

SPAAN ZA (Pty) Ltd

PAIA Manual

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) and the Protection of Personal Information Act, 2013 (Act No. 4 of 2013)

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1. Introduction

This manual is prepared to comply with the Promotion of Access to Information Act (PAIA) and the Protection of Personal Information Act (POPIA). It explains the process for

accessing SPAAN's records and outlines how personal information is handled in accordance with legal requirements.

2. Contact Details of the Information Officer

Name: Afika Nontso

Position: Information Officer

Email: afika@spaan.co.za

Phone: 010 007 7226

Address: 35 Ferguson Road, Illovo, Sandton, 2196

Website: www.spaan.co.za

3. About SPAAN ZA (Pty) Ltd

SPAAN ZA (Pty) Ltd ("SPAAN") is an employment platform that connects job seekers and employers through innovative technology. SPAAN provides services such as profile creation, verification, job application management, and employer tools like job postings and candidate searches.

SPAAN is committed to transparency and the protection of users' personal information.

4. The Guide as Required by Section 10 of PAIA

The Information Regulator of South Africa has compiled a guide to assist individuals in exercising their rights under PAIA. This guide is available in all official languages and can be obtained from the Information Regulator:

Contact Details:

- **Postal Address:** PO Box 31533, Braamfontein, Johannesburg, 2017
 - **Phone:** +27 (10) 023 5200
 - **Email:** PAIACompliance.IR@justice.gov.za
 - **Website:** www.justice.gov.za
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5. Records Automatically Available Without a Request

The following records are publicly accessible on SPAAN's website or upon request:

- Company Profile
- Marketing Materials
- Public Policies (Privacy Policy, Cookie Policy, etc.)
- Job Listings (open to public view)

6. Records Available in Terms of Legislation

SPAAN maintains records in compliance with the following legislation:

- Companies Act, 2008
- Basic Conditions of Employment Act, 1997
- Labour Relations Act, 1995
- Protection of Personal Information Act, 2013
- Unemployment Insurance Act, 2001

Requests for these records must comply with the procedures outlined in this manual.

7. Categories of Records Held by SPAAN

Corporate Governance Records

- Company registration documents
- Memorandum of Incorporation
- Shareholder information

Operational Records

- Job seeker and employer registration data
- Verification records (e.g., ID, qualifications, criminal checks)
- Platform analytics

Human Resources Records

- Employee contracts and personal information

- Training and development materials

Financial Records

- Invoices and payment receipts
- Tax compliance documents

Marketing Records

- Campaign performance reports
- User engagement data

8. How to Request Access to Records

8.1. Requests must be submitted in writing using the prescribed form (Annexure A).

8.2. The form must include:

- Full name and contact details of the requester
- Description of the record being requested
- Reason for the request
- Preferred method of access (email, print, etc.)

8.3. Requests should be submitted to the Information Officer at info@spaan.co.za.

9. Fees Applicable for Requests

- **Request Fee:** R140 (non-refundable)
- **Access Fees:** Based on the number of pages, processing time, and delivery costs.
- A detailed fee structure is provided in Annexure B.

10. Grounds for Refusal of Access to Records

Access may be refused if:

- The record contains confidential information about third parties.

- Disclosure would harm SPAAN's commercial interests.
- The record is subject to legal privilege.
- It contains information that could endanger an individual's safety.

11. Remedies Available to the Requester

If a request is denied:

- The requester may lodge an internal appeal with the Information Officer.
- Alternatively, the requester can escalate the matter to the Information Regulator or approach a competent court.

12. Protection of Personal Information (POPIA) Compliance

SPAAN adheres to the conditions for lawful processing of personal information:

- **Accountability:** SPAAN ensures responsible data processing practices.
- **Purpose Specification:** Personal information is only processed for specified, lawful purposes.
- **Security Safeguards:** Information is protected against unauthorized access or loss.
- **Data Subject Participation:** Users may access, correct, or delete their personal information.

13. Measures for Securing Records

- Access controls on digital and physical records.
- Data encryption for sensitive information.
- Regular audits to ensure compliance with data protection regulations.

14. Annexures

Annexure A: Request for a Copy of the Guide

Annexure B: Request for Access to Record

Annexure C: Objection to the Processing of Personal Information

Annexure D: Request for Correction or Deletion of Personal Information

Annexure E: Outcome of Request and Fees Payable

For further inquiries, please contact:

Email: info@spaan.co.za

Phone: 010 007 7226

Address: 35 Ferguson Road, Illovo, Sandton, 2196



Annexure A: Request for a Copy of the Guide

REQUEST FOR A COPY OF THE GUIDE IN TERMS OF SECTION 10 OF PAIA

To:

The Information Regulator of South Africa
Email: PAIACompliance.IR@justice.gov.za

Details of Requester:

- Full Name: _____
- Identity Number/Company Registration Number: _____
- Postal Address: _____
- Contact Number: _____
- Email Address: _____

Request Details:

I hereby request a copy of the guide in terms of Section 10 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000).

Signature: _____

Date: _____



Annexure B: Request for Access to Record

REQUEST FOR ACCESS TO RECORD IN TERMS OF SECTION 53 OF PAIA

To:

The Information Officer
SPAAN ZA (Pty) Ltd
Email: info@spaan.co.za

Details of Requester:

- Full Name: _____
- Identity Number/Company Registration Number: _____
- Postal Address: _____
- Contact Number: _____
- Email Address: _____

Details of Record Requested:

- Description of Record: _____
- Reference Number (if applicable): _____
- Reason for Request: _____

Preferred Method of Access (tick appropriate box):

- Email
- Printed Copy
- Inspection at SPAAN's Offices

Signature: _____

Date: _____

Annexure C: Objection to the Processing of Personal Information

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF POPIA

To:

The Information Officer
SPAAN ZA (Pty) Ltd
Email: info@spaan.co.za

Details of Data Subject:

- Full Name: _____
- Identity Number: _____
- Contact Number: _____
- Email Address: _____

Reason for Objection:

I object to the processing of my personal information for the following reasons:

Signature: _____

Date: _____



Annexure D: Request for Correction or Deletion of Personal Information

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF POPIA

To:

The Information Officer
SPAAN ZA (Pty) Ltd
Email: info@spaan.co.za

Details of Data Subject:

- Full Name: _____
- Identity Number: _____
- Contact Number: _____
- Email Address: _____

Request Details (tick appropriate box):

- Correction of Personal Information
- Deletion of Personal Information
- Destruction of Record of Personal Information

Details of Personal Information to be Corrected/Deleted:

Reason for Request:

Signature: _____

Date: _____

Annexure E: Outcome of Request and Fees Payable

OUTCOME OF REQUEST AND FEES PAYABLE IN TERMS OF PAIA

To:

[Insert Requester Name]

Email: _____

Details of Request:

- Request Reference Number: _____
- Date of Request: _____

Outcome of Request:

- Approved (Details of Access and Method): _____
- Refused (Reason for Refusal): _____

Fees Payable:

- Request Fee: _____
- Access Fee: _____
- Total Fee: _____

Payment Details:

- Bank Name: _____
- Account Number: _____
- Reference Number: _____

Signature (Information Officer): _____

Date: _____