

Lamatsamo Holdings (Pty) Ltd

# PAIA MANUAL

DATA PROTECTION &  
INFORMATION COMPLIANCE



WWW.LAMATSAMOHOLDINGS.CO.ZA

# Table of **CONTENTS**

1. Introduction
2. Company Contact Details
3. The Information Officer
4. Guide on How to Use PAIA
5. Types of Records Held by the Company
6. Records Available in Terms of Other Legislation
7. Request Procedure
8. Grounds for Refusal of Access to Records
9. Remedies Available When Access is Refused
10. Fees
11. Availability of the Manual



## 1. Introduction

This manual has been compiled in accordance with the requirements of the Promotion of Access to Information Act 2 of 2000 (PAIA). The purpose of this manual is to facilitate requests for access to records held by Lamatsamo Holdings (Pty) Ltd.

## 2. Company Contact Details

Name: Lamatsamo Holdings (Pty) Ltd

Registration Number: 2014/155651/07

Regulator Registration Number: 2024-032019

Physical Address: 17b Breytenbach street, Carolina, Mpumalanga

Telephone: +27 (0) 17 843 1095

Email: [info@lamatsamoholdings.co.za](mailto:info@lamatsamoholdings.co.za)

Website: [www.lamatsamoholdings.co.za](http://www.lamatsamoholdings.co.za)

## 3. The Information Officer

The Information Officer for Lamatsamo Holdings (Pty) Ltd is:

Name: SHONGWE, BONISILE FORTUNATE

Email: [admin@lamatsamoholdings.co.za](mailto:admin@lamatsamoholdings.co.za)

Phone: +27 (0) 17 843 1095

Deputy Information Officer:

Name: DWEBA, LUNGA

Email: [info@giadvisory.co.za](mailto:info@giadvisory.co.za)

Phone: +27 (0) 12 004 2023



## 4. Guide on How to Use PAIA

The Information Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide on how to use PAIA ("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.

The Guide is available in each of the official languages and in braille.

The Guide can be obtained from the Information Regulator at:

The Information Regulator (South Africa)

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

P.O Box 31533, Braamfontein, Johannesburg, 2017

Complaints email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

General enquiries email: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

## 5. Types of Records Held by the Company

### 5.1. Records freely available to the public:

- Company registration documents: Basic company information that is available from the Companies and Intellectual Property Commission (CIPC).
- Brochures, catalogues, or technical specifications of services offered.
- Marketing materials: Promotional content, advertisements, or press releases that are designed for public consumption.
- Corporate social responsibility reports: Information about the company's community involvement and social impact initiatives.
- General company policies: such as the environmental policy or general code of conduct.



- Leadership team information
- Contact information: General contact details for the company, including physical address, phone numbers, and email addresses.
- General terms of service or terms and conditions for using the company's products or services.
- The company's privacy policy is typically made freely available on their website.
- Employment opportunities within the company.
- Newsletters or company blogs
- Frequently asked questions and their answers about the company or its services.

## 5.2 Records that may be requested:

- Company Records
- Financial Records
- Human Resources Records
- Client Records
- Supplier Records
- Technical Records
- Marketing Records

## 6. Records Available in Terms of Other Legislation

Records are available in accordance with the following legislation:

- Companies Act 71 of 2008
- Income Tax Act 58 of 1962
- Value Added Tax Act 89 of 1991
- Labour Relations Act 66 of 1995
- Basic Conditions of Employment Act 75 of 1997
- Employment Equity Act 55 of 1998
- Skills Development Act 97 of 1998
- Unemployment Insurance Act 63 of 2001
- Electronic Communications and Transactions Act 25 of 2002



## 7. Request Procedure

- The requester must use the prescribed form to make the request for access to a record.
- The request must be made to the Information Officer at the address, fax number or electronic mail address provided in Section 2 of this manual.
- The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester.
- The requester should indicate which form of access is required.
- The requester should specify a postal address or fax number in South Africa, or an email address.
- If, in addition to a written reply, the requester wishes to be informed of the decision in any other manner, this must be stated and the necessary particulars provided.

## 8. Grounds for Refusal of Access to Records

- The main grounds for refusal of a request for information are:
- Mandatory protection of the privacy of a third party who is a natural person
- Mandatory protection of commercial information of a third party
- Mandatory protection of certain confidential information of a third party
- Mandatory protection of the safety of individuals and the protection of property
- Mandatory protection of records privileged from production in legal proceedings
- Commercial information of the private body
- Mandatory protection of research information of a third party and of the private body



## 9. Remedies Available When Access is Refused

- Internal Remedies: The company does not have internal appeal procedures. As such, the decision made by the Information Officer is final.
- External Remedies: A requester or a third party, who is dissatisfied with the Information Officer's decision to refuse a request for information, may within 30 days of notification of the decision, apply to the High Court for relief.

## 10. Fees

The Act provides for two types of fees:

- A request fee, which will be a standard fee
- An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs

## 11. Availability of the Manual

This manual is available for inspection at:

- The offices of Lamatsamo Holdings (Pty) Ltd free of charge
- The website of Lamatsamo Holdings (Pty) Ltd at [www.lamatsamoholdings.co.za](http://www.lamatsamoholdings.co.za)



Signature of Information Officer

Date. 25/07/2024



Promotion of Access to Information Act (PAIA) Manual  
For Lamatsamo Holdings (Pty) Ltd

