

# PROMOTION OF ACCESS TO INFORMATION ACT MANUAL (PAIA MANUAL) FOR DYNAMIT CONSUMER IT SOLUTIONS (PTY) LTD [DYNAMIT MSP]

Prepared in terms of Section 51 of the Promotion of Access to Information Act, Act No. 2 of 2000

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## 1. INTRODUCTION

### 1.1 Purpose of the Manual

This manual is compiled in accordance with Section 51 of the Promotion of Access to Information Act, Act No. 2 of 2000 ("PAIA"). The purpose of this manual is to:

- Provide information about the records held by [COMPANY NAME]
- Facilitate access to information held by the company
- Explain the procedures to be followed when requesting access to records
- Outline the fees payable for access to records
- Describe the company's information processing activities in compliance with the Protection of Personal Information Act ("POPIA")

### 1.2 Legislative Framework

This manual is prepared in terms of:

- The Promotion of Access to Information Act, Act No. 2 of 2000
- The Protection of Personal Information Act, Act No. 4 of 2013
- Regulations published by the Information Regulator

## 2. COMPANY DETAILS

### 2.1 Company Information

**Company Name:** DynamIT Consumer IT Solutions (Pty) Ltd [DynamIT MSP]

**Registration Number:** 2020/781/781/07

**VAT Number:** 4280302920

**Physical Address:**

3 Oribimeent, 7A Oribi Street, Ferreira Town

Jeffreys Bay, 6330

Eastern Cape, South Africa

**Postal Address:**

Same as Physical Address

**Contact Details:**

- **Telephone:** +27(79) 493 5938
- **Email:** info@dyn-it.co.za
- **Website:** <https://www.dynamitsolutions.net>

### 2.2 Head of Private Body

**Name:** Marius Badenhorst

**Position:** Owner and Managing Director

**Contact Details:** As per company details above

### 2.3 Information Officer

**Name:** Marius Badenhorst

**Position:** Owner and Managing Director

**Contact Details:** same as above

### 2.4 Deputy Information Officer (if applicable)

**Name:** NA

**Position:** NA

**Contact Details:**

- **Telephone:** NA
- **Email:** NA

### 2.5 Nature of Business

DynamIT is an Information Technology and Managed Services company that provides:

IT infrastructure management and support

Cloud computing services

Network security solutions

Software development and maintenance

Data backup and disaster recovery services

IT consulting and strategic planning

Cybersecurity services

Help desk and technical support

### **3. GUIDE ON HOW TO USE PAIA**

#### **3.1 The Right to Access Information**

Section 32 of the Constitution of the Republic of South Africa provides that everyone has the right to access information held by the state and information held by another person that is required for the exercise or protection of any rights.

#### **3.2 How to Request Information**

To request access to a record, you must:

1. Complete the prescribed PAIA request form (Form C)
2. Submit the form to the Information Officer
3. Pay the required fees (if applicable)
4. Provide sufficient detail to enable identification of the record
5. Specify the form in which access is required

#### **3.3 Assistance Available**

The Information Officer will assist requesters who:

- Cannot read or write
- Have disabilities that prevent them from making a request
- Are not proficient in the language in which the records are kept

#### **3.4 Time Limits**

The Information Officer must respond to a request within 30 days of receipt. This period may be extended by a further 30 days if:

- The request is for numerous records
- A search for records will unreasonably interfere with other activities
- Consultations with third parties are necessary

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### **4. RECORDS HELD BY THE COMPANY**

#### **4.1 Categories of Records**

The company maintains records in the following categories:

##### **4.1.1 Corporate Records**

- Certificate of Incorporation

- Memorandum and Articles of Association
- Directors' and shareholders' registers
- Minutes of board and shareholder meetings
- Annual financial statements
- Tax returns and correspondence
- Auditor reports
- Insurance policies
- Legal agreements and contracts

#### **4.1.2 Human Resources Records**

- Employment contracts and policies
- Personnel files
- Payroll records
- Training records
- Performance evaluations
- Disciplinary records
- Leave records
- Skills development records

#### **4.1.3 Financial Records**

- Bank statements and reconciliations
- Accounts receivable and payable
- Invoice and receipt records
- Budget and forecast documents
- Asset registers
- Expense records
- Tax documentation
- Financial reports

#### **4.1.4 Client and Customer Records**

- Client contracts and service level agreements
- Customer information and contact details
- Service delivery records
- Support tickets and incident reports
- Project documentation

- Communication records
- Billing and payment records

#### **4.1.5 IT and Technical Records**

- System documentation and configurations
- Network diagrams and specifications
- Software licenses and agreements
- Security policies and procedures
- Backup and disaster recovery records
- Server and equipment logs
- Change management records
- Security incident reports

#### **4.1.6 Operational Records**

- Policies and procedures manuals
- Quality management records
- Supplier and vendor records
- Purchase orders and invoices
- Equipment and asset records
- Maintenance records
- Compliance documentation

#### **4.1.7 Marketing and Business Development Records**

- Marketing materials and campaigns
- Lead generation records
- Proposal and tender documents
- Market research and analysis
- Website and social media content
- Partnership agreements

### **4.2 Records Available Without a PAIA Request**

The following records are automatically available and do not require a formal PAIA request:

- This PAIA manual
  - Company registration documents (available from CIPC)
  - Annual financial statements (if required to be filed)
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## **5. PROCESS FOR REQUESTS FOR INFORMATION**

### **5.1 Making a Request**

All requests for access to records must be made using Form C, which is available:

- From the Information Officer
- On the company website
- From the Information Regulator's website ([www.inforegulator.org.za](http://www.inforegulator.org.za))

### **5.2 Requirements for a Valid Request**

A request must:

- Be made in writing on the prescribed form
- Provide sufficient detail to identify the record
- Specify the form of access required
- Specify the postal address or fax number of the requester
- Identify the right the requester seeks to exercise or protect
- Provide an explanation of why the record is required
- Be signed by the requester

### **5.3 Processing of Requests**

Upon receipt of a request, the Information Officer will:

1. Acknowledge receipt within 5 working days
2. Assess whether the request complies with PAIA requirements
3. Determine whether the requested record exists
4. Consider any grounds for refusal
5. Calculate applicable fees
6. Provide a decision within 30 days

### **5.4 Third Party Notifications**

If a requested record contains information about a third party, the Information Officer will notify the third party and allow them to make representations regarding disclosure.

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## **6. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS**

Access to records may be refused on the following grounds:

### **6.1 Mandatory Protection**

- Protection of personal information of third parties
- Commercial information of third parties

- Confidential information of third parties
- Safety of individuals and protection of property

## **6.2 Commercial Protection**

- Trade secrets
- Financial, commercial, scientific, or technical information
- Information that would harm commercial or financial interests
- Research information

## **6.3 Other Grounds**

- Legal professional privilege
  - Records privileged from production in legal proceedings
  - Computer programs
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# **7. FEES**

## **7.1 Request Fee**

A request fee of R140.00 is payable upon submission of the request form (except for personal requesters).

## **7.2 Access Fees**

The following fees apply for access to records:

- **Photocopies:** R2.00 per page
- **Computer printouts:** R2.00 per page
- **Copies on flash drive:** R40.00 per flash drive
- **CD/DVD:** R60.00 per disc
- **Postage:** Actual cost
- **Search and preparation time:** R145.00 per hour (after first hour)

## **7.3 Deposit**

A deposit may be required if the total fees exceed R300.00. The deposit will be one-third of the total estimated fees.

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# **8. REMEDIES**

## **8.1 Internal Remedies**

The company does not have internal appeal procedures. Requesters may approach the Information Regulator or courts directly.

## 8.2 External Remedies

If a request is refused or if the requester is not satisfied with the decision, they may:

### 1. Approach the Information Regulator:

- File a complaint within 30 days
- Contact details: [complaints.IR@justice.aov.za](mailto:complaints.IR@justice.aov.za)
- Website: [www.inforegulator.org.za](http://www.inforegulator.org.za)

### 2. Approach the High Court:

- Apply to court within 30 days of decision
  - Court may grant appropriate relief
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## 9. POPIA COMPLIANCE

### 9.1 Information Processing Activities

In terms of Section 17 of POPIA, the company processes personal information for the following purposes:

#### 9.1.1 Employee Information

- **Purpose:** Employment management and administration
- **Categories:** Contact details, qualifications, performance records
- **Recipients:** Management, HR department, payroll providers
- **Cross-border transfers:** None

#### 9.1.2 Customer Information

- **Purpose:** Service delivery and customer relationship management
- **Categories:** Contact details, technical specifications, service history
- **Recipients:** Technical staff, billing department, support teams
- **Cross-border transfers:** Cloud service providers (with appropriate safeguards)

#### 9.1.3 Supplier Information

- **Purpose:** Procurement and vendor management
- **Categories:** Contact details, banking information, performance records
- **Recipients:** Procurement team, finance department
- **Cross-border transfers:** None

### 9.2 Data Subject Rights

Data subjects have the right to:

- Access their personal information
- Correct or delete personal information

- Object to processing
- Request data portability
- Lodge complaints with the Information Regulator

### **9.3 Security Measures**

The company implements appropriate technical and organizational measures including:

- Access controls and authentication
  - Encryption of sensitive data
  - Regular security assessments
  - Staff training on data protection
  - Incident response procedures
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## **10. AVAILABILITY OF MANUAL**

### **10.1 Access to Manual**

This manual is available:

- At the company's principal place of business during business hours
- On the company website: <https://www.dynamitsolutions.net>
- From the Information Officer upon request
- From the Information Regulator's website

### **10.2 Languages**

This manual is available in English. Translated versions may be provided upon request, subject to resource availability.

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## **11. UPDATES TO MANUAL**

### **11.1 Review and Updates**

This manual will be reviewed annually and updated as necessary to reflect:

- Changes in legislation
- Changes in business operations
- Changes in record categories
- Feedback from information requests

### **11.2 Publication of Updates**

Updated versions of this manual will be:

- Submitted to the Information Regulator
- Published on the company website
- Made available at the company's principal place of business

**Manual Version:** 1.0

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**Compiled by:** Marius Badenhorst

**Position:** Information Officer

**Date:** 3<sup>rd</sup> September 2025

*This manual complies with the requirements of Section 51 of the Promotion of Access to Information Act, Act No. 2 of 2000, and incorporates the requirements of the Protection of Personal Information Act, Act No 4 of 2013.*