



Name of Organization : Thought Masters (Pty) Ltd

Line of Work: Accelerated Business Creation Services

PAIA MANUAL

**Prepared in terms of section 51 of the
Promotion of Access to Information Act 2 of
2000 (as amended)**

DATE OF COMPILATION: 20/05/2024

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1. LIST OF ACRONYMS AND ABBREVIATIONS

- | | | |
|-----|--------------------|---|
| 1.1 | “CEO” | Chief Executive Officer |
| 1.2 | “DIO” | Deputy Information Officer; |
| 1.3 | “IO” | Information Officer; |
| 1.4 | “Minister” | Minister of Justice and Correctional Services; |
| 1.5 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000(as Amended; |
| 1.6 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.7 | “Regulator” | Information Regulator; and |
| 1.8 | “Republic” | Republic of South Africa |

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 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;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;

- 2.4 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;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 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;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 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
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THOUGHT MASTERS

a. Chief Information Officer

Name: Walter Muzangaza
Tel: +2776 501 5387
Email: walter@thoughtmasters.co.za
Fax number: N/A

3.3 Access to information general contacts

Email: *consult@thoughtmasters.co.za*

3.4 National or Head Office

Postal Address:

50 Ditedu Avenue

Physical Address: Baillie Park, 2531, Potchefstroom, North West

Telephone: +2776 501 5387

Email: *consult@thoughtmasters.co.za*

Website: <https://thoughtmasters.co.za>

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- a. The Regulator has, in terms of section 10(1) of PAIA, as amended, 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.
- b. The Guide is available in each of the official languages and in braille.
- c. The aforesaid Guide contains the description of-
 - i. the objects of PAIA and POPIA;
 - ii. the postal and street address, phone and fax number and, if available, electronic mail address of-
 1. the Information Officer of every public body, and

2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- iii. the manner and form of a request for-
1. access to a record of a public body contemplated in section 11³; and
 2. access to a record of a private body contemplated in section 50⁴;
- iv. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- v. the assistance available from the Regulator in terms of PAIA and POPIA;
- vi. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
1. an internal appeal;
 2. a complaint to the Regulator; and

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

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 Regulator or a decision of the head of a private body;
- vii. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - viii. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - ix. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
 - x. the regulations made in terms of section 92¹¹.
- d. 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 Regulator, during normal working hours.
 - e. The Guide can also be obtained-
 - i. upon request to the Information Officer;

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-
 (a) any matter which is required or permitted by this Act to be prescribed;
 (b) any matter relating to the fees contemplated in sections 22 and 54;
 (c) any notice required by this Act;
 (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
 (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

ii. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

4.6 A copy of the Guide is also available in English, for public inspection during normal office hours – 9am – 4:30pm Mondays - Fridays

4.6.1 English is the Language of Thought Masters PAIA Manual

5. CATEGORIES OF RECORDS OF THOUGHT MASTERS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
Company Information	Name of the Company	X	
Services Offered	List of Services offered	X	
Contact Details of the Company	Contact Information of the company including email, phone number, social media accounts, booking pages and website.	X	
Legally Required Documentation	Legal Requirements: Privacy Policy, POPIA Notice, PAIA Manual, Disclaimer Notice, Terms & Conditions	X	
Main Service Delivery Partners	Universities, Investors, Suppliers & Distributors, Governments	X	
Miscellaneous	Careers available, Blog Articles	X	

6. DESCRIPTION OF THE RECORDS OF THOUGHT MASTERS WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation

Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Privacy Policy	Protection of Personal Information Act POPIA
Cookies Policy	Protection of Personal information Act POPIA

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THOUGHT MASTERS

NB: Describe the subjects (i.e. Finance, SCM or HR), in respect of which the body holds records and the categories of records held on each subject. Below is an example of the table that can be used. .

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plans of clients, Annual Performance Plan.
Human Resources	<ul style="list-style-type: none"> - HR policies and procedures - Advertised posts - Employees records - Job Applicants Records
Public Interactions	<ul style="list-style-type: none"> - Followers on Social Media - Interaction data on posts - Data collection on Polls
Client Interactions	<ul style="list-style-type: none"> - Orders of Services Requested and Dates - Progress made on orders - Contact information including emails & phone numbers, addresses as well as access details to login in accessing privileged confidential information

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

At Thought Masters the purpose of processing personal information varies based on the specific activities and services that we provide. Here are some potential purposes for processing personal information:

Client Relationship Management: Thought Masters may process personal information to manage client relationships effectively. This includes maintaining contact details, communication history, and understanding client needs.

Service Delivery: Personal information is processed to deliver services to clients. For example, if Thought Masters assists in business creation, they may need details about the client's business goals, financials, and industry.

Marketing and Communication: Thought Masters may use personal information to send newsletters, updates, and promotional materials related to their services. This helps keep clients informed and engaged.

Legal and Regulatory Compliance: Processing personal information is necessary to comply with legal requirements, such as tax reporting, anti-money laundering regulations, and industry-specific laws.

Financial Transactions: Personal information is used for billing, invoicing, and financial transactions. This includes processing payments, issuing invoices, and managing accounts.

Analytics and Improvement: Thought Masters may analyze personal data to improve their services, identify trends, and enhance business processes. This helps them make informed decisions and optimize their operations.

Security and Fraud Prevention: Personal information is processed to ensure the security of client data, prevent fraud, and protect against unauthorized access.

Human Resources Management: Within the organization, personal information is processed for employee management, payroll, recruitment, and performance evaluation.

Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	name, address, registration numbers or identity numbers, employment status and bank details, Login Details
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Employees	address, qualifications, gender and race

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 Services
Qualifications, for qualification verifications	South African Qualifications Authority
Clients Business Information	Partnered or preferred outsourcing service providers of specialised services including marketing, legal, accounting

8.2 Planned transborder flows of personal information

Thought Masters does not actively send our clients information across borders except that which is needed to perform certain services, eg creating booking pages for clients or social media platforms. These platforms /technologies are headquartered outside of South African Borders and unless otherwise explicitly instructed by the

client, we do not disclose their information unnecessarily. Only that which is necessary to perform our services is used.

8.3 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

We use a 3 Tier Approach to Security for Cloud storage, Physical Storage and offline Back-up Systems. All the information we use is scanned for electronic viruses automatically with each access interaction.

- Website – We have installed an SSL security certificate to protect the information that the client sends to us via the website and communications via emails to official Thought Masters Emails.
- Physically, we have physical storage of documents of clients that are kept safe.
- Electronic Backup of Records – We regularly conduct electronic back up of all our records and keep them at secure locations

AVAILABILITY OF THE MANUAL

8.4 A copy of the Manual is available-

8.4.1 on <https://thoughtmasters.co.za>; for public inspection

8.4.2 to any person upon request and upon the payment of a reasonable prescribed fee; as well as after verification of identification of the data requester

8.4.3 to the Information Regulator upon request.

8.5 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

9. UPDATING OF THE MANUAL

The head of a Thought Masters Pty will on a regular basis update this manual.

Issued by

Walter Muzangaza

Walter Muzangaza (Information Officer at Thought Masters)

Founder

Signature Certificate

Reference number: UYGDC-SJXET-KZKZO-DHAW7

Signer

Timestamp

Signature

Walter Muzangaza

Email: walter@thoughtmasters.co.za

Sent:

20 May 2024 12:00:28 UTC

Signed:

20 May 2024 12:00:28 UTC



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Location: Pretoria, South Africa

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