

TI Brokers (Pty) Ltd



PAIA MANUAL

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

DATE OF COMPILATION: 15/06/2026

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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 TI Brokers (Pty) Ltd

3.1. Chief Information Officer

Name: Donna- Leigh Elder

Tel: 074 181 9716

Email: donnaleigh@tibrokers.biz

- 3.2. Deputy Information Officer *(NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.*

Name: NONE

Tel:

Email:

Fax Number:

- 3.3 Access to information general contacts

Email: donnaleigh@tibrokers.biz

3.4 National or Head Office

Postal Address: Mowbray Fourways Golf Park, Fourways, Sandton, 2191

Physical Address: Mowbray Fourways Golf Park, Fourways, Sandton, 2191

Telephone: 074 181 9716

Email: donnaleigh@tibrokers.biz

Website: <https://tibrokers.biz/>

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

- 4.1. 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.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The aforesaid Guide contains the description of-

- 4.3.1. the objects of PAIA and POPIA;
- 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 4.3.3. the manner and form of a request for-
 - 4.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. 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 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.*

- 4.3.6.1. an internal appeal;
- 4.3.6.2. a complaint to the Regulator; and
- 4.3.6.3. 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;
- 4.3.7. 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;
- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.

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.

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*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;*

PAIA Manual Template: Private Body

- (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."*

4.4. 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.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

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

4.6 A copy of the Guide is also available in the following one official languages, for public inspection during normal office hours-

4.61 English

5. CATEGORIES OF RECORDS OF TI Brokers Pty Ltd WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
Companies Act Records	Documents of Incorporations; Memorandum of Incorporation, Share register and other statutory register and/or records; Special resolutions/ resolutions passed; minutes of meetings of the Board of Directors; Records relating to the appointment of auditors; directors; prescribed officer		X
Financial Records	Accounting records ; Annual Financial Reports; Annual Financial Statements ; Banking details and bank accounts ; Debtors/ Creditors statements and invoices; Policies and procedures		X
Income Tax Records	Tax Returns ; PAYE Records ; Documents issued to employees for income tax purposes ; Records of payments made to SARS ; Other statutory compliance; UIF, workmens compensation, SDL		X
Personnel Documents and Records	Address Lists; Disciplinary Code of records; Employment records; Forms and applications, Grievance procedures ; Leave		X

	records; Medical Aid Records; Payroll reports; Salary records; Training manuals and records		
Procurement Records	Standard terms and conditions for supply of services and products; Contractor and supplier agreements; List of suppliers, product providers, Services and Distribution; Policies and Procedures		X
Client Records	Personal information is collected directly/indirectly from clients/ potential clients such as first and last name, email address, a home or physical address,		X
Marketing Information	Advertising and promotional information		X
Risk Management and Audit	Audit Reports ; Risk Management framework and policies		X
IT Related Records	Computer/Mobile device usage policy documents; IT systems and user manuals; system documentation and manuals		X

6. List of applicable 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
	Compensation for Occupational Injuries and Diseases Act 130 of 1993
	Basic Conditions of Employment Act 57 of 1997
	Income tax Act 58 of 1962
	Labour relations Act 66 of 1995
	Prevention of Organised Crime Act 121 of 1998

	Occupational Health and safety Act 85 of 1993
	Skills development Act of 1998
	Unemployment Insurance Act 30 of 1966
	Unemployment Insurance Contributions Act 4 of 2002

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY TI Brokers Pty Ltd

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 Plan, Annual Performance Plan.
Human Resources	- HR policies and procedures - Advertised posts - Employees records

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

The Company collects, holds, uses and discloses personal information mainly to provide clients/ potential clients with access to the services and products that the Company provides. The Company will only process personal information for a purpose clients/ potential clients would reasonably expect, including:

- Providing clients/ potential clients with advice, products and services that suit their needs as requested
- To verify identity of clients/ potential clients

- To confirm, verify and update client details
- To notify clients/ potential clients of new products or developments that may be of interest to them.
- For correct invoicing purposes

8.2 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, service requirement related information
Service Providers/Suppliers	names, registration number, vat numbers, address, trade secrets and bank details, Agreements and record of life cycle
Employees	address, qualifications, gender and race, marital status, email address, contact numbers

8.3 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
Credit and payment history, for credit information	Credit Bureaus

8.4 Planned transborder flows of personal information

The company does not have any trans-border flow of information

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

- Cyber security systems and measures;
- Information security policies;
- Data privacy policies;

9. AVAILABILITY OF THE MANUAL

The requester must comply with all the procedural requirements contained herein relating to the request for access to information. The requester must complete the prescribed form available on the website of the Department of Justice at http://www.justice.gov.za/forms/paia/J752_paia_Form_C.pdf. Alternatively Annexure A of the TI Brokers Pty Ltd POPI Privacy Notice [which is attached hereto] can be used. Submit same, with payment and/or proof of payment as well as payment of the requested fee and/or a deposit (if applicable) to the Information officer.

9.1 A copy of the Manual is available-

9.1.1 head office of the TI Brokers Pty Ltd for public inspection during normal business hours;

9.1.2 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.3 to the Information Regulator upon request.

9.2 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.

10. UPDATING OF THE MANUAL

The head of TI Brokers Pty Ltd will on a regular basis update this manual.

Issued by



Donna Leigh Elders
Director