



REFLEX SOLUTIONS PROPRIETARY LIMITED

PAIA MANUAL

DATE OF COMPILATION: 12.04.2023

This Manual is prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended) and the Protection of Personal Information Act 4 of 2013. PAIA gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information held by the State and to information held by another person that is required for the exercise and / or protection of any right.

The reference to any information in addition to that specifically required in terms of Section 51 of PAIA does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of PAIA. This manual pertains to Reflex Solutions (Pty) Ltd.



REFLEX SOLUTIONS (PTY) LTD OVERVIEW

Reflex Solutions (Pty) Ltd provides end-to-end integrated ICT, infrastructure and telecommunications services. Reflex Solutions supports the constitutional right of access to information and we are committed to provide you access to our records in accordance with the provisions of PAIA, the confidentiality we owe third parties and the principles of South African law.

1. 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 information;
- 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.



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

- 2.1. 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.
- 2.2. The Guide is available in each of the official languages and in braille.
- 2.3. The aforesaid Guide contains the description of-
 - 2.3.1. the objects of PAIA and POPIA;
 - 2.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 2.3.2.1. the Information Officer of every public body, and
 - 2.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
 - 2.3.3. the manner and form of a request for-
 - 2.3.3.1. access to a record of a public body contemplated in section 11; and
 - 2.3.3.2. access to a record of a private body contemplated in section 50;
 - 2.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - 2.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
 - 2.3.6. 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-
 - 2.3.6.1. an internal appeal;
 - 2.3.6.2. a complaint to the Regulator; and
 - 2.3.6.3. 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;
 - 2.3.7. the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 2.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 2.3.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
 - 2.3.10. the regulations made in terms of section 92.



- 2.4. 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.
- 2.5. The Guide can also be obtained-
 - 2.5.1. upon request to the Information Officer;
 - 2.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

3. REQUESTING ACCESS TO RECORDS HELD BY REFLEX SOLUTIONS PROPRIETARY LIMITED

- 3.1. Requests for access to records held by Reflex must be made on the request forms that are available from below Form C, from the SAHRC website (www.sahrc.org.za) or the Department of Justice and Constitutional Development (www.doj.gov.za) (under “regulations”).
- 3.2. A request fee may be payable (the schedule of fees can be accessed at <https://www.sahrc.org.za/home/21/files/PAIA%20Notice%20on%20fees.pdf>). You can submit a request without paying the request fee but please note that payment of the prescribed fees must be made before the request will be processed.
- 3.3. Requests for access to records must be made to our Information Officer at the address or electronic mail address provided for below.
- 3.4. 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 also indicate which form of access is required and indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.
- 3.5. The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.
- 3.6. If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer of Reflex Solutions Proprietary Limited.
- 3.7. The standard form that must be used for the making of requests is Form C. Not using this form could cause your request to be refused (if you do not provide sufficient information or otherwise) or delayed.
- 3.8. Kindly note that all requests to Reflex will be evaluated and considered in accordance with the Act. Publication of this manual and describing the categories and subject matter of information held by Reflex does not give rise to any rights (in contract or otherwise) to access such information or records except in terms of the Act.



4. CATEGORIES OF RECORDS OF REFLEX SOLUTIONS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

- 4.1. Reflex has not published a notice in terms of Section 52(2) of the Act, however, it should be noted that the information relating to Reflex and its services is freely available on Reflex's website. Certain other information relating to Reflex is also made available on such website from time to time.
- 4.2. Further information in the form of marketing brochures, advertising material and other public communication is made available from time to time.

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF REFLEX SOLUTIONS PROPRIETARY LIMITED

5.1. Chief Information Officer

Name: Paul Divall
Tel: +27 11 912 9300
Email: info@reflex.co.za

5.2. Deputy Information Officer

Name: Darrel Kirby
Tel: +27 11 912 9300
Email: info@reflex.co.za

5.3. Access to information general contacts

Email: info@reflex.co.za

5.4. Head Office

Postal Address: PO Box 41066, Craighall 2024
Physical Address: 17 Kent Avenue, Dunkeld West, Johannesburg, 2196
Telephone: 011 912 9300
Email: info@reflex.co.za
Website: www.reflex.co.za

6. DESCRIPTION OF THE RECORDS OF REFLEX SOLUTIONS WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Information is available in terms of the following legislation to the persons or entities specified in such legislation:



Category of Records	Applicable Legislation
Memorandum of incorporation and company related information	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Tax related information	Income Tax Act 58 of 1962 Value Added Tax Act 89 of 1991 Tax Administration Act 28 of 2011
Employee related information	Labour Relations Act 66 of 1995 Basic Conditions of Employment Act 75 of 1997 Employment Equity Act 55 of 1998 Skills Development Levies Act 9 of 1999 Unemployment Insurance Act 30 of 1966 Occupational Health and Safety Act & Regulations: Act 85 of 1993 Criminal Procedure Act 56 of 1955
Communications	Films and Publications Act 65 of 1996 Electronic Communications and Transactions Act 25 of 2002 Regulation of Interception of Communications and Provision of Communication related Information Act 70 of 2002



7. DESCRIPTION OF THE SUBJECTS ON WHICH REFLEX HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT

Reflex maintains records on the following categories and subject matters. However, please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a case by case basis in accordance with the provisions of the Act.

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
Personnel Records <i>(Personnel refers to any person who works for or provides services to or on behalf of Reflex and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of Reflex. This includes, without limitation, directors, executive directors, non-executive directors, all permanent, temporary and part-time staff as well as contract workers.)</i>	Any personal records provided to Reflex by their personnel; Any records a third party has provided to Reflex about any of their personnel; Conditions of employment and other personnel-related contractual and quasi-legal records; Internal evaluation records; and Other internal records and correspondence
Internal records	Memorandum and shareholders agreement



Subjects on which the body holds records	Categories of records
<p><i>(Records pertaining to Reflex's own affairs and those of its divisions, subsidiary and associated companies)</i></p>	<p>Financial records</p> <p>Operational records</p> <p>Licences</p> <p>Intellectual property</p> <p>Internal correspondence;</p> <p>Product records;</p> <p>Statutory records;</p> <p>Internal policies and procedures;</p> <p>Records held by officials of Reflex</p>
<p>Customer Records</p> <p><i>(Please be aware that Reflex is very concerned about protecting the confidential information of its customers. Please motivate any request for customer information very carefully, having regard to Sections 63 to 67 of the Act.)</i></p>	<p>Any records a customer has provided to Reflex or a third party acting for or on behalf of Reflex;</p> <p>Contractual information;</p> <p>Customer needs assessments;</p> <p>Personal records of customers;</p> <p>Other research conducted in respect of customers;</p> <p>Any records a third party has provided to Reflex about customers;</p> <p>Confidential, privileged, contractual and quasi-legal records of customers;</p> <p>Customer evaluation records;</p>



Subjects on which the body holds records	Categories of records
	<p>Customer profiling;</p> <p>Performance research conducted on behalf of customers or about customers;</p> <p>Any records a third party has provided to Reflex either directly or indirectly; and</p> <p>Records generated by or within Reflex pertaining to customers, including transactional records.</p>
<p>Marketing</p> <p><i>(Records are kept in respect of other parties, including without limitation contractors, suppliers, joint ventures, service providers and general market conditions. In addition, such other parties may possess records, which can be said to belong to Reflex.)</i></p>	<p>Market Information</p> <p>Public Customer Information</p> <p>Product Brochures</p> <p>Leads records</p> <p>Social media accounts and history</p> <p>Performance Records</p> <p>Product Sales Records</p> <p>Marketing Strategies</p> <p>Customer Database</p> <p>Sales channel documents</p>
<p>Other Parties</p> <p><i>(Records are kept in respect of other parties, including without limitation contractors, suppliers, joint ventures, service providers</i></p>	<p>Personnel, customer or Reflex records which are held by another party as opposed to being held by Reflex; and</p> <p>Records held by Reflex pertaining to other parties, including financial records, correspondence, contractual records, electronic mail, logs, cached information,</p>



Subjects on which the body holds records	Categories of records
<i>and general market conditions. In addition, such other parties may possess records, which can be said to belong to Reflex).</i>	records provided by the other party, and records third parties have provided about the contractors/suppliers or customer.
Other Records	Information relating to Reflex’s own commercial activities; Research carried out on behalf of a client by Reflex or commissioned from a third party for a customer; and Research information belonging to Reflex, whether carried out itself or commissioned from a third party.

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Reflex will use your personal information only for the purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained for legal or research purposes.

For example:

- *To gather contact information;*
- *To enable the execution of contracts;*
- *To confirm and verify your identity or to verify that you are an authorised user for security purposes;*
- *For the detection and prevention of fraud, crime, money laundering or other malpractice;*
- *To comply with legal obligations imposed on Reflex;*
- *To conduct market or customer satisfaction research or for statistical analysis;*
- *For audit and record keeping purposes; and*
- *In connection with legal proceedings.*



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

Reflex may possess records relating to suppliers, shareholders, contractors service providers, staff and clients:

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	Names of customer and contact persons; Physical and Postal address and contact details; Financial information; Bank details, Registration Number; Founding documents; Tax related information (for example VAT numbers); Authorised signatories, beneficiaries, ultimate beneficial owners; IP addresses assigned to customers, Reflex account IDs, usernames, email addresses, source and destination IP addresses Employment status
Intermediary/advisors	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information;



Categories of Data Subjects	Personal Information that may be processed
	Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
Service Providers	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, bank details, beneficiaries, trade secrets, ultimate beneficial owners.
Employees	Gender, Pregnancy status; Marital Status; Colour, Age, Language, Education information; Financial Information; Employment History; ID number; Physical and Postal address; Contact details.

8.3 The recipients or categories of recipients to whom the personal information may be supplied

Reflex may supply the Personal Information to service providers who render the following services:



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
Various types of Personal Information	<p>Capturing and organising of data;</p> <p>Storing of data;</p> <p>Sending of emails and other correspondence to clients;</p> <p>Upstream service providers who require customer’s data to configure and activate services;</p> <p>Network operators who need to install their network infrastructure at the customer’s premises;</p> <p>Installers who need to install Reflex equipment at customer premises;</p> <p>Couriers tasked with collection of equipment on termination of services;</p> <p>Lawyers, debt collection companies, court officials and tracing service providers;</p> <p>Law enforcement agencies and the South African Revenue Services or as otherwise directed by a court order.</p>



8.4 Planned transborder flows of personal information

Where transborder flows of Personal Information is required, Reflex will assure to:

- Take steps to determine whether you are entitled to transfer personal information about a data subject to a third party in a foreign country.
- Confirm that at least one of the additional requirements have been met:
 - o the third party is subject to a law, binding corporate rules or binding agreement which provides an adequate level of protection of personal information;
 - o the data subject consented to the transfer of the personal information to the third party in a foreign country;
 - o the transfer is necessary for the performance of a contract between the data subject and your company, or for the implementation of pre-contractual measures taken in respect of a request by the data subject;
 - o the transfer is necessary for the conclusion or performance of a contract concluded between your company and the third party in the interests of the data subject; or
 - o the transfer is for the benefit of the data subject and it is not reasonably practical to obtain the consent of the data subject to that transfer and if it were practical, the data subject would have provided their consent.

8.5 General description of Information Security Measures implemented by Reflex Solutions Proprietary Limited to ensure the confidentiality, integrity and availability of the information

Security measures implemented or to be implemented by Reflex to ensure the confidentiality, integrity and availability for the personal information which may be or is being processed by Reflex: Sec 51 (1)(c)(v):

- Reflex continuously establishes and maintains appropriate, reasonable technical and organisational measures to ensure that the integrity of the personal information in its possession or under its control is secure and that such information is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration or access by having regard to the requirements set forth in law, in industry practice and generally accepted information security practices and procedures within Reflex.



9. AVAILABILITY OF THE MANUAL

- 9.1 A copy of the Manual is available-
- 9.1.1 On www.reflexsolutions.co.za , if any;
 - 9.1.2 head office of Reflex Solutions Proprietary Limited for public inspection during normal business hours;
 - 9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
 - 9.1.4 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 and/or relevant personnel and/or the information offices of Reflex Solutions will on a regular basis update this manual.

Issued by

Darrel Kirby
Chief Operating Officer