillance records
	Training records
	Health and safety records
	Time and attendance records

7. NATURE OF SERVICES

PSS is a company dedicated to providing services to companies within the group consisting of Pioneering Solutions Studio (Pty) Ltd, Qode Health Solutions (Pty) Ltd and Foundation for Sustainable Innovation (Pty) Ltd.



8. SCHEDULE OF RECORDS

Subjects and categories of records held by Pioneering Solutions Studio: Section 51

- Financial records
- Operational records
- Internal correspondence
- Internal policies and procedures
- Organogram of Pioneering Solutions Studio
- Income tax records
- Personnel documents

8.1 Financial Records

- Annual Financial Statement
- Tax Return
- Accounting Records
- Paid Cheques
- Bank Statements
- Banking Records
- Electronic Banking Records
- Rental Agreements
- Invoices

8.2 Income Tax Records

- PAYE Records
- Document issued to employees for income tax purpose
- Records of payment made to SARS on behalf of employees
- Any other statutory compliances:
 - skills development levies
 - UIF

8.3 Personnel Documents and Records

- Employment contracts
- Employment Equity Plan
- Disciplinary Records
- Salary Records
- Leave Records
- Disciplinary Code
- Training Records
- Training Manuals

The above-mentioned records are available from Pioneering Solutions Studio subject to POPI and GDPR Regulations.

9. FORM OF REQUEST

To facilitate the processing of your request, kindly:

- Use the prescription form, available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za
- Address your request to the Head of the Company (CFO)
- Provide sufficient details too enable the COMPANY to identify:
 - (a) The record(s) requested
 - (b) The requester (and if an agent is lodging the request, proof of capacity)
 - (c) The form of access required
 - (d) 1. The postal address or fax number of the requester in the Republic
2. If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof,
 - (e) The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

10. PRESCRIBED FEES

The following applies to requests (other than personal requests):

- A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- Records may be withheld until the fees have been paid.
- The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.