

Ironside Technology (Pty) Ltd – Access to Information Manual

We respect your right of access to information. This document will help you exercise that right as required by section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA), as amended.

Date of compilation: 10/07/2026

1. List of Acronyms and Abbreviations

“CEO” Chief Executive Officer.

“DIO” Deputy Information Officer.

“IO” Information Officer.

“Minister” Minister of Justice and Correctional Services.

“PAIA” Promotion of Access to Information Act 2 of 2000, as amended.

“POPIA” Protection of Personal Information Act 4 of 2013.

“Regulator” Information Regulator.

“Republic” Republic of South Africa.

2. Purpose of the PAIA Manual

2.1. This PAIA Manual is useful for the public to:

2.1.1. check the categories of records held by a body which are available without a person having to submit a formal PAIA request.

2.1.2. 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.

2.1.3. know the description of the records of the body which are available in accordance with any other legislation.

2.1.4. access all relevant contact details of the Information Officer and Deputy Information Officer, who will assist the public with the records they intend to access.

2.1.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it.

2.1.6. 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.

2.1.7. know the description of the categories of data subjects and of the information or categories of information relating thereto.

2.1.8. know the recipients or categories of recipients to whom the personal information may be supplied.

2.1.9. 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

2.1.10. 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 Ironside Technology (Pty) Ltd

3.1. Chief Information Officer

Name: Mervin Scorgie

Tel: 010 5000 966

Email: info@ironsidetechnology.co.za

3.2. Access to Information General Contacts

Email: info@ironsidetechnology.co.za

3.3. Contact Details

Telephone: 010 5000 966

Email: info@ironsidetechnology.co.za

Website: www.ironsidemarketing.co.za

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-
 - 4.3.3. the Information Officer of every public body, and
 - 4.3.4. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA.
- 4.4. the manner and form of a request for-
 - 4.4.1. access to a record of a public body contemplated in section 11; and
 - 4.4.2. access to a record of a private body contemplated in section 50
- 4.5. the assistance available from the IO of a public body in terms of PAIA and POPIA.
- 4.6. 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-
 - 4.6.1. an internal appeal.
 - 4.6.2. a complaint to the Regulator; and
 - 4.6.3. 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.
- 4.7. the provisions of sections 14ⁱ and 51ⁱⁱ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual.
- 4.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively.
- 4.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
 - 4.9.1. the regulations made in terms of section 92.

- 4.9.2. 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.
- 4.10. The Guide can also be obtained-
- 4.10.1. upon request to the Information Officer.
- 4.10.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).
- 4.11. A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-
- 4.11.1. English
- 4.11.2. In any one of the eleven-official language by clicking on the relevant links below

Afrikaans:

<https://d33yj9nw58rehz.cloudfront.net/Downloads/PAIA-Guide-Act2-2000/Afrikaans/Section-1.2.3.pdf>

<https://d33yj9nw58rehz.cloudfront.net/Downloads/PAIA-Guide-Act2-2000/Afrikaans/Section-4.5.pdf>

English:

<https://d33yj9nw58rehz.cloudfront.net/Downloads/PAIA-Guide-Act2-2000/English/Section-1.2.pdf>

<https://d33yj9nw58rehz.cloudfront.net/Downloads/PAIA-Guide-Act2-2000/English/Section-3.4.5.pdf>

Isindibele:

<https://d33yj9nw58rehz.cloudfront.net/Downloads/PAIA-Guide-Act2-2000/Isindibele/Section-1.2.pdf>

<https://d33yj9nw58rehz.cloudfront.net/Downloads/PAIA-Guide-Act2-2000/Isindibele/Section-3.4.5.pdf>

Isixhosa:

<https://d33yj9nw58rehz.cloudfront.net/Downloads/PAIA-Guide-Act2-2000/Isixhosa/Section-1.2.pdf>

<https://d33yj9nw58rehz.cloudfront.net/Downloads/PAIA-Guide-Act2-2000/Isixhosa/Section-3.4.5.pdf>

Isizulu:

<https://d33yj9nw58rehz.cloudfront.net/Downloads/PAIA-Guide-Act2-2000/Isizulu/Section-1.2.pdf>

<https://d33yj9nw58rehz.cloudfront.net/Downloads/PAIA-Guide-Act2-2000/Isizulu/Section-3.4.5.pdf>

Sepedi:

<https://d33yj9nw58rehz.cloudfront.net/Downloads/PAIA-Guide-Act2-2000/Sepedi/Section-1.2.3.pdf>

<https://d33yj9nw58rehz.cloudfront.net/Downloads/PAIA-Guide-Act2-2000/Sepedi/Section-4.5.pdf>

Sesotho:

<https://d33yj9nw58rehz.cloudfront.net/Downloads/PAIA-Guide-Act2-2000/Sesotho/Section-1.2.pdf>

<https://d33yj9nw58rehz.cloudfront.net/Downloads/PAIA-Guide-Act2-2000/Sesotho/Section-3.4.5.pdf>

Setswana:

<https://d33yj9nw58rehz.cloudfront.net/Downloads/PAIA-Guide-Act2-2000/Setswana/Section-1.2.pdf>

<https://d33yj9nw58rehz.cloudfront.net/Downloads/PAIA-Guide-Act2-2000/Setswana/Section-3.4.5.pdf>

Siswati:

<https://d33yj9nw58rehz.cloudfront.net/Downloads/PAIA-Guide-Act2-2000/Siswati/Section-1.2.pdf>

<https://d33yj9nw58rehz.cloudfront.net/Downloads/PAIA-Guide-Act2-2000/Siswati/Section-3.4.5.pdf>

Tshivenda:

<https://d33yj9nw58rehz.cloudfront.net/Downloads/PAIA-Guide-Act2-2000/Tshivenda/Section-1.2.pdf>

<https://d33yj9nw58rehz.cloudfront.net/Downloads/PAIA-Guide-Act2-2000/Tshivenda/Section-3.4.5.pdf>

Xitsonga:

<https://d33yj9nw58rehz.cloudfront.net/Downloads/PAIA-Guide-Act2-2000/Xitsonga/Section-1.2.pdf>

<https://d33yj9nw58rehz.cloudfront.net/Downloads/PAIA-Guide-Act2-2000/Xitsonga/Section-3.4.5.pdf>

5. Categories of Records of Ironside Technology (Pty) Ltd Available Without a Formal Access Request

Category of records	Types of record	Available on website	Available from CIPC
Company records	Memorandum of Incorporation		X
Company records	Directors' names		X
Company records	Documents of incorporation		X

6. Description of the Records of Ironside Technology (Pty) Ltd Available in Accordance with 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

7. Description of the Subjects on Which Ironside Technology (Pty) Ltd Holds Records and the Categories of Records Held on Each Subject

8. Processing of Personal Information

8.1. Purpose of Processing Personal Information

8.1.1. We collect and process personal information obtained directly from you when you register through our online portal. Where possible, we will inform you what information you are required to provide and what information is optional.

8.1.2. Website usage information may be collected using cookies, which allow us to collect standard internet visitor usage information.

9. Description of the Categories of Data Subjects and the Information or Categories of Information Relating to Them

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 providers	Names, registration numbers, VAT numbers, addresses, trade secrets and bank details.
Operators	Names, registration numbers, VAT numbers, addresses, trade secrets and bank details.
Employees	Address, qualifications, gender and race.

10. Recipients or Categories of Recipients to Whom Personal Information May Be Supplied

Category of personal information	Recipients or categories of recipients
Identity number and names, for criminal checks	South African Police Service
Qualifications, for qualification verification	South African Qualifications Authority
Credit and payment history, for credit information	Credit bureaus
Pre-employment verification	MIE

11. Planned Transborder Flows of Personal Information

11.1. We send personal information outside South Africa to various countries. We will only transfer data to countries with privacy laws similar to South Africa's, or to recipients who can guarantee the protection of personal information to the same standard required of us.

12. Security

12.1. We secure our data by maintaining reasonable measures to protect personal information from loss, misuse, unauthorised access, disclosure, alteration, and destruction. We also take reasonable steps to keep personal information accurate, current, complete, and reliable for its intended use.

12.2. However, we cannot guarantee that the internet itself is 100% secure. Although we will do our best to protect your personal information through data encryption, anti-virus and anti-malware solutions, transmission of personal information to and from our services is at your own risk. You should only access the services within a secure environment.

We do our best to keep all data in our possession secure and up to date.

13. Information We Hold to Comply with the PAIA Regulations

Basic Conditions of Employment Act 75 of 1997.

Broad Based Black Economic Empowerment Act No. 53 of 2003.

Companies Act 61 of 1973.

Companies Act 71 of 2008.

Compensation for Occupational Injuries and Disease Act 130 of 1993.

Employment Equity Act 55 of 1998.

Labour Relations Act 66 of 1995.

Occupational Health and Safety Act 85 of 1993.

Protection of Personal Information Act 4 of 2013.

Skills Development Act 97 of 1998.

Skills Development Levies Act 9 of 1999; Unemployment Insurance Act 63 of 2001; and Value Added Tax Act 89 of 1991.

14. Requesting Access to Information

14.1. We have authorised and designated our Information Officer to deal with all matters relating to PAIA and to comply with our obligations in terms of PAIA. To request access to a record, please complete Form C.

14.2. Form C is available from the Department of Justice and Constitutional Development website, and requests may be submitted to our Information Officer by email, at our physical address, or by fax using the details provided above.

16. Please ensure that the completed form:

- 16.1. has enough information for the information officer to identify you, the requested records, and which form of access you require.
- 16.2. specifies your email address, postal address, or fax number.
- 16.3. describes the right that you seek to exercise or protect.
- 16.4. explains why you need the requested record to exercise or protect that right.
- 16.5. provides any other way you would like to be informed of our decision other than in writing; and

- 16.6. provides proof of the capacity in which you are making the request if you are making it on behalf of someone else (we will decide whether this proof is satisfactory).
- 16.7. If you do not use the standard form, we may:
- 16.8. reject the request due to lack of procedural compliance.
- 16.9. refuse it if you do not provide sufficient information; or relay it.

You may request information by completing a request for access form and submitting it to our information officer together with a request fee.

16. Grounds for Refusal

16.1. We may have to refuse you access to certain records in terms of PAIA to protect:

- 16.2. someone else's privacy;
- 16.3. another company's commercial information;
- 16.4. someone else's confidential information;
- 16.5. the safety of individuals and property;
- 16.6. records privileged from production in legal proceedings; or
- 16.7. research information.

16.8. We will notify you in writing whether your request has been approved or denied within 30 calendar days after we receive a completed request for access form. If we cannot find any requested record, or if it does not exist, we will notify you by affidavit that it is not possible to give access to that record.

We may have to refuse you access to a record to protect others.

17. How We Give You Access

We will evaluate and consider all requests to us in terms of PAIA. If we approve your request for access to our records, then we will decide how to provide access to you – unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

18. Cost of Request for Information

You must pay us a request fee as required by law when submitting a request for access to information. The prescribed fees are as set out in the Fee Schedule which is available from the Department of Justice and Constitutional Development website at www.justice.gov.za. You may have to pay a further access fee if we grant the request for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

19. Other Prescribed Information

The Minister of Justice and Constitutional Development has not made any regulations prescribing any other information that needs to appear in this manual.

20. Availability of the Manual

20.1. A copy of the Manual is available on www.ironside.techmarketing.co.za.

20.2. The Manual is available at the head office of Ironside Technology (Pty) Ltd for public inspection during normal business hours.

20.3. It is available to any person upon request and upon payment of a reasonable prescribed fee; and

20.4. It is available to the Information Regulator upon request.

20.5. A fee for a copy of the Manual, as contemplated in Annexure B of the Regulations, is payable for each A4-size photocopy made.

20.6. This manual is available in English and will be available on our website and at our company offices. The manual is also electronically available on our website at www.ironside.techmarketing.co.za.

21. Updating of the Manual

This manual will be updated on a regular basis as the prescribed regulations are amended.

Issued & approved by

Mervin Scorgie

Compliance Officer