

## PAIA MANUAL

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This manual was prepared in accordance with section 51 of the Promotion of Access to Information Act, 2000 and to address requirements of the Protection of Personal Information Act, 2013.

This manual applies to  
Moyo Business Advisory (Pty) Ltd  
Registration number: 2011/002570/07

And its subsidiaries  
(hereinafter referred to as “Moyo”)

**NOTICE: PLEASE READ THIS MANUAL CAREFULLY BEFORE REQUESTING INFORMATION FROM US. NO INFORMATION WILL BE PROVIDED IF THE REQUIREMENTS AND PROCESSES SET OUT HEREIN ARE NOT ADHERED TO.**



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## 1. Introduction

- 1.1. The Promotion of Access to Information Act, No 2 of 2000 ("PAIA") was enacted on 3 February 2000. PAIA seeks, among other things, to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights. Where a request is made in terms of PAIA to a private body, that private body must disclose the information if the requester is able to show that the record is required for the exercise or protection of any rights and provided that no grounds of refusal contained in PAIA are applicable. PAIA sets out the requisite procedural issues attached to information requests.
- 1.2. Section 51 of PAIA obliges private bodies to compile an Information Manual to enable a person to obtain access to information held by such a private body and stipulates the minimum requirements that the manual has to comply with.
- 1.3. This Manual constitutes Moyo's PAIA Manual, which is made available to you in accordance with section 51 of PAIA, and regulation 4(1)(d) of the Protection of Personal Information Act 4 of 2013 ("POPIA") Regulations.
- 1.4. A copy of this Manual is available at -
  - 1.4.1. our website: <https://www.moyo.co>; and
  - 1.4.2. our office at Building D, 242 On Jean Office Park, 242 Jean Avenue, Die Hoewes, Centurion, Gauteng, 0159, and you will be required to give us at least 7(SEVEN) days prior written notice of your intention to come in and view the Manual.
- 1.5. This Manual contains the procedures and relevant legislative provisions applicable to all access to information requests submitted to us.
- 1.6. Prior to any access to information requests being granted, the requester (any person, including, but not limited to, a public body or an official thereof, making a request for access to a record of that private body; and includes a person acting on behalf of such a person) must comply with all relevant requirements in PAIA and to the extent applicable, POPIA (the "Requester").

## 2. Moyo Business Advisory (Pty) Ltd

- 2.1. Moyo Business Advisory, registration number 2011/002570/07, a private company duly incorporated in accordance with the laws of the Republic of South Africa ("Moyo"). This PAIA Manual is applicable to Moyo as well as its subsidiaries/affiliates as set out in the list below.
- 2.2. Any reference to Moyo in this PAIA Manual includes any of the entities listed below:



- 2.2.1. Moyo Business Advisory Cape Town t/a Moyo Technology Solutions, Registration number: 2017/278454/07;
- 2.2.2. Moyo Engineering, Registration number: 2019/199209/07;
- 2.2.3. Moyo Engineering International, Registration number: 2021/397080/07;
- 2.2.4. Moyo Talent Solutions, Registration number: 2017/167327/07;
- 2.2.5. Moyo Ventures, Registration number: 2017/192703/07;
- 2.2.6. Optron Moyo PB (Pty) Ltd, Registration number: 2020/908338/07; and
- 2.2.7. Simply BFI (Pty) Ltd, Registration number: 2021/559671/07.

### 2.3. Company details:

Company Name:	Moyo Business Advisory (Pty) Ltd, and its Subsidiaries
Head of Company:	Pierre Henri le Roux
Street address:	Building D, 242 on Jean Office Park, 242 Jean Avenue, Die Hoewes, Centurion, Gauteng, 0157
Telephone number:	012 664 1392
Email:	Hello@moyo.co
Website:	www.moyo.co

### 2.4. Company Information Officer Details:

Information Officer:	Pierre Henri le Roux
Email:	Pierre.leroux@moyo.co
Deputy Information Officer:	Vumile Gumbi
Email:	Vumile.Gumbi@moyo.co

## 3. Purpose of the PAIA Manual

- 3.1. This PAIA Manual is intended to ensure that Moyo complies with PAIA and to foster a culture of transparency and accountability within Moyo by giving effect to the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights.
- 3.2. In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of PAIA in order for them to exercise their rights in relation to public and private bodies.
- 3.3. Section 9 of PAIA recognises that the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:



- 3.3.1. Limitations aimed at the reasonable protection of privacy;
- 3.3.2. Commercial confidentiality;
- 3.3.3. Effective, efficient and good governance; and
- 3.3.4. In a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.
- 3.3.5. This manual was prepared in accordance with section 51 of PAIA.

#### 4. Contact Details of the Managing Director (Section 51(1)(a))

<b>Managing Director:</b>	Pierre Henri le Roux
<b>Registered Address:</b>	Building D, 242 On Jean Office Park, 242 Jean Avenue, Die Hoewes, Centurion, Gauteng, 0159
<b>Postal Address:</b>	Po Box 68146, Highveld, Centurion, Gauteng, 0169
<b>Telephone Number:</b>	+27 12 664 1392
<b>Website:</b>	www.moyo.co

#### 5. Guide on how to use PAIA (Section 51(1) (b))

- 5.1. In terms of Section 51(1)(b) of PAIA, the Human Rights Commission must compile a guide, in each official language, 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 PAIA.
- 5.2. The Guide compiled by the Human Rights Commission is available for inspection at the offices of the Human Rights Commission and on its website.

<b>Contact body:</b>	<b>The South African Human Rights Commission</b>
<b>Physical Address:</b>	PAIA Unit 29 Princess of Wales Terrace Cnr York and Andrew Streets Parktown
<b>Postal Address:</b>	Private Bag 2700, Houghton 2041
<b>Telephone Number:</b>	+27 11 877 3600
<b>E-Mail:</b>	section51.paia@sahrc.org.za
<b>Web Site:</b>	www.sahrc.org.za
<b>Link:</b>	<a href="https://www.sahrc.org.za/home/21/files/Section%2010%20guide%2">https://www.sahrc.org.za/home/21/files/Section%2010%20guide%2</a>



	<a href="#">02014.pdf</a>
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## 6. The Latest Notice in Terms of Section 52(2) (if any) (Section 51(1)(c))

- 6.1 No category of records, except as indicated in section 9 of this Manual, are automatically available to any person, and as such, no notice has been published in terms of Section 52(2) regarding the categories of records that are automatically available without a person having to request access in terms of PAIA.

## 7. Description of the records of Moyo which are available in accordance with any other legislation (Section 51(1)(d))

- 7.1. Where applicable to its operations, Moyo also retains records and documents in terms of the legislation listed below and unless disclosure is prohibited in terms of legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of these acts shall be made available for inspection by interested parties in terms of the requirements and conditions of the Act; the below mentioned legislation and applicable internal policies and procedures, should such interested parties be entitled to such information. A request to access must be done in accordance with the prescriptions of PAIA.

1. *Basic Conditions of Employment Act, No 75 of 1997;*
2. *Broad- Based Black Economic Empowerment Act, No 75 of 1997;*
3. *Companies Act, No 71 of 2008;*
4. *Compensation for Occupational Injuries & Diseases Act, 130 of 1993;*
5. *Competition Act, No.71 of 2008;*
6. *Constitution of the Republic of South Africa 2008;*
7. *Consumer Protection Act 68 of 2008*
8. *Copyright Act, No 98 of 1978;*
9. *Electronic Communications Act, No 36 of 2005;*
10. *Electronic Communications and Transactions Act, No 25 of 2002;*
11. *Employment Equity Act, No 55 of 1998;*
12. *Financial Intelligence Centre Act, No 38 of 2001;*
13. *Income Tax Act, No 58 of 1962;*
14. *Insolvency Act No. 24 of 1936;*
15. *Intellectual Property Laws Amendment Act, No 38 of 1997;*
16. *Labour Relations Act, No 66 of 1995;*



17. *Occupational Health & Safety Act, No 85 of 1993;*
18. *Pension Funds Act, No 24 of 1956;*
19. *Prescription Act, No 68 of 1969;*
20. *Prevention of Organised Crime Act, No 121 of 1998;*
21. *Promotion of Access to Information Act, No 2 of 2000;*
22. *Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000*
23. *Protection of Personal Information Act, No. 4 of 2013;*
24. *Skills Development Act 97 of 1998*
25. *Skills Development Levies Act No. 9 of 1999;*
26. *Unemployment Contributions Act 4 of 2002;*
27. *Unemployment Insurance Act No. 30 of 1966; and*
28. *Value Added Tax Act 89 of 1991.*

*\*Although we have used our best endeavours to supply a list of applicable legislation, it is possible that this list may be incomplete.*

7.2 It is further recorded that the accessibility of documents and records may be subject to the grounds of refusal set out in this PAIA Manual.

## **8. Subjects and Categories of Records Available only on Request to Access in Terms of the Act (Section 51(1) (e))**

8.1. For the purposes of this clause 8.1, "Personnel" refers to any person who works for, or provides services to, or on behalf of Moyo and receives or is entitled to receive remuneration and any other person who assist in carrying out or conducting the business of Moyo. This includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers.

8.2. This clause serves as a reference to the categories of information that Moyo holds. The information is classified and grouped according to records relating to the following subjects and categories



Subject	Category
Statutory company records	<p>Documents of Incorporation;                      Internal policies and procedures                      Memorandum of Incorporation;                      Minutes of meetings of the Board of Directors; Minutes of meetings of Shareholders;                      Proxy forms;                      Share certificates;                      Share Register and other statutory registers and/or records and/or documents;                      Special resolutions/Resolutions passed                      Records relating to the appointment of: Auditors; Directors; Prescribed Officer. Public Officer; and Secretaries.</p>
Financial Records	<p>Accounting Records;                      Annual Financial Reports;                      Annual Financial Statements                      Asset Registers;                      Bank Statements;                      Banking details and bank accounts;                      Banking Records;                      Debtors / Creditors statement and invoices                      General ledgers and subsidiary ledgers;                      General reconciliation;                      Insurance records;                      Invoices;                      Loan Agreements;                      Policies and procedures;                      Rental Agreements; and                      Tax Returns.</p>





Personnel records	Any personal records provided to us by our personnel; Any records a third party has provided to us about any of their personnel; Conditions of employment and other personnel-related contractual and quasi legal records; Employment policies and procedures; Internal evaluation and disciplinary records; and Training Records Other internal records and correspondence.
Sales Department	Contracts with the client and between the client and other persons; Records pertaining to our clients/customers.
Marketing Department	Advertising and promotional material Customer Database Marketing Strategies Sales Records Sponsorship Records
IT Department	Computer / mobile device usage policy documentation; Disaster recovery plans; Hardware asset registers; Information security policies/standards/procedures; Information technology systems and user manuals Information usage policy documentation; Project implementation plans; Software licensing; and System documentation and manuals.

## 9. Records Available without a Request to Access in terms of PAIA

- 9.1. Records of a public nature, typically those disclosed on the Moyo website may be accessed without the need to submit a formal application.
- 9.2. Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application, however, please note that an appointment to view such records will still have to be made with the Deputy Information Officer.

## 10. Detail to Facilitate a Request for Access to information not publicly available (Section 51(1)(e))

The Requester must comply with the following when submitting a request for information that is not generally available to the public.



- 10.1. All the procedural requirements contained as set out in section 53 of PAIA.
- 10.2. Complete and submit the prescribed Request for Access form, attached as Appendix 1 hereto. This form should be accompanied by payment of a request fee (if applicable) and a deposit (if applicable). Submission must be made to the Deputy Information Officer as set out in clause 2.4 of this Manual.
- 10.3. The prescribed form must be filled in with sufficient information to enable the Deputy Information Officer to identify:
  - 10.3.1. the requested record(s); and
  - 10.3.2. the Requester (and proof of capacity to request the record(s) on behalf of someone else);
  - 10.3.3. postal address or fax number of the Requester in the Republic;
  - 10.3.4. The requester must state that he/she requires the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. The requester must clearly specify why the record is necessary to exercise or protect such a right (section 53(2)(d)).
- 10.4. If the Requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof should also be provided.

## **11. Grounds for refusal of access to certain records**

- 11.1. In terms of Part 3, Chapter 4 of PAIA there are a number of grounds that warrant the refusal to release certain records. Such instances include mandatory protection of –
  - 11.1.1. privacy of a third party who is natural person;
  - 11.1.2. commercial information of a third party;
  - 11.1.3. certain confidential information of a third party;
  - 11.1.4. information relating to the safety of individuals, and protection of property;
  - 11.1.5. records privileged from production in legal proceedings;
  - 11.1.6. commercial information of a private body; and
  - 11.1.7. research information of third parties, and protection of research information of private bodies.
- 11.2. Requests for records which are clearly frivolous, vexatious or involve an unreasonable diversion of resources may also be refused.
- 11.3. All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.



## **12. Decision to grant or deny access**

- 12.1. Our Deputy Information Officer will deliberate and decide on the request of the Requester within 30 (thirty) days of receipt of the request for access.
- 12.2. In cases where the request for access is for a large number of records or the request requires a search at more than one of our offices the period may be extended for a further period of up to 30 (thirty) days. Moyo will make use of the information provided in Appendix 1 hereto to inform the relevant Requester of such an extension in writing.
- 12.3. Moyo will make use of the prescribed form, attached as Appendix 2 hereto, to communicate its decision regarding the access request and the prescribed fees payable if the request is granted.

## **13. Remedies Available When Moyo Refuses a Request**

### **13.1. Internal Appeal**

The decision made by the Deputy Information Officer is final in terms of our internal procedures for access to information. The external remedies set out below remain available to the Requester, however there is no internal appeal procedure.

### **13.2. External Appeal**

The Requester may in terms of sections 56(3)(c) and 78 of PAIA apply to a court within 180 (one hundred and eighty) days of notification of the decision for appropriate relief.

For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status and a Magistrate's Court designated by the Minister of Justice and Constitutional Development and which is presided over by a designated Magistrate.

## **14. Prescribed Fees (Section 51 (1) (f))**

### **14.1. Fees Provided by the Act:-**

- 14.1.1. The Act provides for two types of fees, namely:
  - a. A request fee, which is a form of administration fee to be paid by all requesters except personal requesters, before the request is considered and is not refundable; and
  - b. An access fee, which is paid by all requesters in the event that a request for access is granted. This fee is inclusive of costs involved by Moyo in obtaining and preparing a record for delivery to the requester.



- 14.1.2. When the request is received by the Deputy Information Officer, such officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee, before further processing of the request (section 54(1)).
- 14.1.3. If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Deputy Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.
- 14.1.4. The Deputy Information Officer shall withhold a record until the requester has paid the fees as indicated below.
- 14.1.5. A requester whose request for access to a record has been granted, must pay an access fee that is calculated to include, where applicable, the request fee, the process fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.
- 14.1.6. If a deposit has been paid in respect of a request for access, which is refused, then the Deputy Information Officer concerned must repay the deposit to the requester.

## **15.    Reproduction Fee**

- 15.1.   Where Moyo has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, will be a fee for reproduction of the record in question.



Item	Description	Amount
1.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof.
2.	Printed copy of A4-size page	R2.00 per page or part thereof.
3.	For a copy in a computer-readable form on: Flash drive (to be provided by requestor) Compact disc If provided by requestor If provided to the requestor	R40.00 R40.00 R60.00
4.	For a transcription of visual images per A4-size page	Where services require to be outsourced: the cost will be dependent on the service provider fee.
5.	Copy of visual image	Service to be outsourced. Will depend on the quotation of the service provider
6.	Transcription of an audio record, per A4-size page	R24.00
7.	Copy of an audio record on: Flash drive (to be provided by requestor) Compact disc If provided by requestor If provided to the requestor	R40.00 R40.00 R60.00
8.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.  To not exceed a total cost of	R145.00  R435.00



9.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
10.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

## 15.2. Request Fees

Where a requester submits a request for access to information held by Moyo on a person other than the requester himself/herself, a request fee in the amount of R50,00 is payable up-front before the institution will further process the request received.

## 15.3. Access Fees

15.3.1. An access fee is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specially excluded in terms of the PAIA or an exclusion is determined by the Minister in terms of section 54(8).

The applicable access fees which will be payable are:

Item	Cost per A4-size page or part thereof/item
Photocopy	As per access fees table per point 15.1 above
Printed copy	
Printed copy of A4-size page	
For a copy in a computer-readable form on:	
(i) Flash drive <ul style="list-style-type: none"> <li>To be provided by requestor</li> </ul>	R40.00
(ii) Compact disc <ul style="list-style-type: none"> <li>If provided by requestor</li> </ul>	R40.00
<ul style="list-style-type: none"> <li>If provided to the requestor</li> </ul>	R60.00
For a transcription of visual images per A4-size page	Where services require to be outsourced: the cost will be dependent on the service provider fee.
Copy of visual images	
Transcription of an audio record, per A4-size	R24.00
Copy of an audio record:	
(i) Flash drive <ul style="list-style-type: none"> <li>To be provided by requestor</li> </ul>	R40.00
(ii) Compact disc <ul style="list-style-type: none"> <li>If provided by requestor</li> </ul>	R40.00
<ul style="list-style-type: none"> <li>If provided to the requestor</li> </ul>	R60.00



Postage, e-mail or any other electronic transfer	Actual costs
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15.4. Deposits

- 15.4.1. Where the Moyo receives a request for access to information held on a person other than the requester himself/herself and the Deputy Information Officer is upon receipt of the request of the opinion that the preparation of the required record of disclosure will take more than 6 (six) hours, a deposit is payable by the requester.
- 15.4.2. The amount of the deposit is equal to 1/3 (one third) of the amount of the applicable access fee.

15.5. Collection Fees

- 15.5.1. The initial "request fee" of R50,00 should be deposited into the bank account below and a copy of the deposit slip, application form and other correspondence / documents, forwarded to the Deputy Information Officer via email. The bank account details to which payment should be made may be requested from the Deputy Information Officer.
- 15.5.2. All fees are subject to change as allowed for in the Act and as a consequence such escalations may not always be immediately available at the time of the request being made. Requesters shall be informed of any changes in the fees prior to making a payment.
- 15.5.3. Please also refer to the Outcome of Request and of Fees Payable (form 3) attached as Appendix 2.

**16. Protection of Personal Information that is Processed by Moyo**

- 16.1. Please take note that this Manual is subject to and should be read with our Privacy Policy, which is available on our website being: [www.moyo.co](http://www.moyo.co).
- 16.2. We respect your right to privacy, as contained in section 14 of the Constitution of the Republic of South Africa of 1996, and which forms the cornerstone of POPIA. In order for Moyo to carry out its business and operational functions, it may be necessary for Moyo to collect the Personal Information of individuals and juristic persons.
- 16.3. Moyo will take all reasonable steps to protect the Personal Information of any Data Subjects which is in our possession. For the purposes of this section, "Data Subject", "Personal Information", "Processing" and "Responsible Party" will be understood in accordance with the definition provided in POPIA. Any such Personal Information that you may share with us, and the reasons why such information is required, will depend on the nature and scope of your relationship with us.
- 16.4. **Purpose of the Processing of Personal Information by the Company**  
The purposes for which Moyo processes or will process Personal Information is set out in Part 1 of Appendix 3.



**16.5. Categories of Data Subjects and Personal Information/special Personal Information relating thereto**

Part 2 of Appendix 3 sets out the various categories of Data Subjects that Moyo Processes Personal Information on and the types of Personal Information relating thereto.

**16.6. Recipients of Personal Information**

Part 3 of Appendix 3 outlines the recipients to whom Moyo may provide a Data Subjects Personal Information to.

16.7. As a Responsible Party, we undertake to comply with the relevant provisions of POPIA in relation to the Processing of Personal Information. In particular, we undertake and are committed to comply with the 8 (EIGHT) conditions for the lawful Processing of Personal Information contained in Chapter 3 of POPIA, as set out below:

16.7.1. Accountability.

16.7.2. Processing limitation.

16.7.3. Purpose specification.

16.7.4. Further processing limitation.

16.7.5. Information quality.

16.7.6. Openness.

16.7.7. Security safeguards.

16.7.8. Data subject participation.

16.8. Should the cross-border flow of Personal Information be necessary in the course of business and the purpose for which the Personal Information is Processed, it will only take place if all the conditions as set out in section 72 of POPIA are complied with.

16.9. Description of information security measures to be implemented by Moyo

Part 4 of Appendix 3 sets out the types of security measures to be implemented by Moyo in order to ensure that Personal Information is respected and protected.

16.10. Objection to the Processing of Personal Information by a Data Subject

Should any Data Subject object to the Processing of their Personal Information, they may lodge such objection by completing the form attached as Appendix 4 hereto and email the completed form to the





Deputy Information Officer of Moyo.

16.11. Request for correction or deletion of Personal Information

Should any Data Subject wish to request for their Personal Information to be corrected/deleted, they may lodge such a request in the prescribed form attached as Appendix 5 to this Manual.

**17. Availability and Updating of the PAIA Manual**

17.1. This PAIA Manual is made available in terms of Regulation Number R.187 of 15 February 2002. Moyo will update this PAIA Manual at such intervals as may be deemed necessary.

17.2. This PAIA Manual of Moyo is available to view at its premises and on its website.



Appendix 1: Access Request Form

**FORM 2**  
**REQUEST FOR ACCESS TO RECORD**  
[Regulation 7]

**NOTE:**

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

**TO:** The Information Officer


(Address)

E-mail address:

Fax number:

Mark with an "X"

- Request is made in my own name       Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile: <input type="text"/>
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable)</i> :			



Identity Number	
Postal Address	

Street Address				
E-mail Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

### PARTICULARS OF RECORD REQUESTED

*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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)*

Description of record or relevant part of the record:	

Reference number, if available	
--------------------------------	--

Any further particulars of record	

### TYPE OF RECORD (Mark the applicable box with an "X")

Record is in written or printed form	
--------------------------------------	--



Record comprises virtual images ( <i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i> )	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

<b>FORM OF ACCESS</b> (Mark the applicable box with an "X")	
Printed copy of record ( <i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i> )	
Written or printed transcription of virtual images ( <i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i> )	
Transcription of soundtrack ( <i>written or printed document</i> )	
Copy of record on flash drive ( <i>including virtual images and soundtracks</i> )	
Copy of record on compact disc drive ( <i>including virtual images and soundtracks</i> )	
Copy of record saved on cloud storage server	

<b>MANNER OF ACCESS</b> (Mark the applicable box with an "X")	
Personal inspection of record at registered address of public/private body ( <i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i> )	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format ( <i>including transcriptions</i> )	
E-mail of information ( <i>including soundtracks if possible</i> )	
Cloud share/file transfer	
Preferred language ( <i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i> )	



## PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

*If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.*

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:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**Signature of Requester / person on whose behalf request is made**

-----  
**FOR OFFICIAL USE**

Reference number:	
Request received by: <i>(State Rank, Name And Surname of Information Officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

\_\_\_\_\_  
**Signature of Information Officer**



## Appendix 2: Outcome of Request and of Fees Payable

### FORM 3

### OUTCOME OF REQUEST AND FEES PAYABLE

[Regulation 8]

**NOTE:**

1. If your request is granted the—
  - (a) amount of the deposit, (if any), is payable before your request is processed; and
  - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: \_\_\_\_\_

**TO:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

**1. You requested:**

Personal inspection of information at registered address of public/private body ( <i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i> ) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
---	--

**OR**

**2. You requested:**

Printed copies of the information ( <i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i> )	
Written or printed transcription of virtual images ( <i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i> )	
Transcription of soundtrack ( <i>written or printed document</i> )	
Copy of information on flash drive ( <i>including virtual images and soundtracks</i> )	
Copy of information on compact disc drive ( <i>including virtual images and soundtracks</i> )	
Copy of record saved on cloud storage server	

**3. To be submitted:**

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format ( <i>including transcriptions</i> )	
E-mail of information ( <i>including soundtracks if possible</i> )	
Cloud share/file transfer	
Preferred language: ( <i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i> )	



hello@moyo.co



www.moyo.co



+27 (0) 12 664 1392

Kindly note that your request has been:

Approved

Denied, for the following reasons:

**4. Fees payable with regards to your request:**

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

**5. Deposit payable (if search exceeds six hours):**

Yes

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank: \_\_\_\_\_  
 Name of account holder: \_\_\_\_\_  
 Type of account: \_\_\_\_\_  
 Account number: \_\_\_\_\_  
 Branch Code: \_\_\_\_\_  
 Reference Nr: \_\_\_\_\_





Submit proof of payment to: \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_

*Information officer*



## Appendix 3: Part 1 - Processing of Personal Information in Accordance with POPI

### For consumers:

- a. Performing duties in terms of any agreement with consumers
- b. Make, or assist in making, credit decisions about consumers
- c. Operate and manage consumers' accounts and manage any application, agreement or correspondence consumers may have with Moyo
- d. Communicating (including direct marketing) with consumers by email, SMS, letter, telephone or in any other way about Moyo's products and services, unless consumers indicate otherwise
- e. To form a view of consumers as individuals and to identify, develop or improve products, that may be of interest to consumers
- f. Carrying out market research, business and statistical analysis
- g. Performing other administrative and operational purposes including the testing of systems
- h. Recovering any debt consumers may owe to Moyo
- i. Any other reasonably required purpose relating to the business and operations of Moyo

### For prospective consumers:

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- a. Verifying and updating information
- b. Direct marketing
- c. Any other reasonably required purpose relating to the processing of a prospect's personal information reasonably related to the business and operations of Moyo

### For employees:

---

- a. The same purposes as for consumers (above)
- b. Verification of applicant employees' information during recruitment process
- c. General matters relating to employees:
  - i. Pension
  - ii. Medical aid
  - iii. Payroll
  - iv. Disciplinary action
  - v. Training
- d. Any other reasonably required purpose relating to the employment or possible employment relationship.

### For vendors /suppliers /other businesses:

---

- a. Verifying information and performing checks;
- b. Purposes relating to the agreement or business relationship or possible agreement or business relationships between the parties;



- c. Payment of invoices; and
- d. Any other reasonably required purpose relating to the business and operations of Moyo.

## **Appendix 3: Part 2 - Categories of Data Subjects and Categories of Personal Information relating thereto**

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### **Employees**

- a. Name and contact details
- b. Identity number and identity documents including passports
- c. Employment history and references
- d. Banking and financial details
- e. Details of payments to third parties (deductions from salary)
- f. Employment contracts
- g. Employment equity plans
- h. Medical aid records
- i. Pension Fund records
- j. Remuneration/salary records
- k. Performance appraisals
- l. Disciplinary records
- m. Leave records
- n. Training records

### **Consumers and prospective consumers (which may include employees)**

---

- a. Postal and/or street address
- b. title and name
- c. contact numbers and/or e-mail address
- d. ethnic group
- e. employment history
- f. age
- g. gender
- h. marital status
- i. nationality
- j. language
- k. financial information
- l. identity or passport number
- m. browsing habits and click patterns on Moyo websites.



## **Vendors /suppliers /other businesses:**

---

- a. Name and contact details
- b. Identity and/or company information and directors' information
- c. Banking and financial information
- d. Information about products or services
- e. Other information not specified, reasonably required to be processed for business operations

## **Appendix 3: Part 3 - Recipients of Personal Information**

- a. Any firm, organisation or person that Moyo uses to collect payments and recover debts or to provide a service on its behalf;
- b. Any firm, organisation or person that/who provides Moyo with products or services;
- c. Any payment system that Moyo uses;
- d. Regulatory and governmental authorities or ombudsmen, or other authorities, including tax authorities, where Moyo has a duty to share information;
- e. Third parties to whom payments are made on behalf of employees;
- f. Financial institutions from whom payments are received on behalf of data subjects;
- g. Any other operator not specified;
- h. Employees, contractors and temporary staff; and
- i. Agents.

## **Appendix 3: Part 4 – Description of information security measures**

Moyo undertakes to put in place, monitor and maintain the data protection measures to accomplish the following objectives outlined below. The details given are to be interpreted as examples of how to achieve an adequate data protection level for each objective. Moyo may use alternative measures and adapt to technological security development, as needed, provided that the objectives are achieved.

1. **Access Control of Persons**  
Moyo shall implement suitable measures in order to prevent unauthorised persons from gaining access to the data processing equipment where the data is processed.
2. **Data Media Control**  
Moyo undertakes to implement suitable measures to prevent the unauthorised manipulation of media, including reading, copying, alteration or removal of the data media used by Moyo and containing personal data of Customers.
3. **Data Memory Control**  
Moyo undertakes to implement suitable measures to prevent unauthorised input into data memory and the unauthorised reading, alteration or deletion of stored data.



4. **User Control**  
Moyo shall implement suitable measures to prevent its data processing systems from being used by unauthorised persons by means of data transmission equipment.
5. **Access Control to Data**  
Moyo represents that the persons entitled to use Moyos's data processing system are only able to access the data within the scope and to the extent covered by their respective access permissions (authorisation).
6. **Transmission Control**  
Moyo shall be obliged to enable the verification and tracing of the locations / destinations to which the personal information is transferred by utilisation of Moyo's data communication equipment / devices.
7. **Transport Control**  
Moyo shall implement suitable measures to prevent Personal Information from being read, copied, altered or deleted by unauthorised persons during the transmission thereof or during the transport of the data media.
8. **Organisation Control**  
Moyo shall maintain its internal organisation in a manner that meets the requirements of this Manual.

**Appendix 4: Objection to the Processing of Personal Information in terms of Section 11(3) of the Protection of Personal Information Act, 2013**

Regulations Relating to the Protection of Personal Information, 2018

To Note:

- 1 Affidavits or other documentary evidence as applicable in support of the objection may be attached.
- 2 If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
- 3 Complete as is applicable.

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
Contact number(s):	
Fax number / E-mail address:	



<b>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name(s) and surname/ registered name of data subject:	
Residential, postal or business address:	
Contact number(s):	
Fax number / E-mail address:	
<b>C</b>	<b>REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)</b>

Signed at ..... this ..... day of.....20...

.....  
Signature of data subject/designated person



**Appendix 5: Request for Correction or Deletion of Personal Information or Destroying or Deletion of Record of Personal Information in terms of Section 24(1) of the Protection of Personal Information Act, 2013**

**Regulations Relating to the Protection of Personal Information, 2018**

[Regulation 3]

**Note:**

1. Affidavits or other documentary evidence as applicable in support of the request may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

Mark the appropriate box with an "x".

Request for:

- Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.
- Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information

A	Details of Data Subject
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ registered name of data subject:	
Residential, postal or business address:	
Contact number(s):	



Fax number / E-mail address:	
<b>C</b>	<b>Reasons for Objection in Terms of Section 11(1)(D) to (F) (Please Provide Detailed Reasons for The Objection)</b>
<b>D</b>	<b>Reasons for *Correction or Deletion of the Personal Information about the Data Subject in Terms of Section 24(1)(a) which is in Possession or Under the Control of the Responsible Party; and or Reasons for *Destruction or Deletion of a Record of Personal Information about the Data Subject in Terms of Section 24(1)(b) which the Responsible Party is no longer Authorised to Retain. (Please Provide Detailed Reasons for the Request)</b>

