

Redshift Cyber Security (Pty) Ltd

PAIA MANUAL

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

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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 REDSHIFT CYBER SECURITY (PTY) LTD

2.1. Chief Information Officer

Name:	Sean Howell
Tel:	010 141 5565
Email:	sean@redshift.co.za
Fax number:	n/A

3.3 Access to information general contacts

Email:	<i>info@redshift.co.za</i>
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3.4 National or Head Office

Postal Address: Design Quarter 1, Winnie Mandela Dr & Leslie Ave,
Magaliessig, Johannesburg, 2191

Physical Address: Design Quarter 1, Winnie Mandela Dr & Leslie Ave,
Magaliessig, Johannesburg, 2191

Telephone: 010 141 5565

Email: info@redshift.co.za

Website: www.redshift.co.za

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

3.1. 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.

3.2. The Guide is available in each of the official languages and in braille.

3.3. The aforesaid Guide contains the description of-

3.3.1. the objects of PAIA and POPIA;

3.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

3.3.2.1. the Information Officer of every public body, and

- 3.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 3.3.3. the manner and form of a request for-
 - 3.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 3.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 3.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 3.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 3.3.6. 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-
 - 3.3.6.1. an internal appeal;
 - 3.3.6.2. a complaint to the Regulator; and
 - 3.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a

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.*

decision by the Regulator or a decision of the head of a private body;

3.3.7. 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;

3.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

3.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and

3.3.10. the regulations made in terms of section 92¹¹.

3.4. 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.

3.5. The Guide can also be obtained-

3.5.1. 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.”

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

4. CATEGORIES OF RECORDS OF REDSHIFT CYBER SECURITY WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
Marketing	Brochures, marketing information regarding services, media publications	X	X
Regulatory	BEE Certificates, compliance related certificates, privacy notices	X	X
PAIA Manual	Promotion of Access to Information Act 2 of 2000	X	x

5. DESCRIPTION OF THE RECORDS OF REDSHIFT CYBER SECURITY WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Type of Records	Availability
Memorandum of incorporation and other companies records	Companies Act 71 of 2008	A request for access to a record as permitted by PAIA
Finance	Annual Financials Tax and Accounting Records	A request for access to a record as permitted by PAIA
Company Policies	Policies, Standards, Codes of Conduct, Processes, Agreements, HR Policies and Procedures	Upon request from an interested party subject to applicable data protection laws and data classification policies
Legal	Legal Agreements, Legal Records	Upon request from an interested party subject to applicable data protection laws and data classification policies
Insurance	Insurance Schedules and Policies	Upon request from an interested party subject to applicable data

		protection laws and data classification policies
Regulatory	BEE Certificates, Compliance Related Certificates, Privacy notices	Upon request from an interested party subject to applicable data protection laws and data classification policies
HR Records	Employee Files	Upon a formal request from an employee subject to applicable data protection laws, data classification policies and confidentiality agreements

6. Applicable Legislation

- Arbitration Act 42 of 1965
- Banks Act 94 of 1990
- Basic Conditions of Employment Act 75 of 1997
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Companies Act 61 of 1973 and Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Competition Act 89 of 1998
- Constitution of the Republic of South Africa, 1996
- Consumer Protection Act 68 of 2008
- Copyright Act 98 of 1978
- Criminal Procedure Act 51 of 1977
- Currency and Exchanges Act 9 of 1933
- Customs and Excise Act 91 of 1964
- Cybercrimes Act 19 of 2020
- Electronic Communications and Transactions Act 25 of 2002
- Electronic Communications Act 36 of 2005
- Employment Equity Act 55 of 1998
- Finance Act 35 of 2000
- Financial Intelligence Centre Act 38 of 2001
- Income Tax Act 58 of 1962
- ICASA Act 13 of 2000
- Insurance Act 18 of 2017
- Intellectual Property Laws Amendment Act 38 of 1997
- Labour Relations Act 66 of 1995
- Magistrates' Courts Act 32 of 1944
- National Health Act 61 of 2003
- Occupational Health and Safety Act 85 of 1993
- Patents Act 57 of 1978
- Pension Funds Act 24 of 1956
- Preferential Procurement Policy Framework Act 5 of 2000
- Prevention and Combating of Corrupt Activities Act 12 of 2004

- Protection of Personal Information Act 4 of 2013 (POPIA)
- Promotion of Access to Information Act 2 of 2000 (PAIA)
- Promotion of Administrative Justice Act 3 of 2000
- Protection of Constitutional Democracy Against Terrorist and Related Activities Act 12 of 2004
- Regulation of Interception of Communications and Provision of Communication-Related Information Act 70 of 2002 (RICA)
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- South African Revenue Service Act 34 of 1997
- Tax Administration Act 28 of 2011
- Trade Marks Act 194 of 1993
- Unemployment Contributions Act 4 of 2002
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991
- National Cybersecurity Policy Framework
- Critical Infrastructure Protection Act 8 of 2019

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY REDSHIFT CYBER SECURITY (PTY) LTD

Subjects on which the body holds records	Categories of records
Human Resources	- HR policies and procedures - Advertised posts - Employees records including name, ID, email, contact number, job title, place of work, CV, qualifications, background checks, payroll data, marital status, gender, home address, postal address, tax numbers, work permits, banking details.
Customer Records	- Customer information limited to name, email address, company, job title, contact number, email address, place of work/business address

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

We collect and process personal information for the purposes of onboarding staff and maintaining records for the purposes of payroll and background checks. Customer data is collected for the purposes of contacting and engaging with our customers on an ongoing basis and responding to request for quotations and services.

8.2 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

8.3 Planned transborder flows of personal information

We process all data locally in South Africa and do not send personal information cross border to other countries.

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

Redshift is certified to the ISO27001:2022 standard for information security management systems which includes a comprehensive set of security controls

including but not limited to: incident management, encryption, anti-malware, device security, data handling, data retention, data classification, secure email, security of servers databases and devices, cloud security, password policies, multi-factor authentication, physical security, logging and monitoring.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on www.redshift.co.za if any;

9.1.2 head office of Redshift Cyber Security 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

Redshift will on a regular basis update this manual.

Issued by



Sean Howell
Managing Director