

PAIA MANUAL

INFORMATION MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2 OF 2000 IN RESPECT OF KLIK STORAGE (PTY) LTD (REGISTRATION NUMBER: 2022/841140/07) AND ITS SUBSIDIARIES ("KLIK STORAGE")

1. INTRODUCTION

Klik Storage is a storage company located in Gauteng, offering safe, convenient and affordable self-storage. Klik Storage is a subsidiary of the AJP Group of companies.

2. KLIK STORAGE'S CONTACT DETAILS

Name:	Klik Storage (Pty) Ltd
Directors:	JA Baladakis, P Baladakis
Company Secretary:	J Philippou
Physical Address:	1 Marignane Avenue Bonaero Park Kempton Park 1619
Postal address:	1 Marignane Avenue Bonaero Park Kempton Park 1619
Tel:	010 066 9444
E-mail:	info@klikstorage.co.za
Website:	www.klikstorage.co.za
Information Officer:	John Philippou
E-mail:	johnp@ajpg.net
Tel:	010 066 9444

3. THE PROMOTION OF ACCESS TO INFORMATION ACT

The Promotion of Access to Information Act, 2 of 2000 (PAIA) grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

Requests in terms of PAIA shall be made in accordance with the prescribed

procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of PAIA.

Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission (SAHRC), which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.

The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton,
2041 Tel.: +27-11-877 3600
Fax: +27-11-403 0625
Website: www.sahrc.org.za

4. PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013 (POPIA)

POPIA regulates and controls the processing, including the collection, use, and transfer of a person's personal information. In terms of POPIA, a person (Responsible Party) has a legal duty to collect, use, transfer and destroy (process) another's (Data Subject) personal information (Personal Information) in a lawful, legitimate and responsible manner and in accordance with the provisions and the 8 processing conditions set out under POPIA.

5. Reasons why Klik Storage Processes Personal Information

5.1. Klik Storage does and will from time-to-time process Personal Information which belongs or is held by a Data Subject.

5.2. This processing is required by Klik Storage to allow it to perform the following:

- to pursue its business objectives and strategies;
- to comply with a variety of obligations prescribed by legislation;
- to carry out actions for the conclusion and performance of a contract between Klik Storage and Data Subjects;
- to put in place protective mechanisms to protect the Data Subject's and/or Klik Storage's legitimate interests including the performance of risk assessments and risk profiles;
- to obtain as required by law or to protect the respective party's legitimate interests, Personal Information from a credit bureau or credit provider or credit association information about certain Data Subject's credit record, including personal information about any judgement or default history;
- to provide as required by law or to protect the respective party's legitimate interests Personal Information to credit bureaus, credit

providers or credit associations, information about certain Data Subject's credit record, including Personal Information about any judgement or default history;

- for the purposes of making contact with the Data Subject and attending to the Data
- Subject's enquiries and requests;
- for the purpose of providing the Data Subject from time to time with information pertaining to Klik Storage, their officers, employees, services and goods and other ad hoc business-related information;
- to pursue the Data Subject's and/or Klik Storage's legitimate interests, or that of a third party to whom the Personal Information is supplied;
- for the purposes of providing, maintaining, and improving Klik Storage's products and services, and to monitor and analyse various usage and activity trends pertaining thereto;
- for the purposes of performing internal operations, including the management of employees, employee wellness programs, the performance of all required human resources functions, customer services and enquiries, attending to all financial matters including budgeting, planning, invoicing, facilitating and making payments, making deliveries, sending receipts, and generally providing commercial support, where needed, requested or required; and
- for the purpose of preventing fraud and abuse of Klik Storage's processes, systems, procedures and operations, including conducting internal and external investigations and disciplinary enquiries and hearings.

6. Storage and Retention and Destruction of Information

- 6.1. Klik Storage will ensure that the Data Subject's Personal Information is stored electronically in a data base, which, for operational reasons, will be accessible to various employees within Klik Storage on a need to know and business basis, save that where appropriate, some of the Data Subject's Personal Information may be retained in hard copy.
- 6.2. All such Personal Information will be held and/or stored securely. In this regard Klik Storage will ensure that it performs regular audits regarding the safety and the security of all Data Subject's Personal Information.
- 6.3. Once the Data Subject's Personal Information is no longer required due to the fact that the purpose for which the Personal Information was held has come to an end and expired, such Personal Information will be safely and securely archived for the required prescribed periods or longer should this be required by Klik Storage. Klik Storage thereafter will ensure that such Personal Information is permanently destroyed.

7. Access by Others and Cross Border Transfer

- 7.1. Klik Storage may from time to time have to disclose a Data Subject's Personal Information to other parties, including organs of state, other departments or subsidiaries, product or third-party service providers, regulators and or governmental officials, service providers and/or agents; however, such disclosure will always be subject to an agreement which will be concluded between Klik Storage and the party to whom it is disclosing the Data Subject's Personal Information to, which contractually obliges the recipient of this Personal Information to comply with strict confidentiality and data security conditions. Where Personal Information and related data is transferred to a country which is situated outside the borders of South Africa, the Data Subject's Personal Information will only be transferred to those countries which have similar data privacy laws in place or where the recipient of the Personal Information is bound contractually to a no lesser set of obligations than those imposed by POPIA.
- 7.2. Where a Data Subject is desirous of obtaining details of the Personal Information which Klik Storage may hold and which pertains to such Data Subject, then it must make application to Klik Storage in accordance with the provisions contained in this manual.

8. APPLICABLE LEGISLATION

Legislation that is applicable to Klik Storage includes (without limitation) the following:

- Basic Conditions of Employment Act, 75 of 1997;
- Broad-Based Black Economic Empowerment Act, 53 of 2003,
- Companies Act, 71 of 2008;
- Compensation for Occupational Injuries and Disease Act, 130 of 1993;
- Competition Act, 89 of 1998;
- Copyright Act, 98 of 1978;
- Employment Equity Act, 55 of 1998;
- Income Tax Act, 95 of 1967;
- Labour Relations Act, 66 of 1995;
- Occupational Health and Safety Act, 85 of 1993;
- Pension Funds Act, 24 of 1956;
- Promotion of Access to Information Act, 2 of 2000;
- Protection of Personal Information Act, 4 of 2013.
- Skills Development Act, 97 of 1998;
- Trademarks Act, 194 of 1993;
- Unemployment Insurance Act, 63 of 2001;
- Value Added Tax Act, 89 of 1991;
- Consumer Protection Act, 68 of 2008;
- Estate Agency Affairs Act, 112 of 1976 (to be replaced by the Property Practitioners Act);
- Financial Intelligence Centre Act, 38 of 2001;
- Prevention of Illegal Eviction Act, 19 of 1998;
- Rental Housing Act, 50 of 1999; and
- Sectional Titles Schemes Management Act, 8 of 2011.

9. RECORDS THAT ARE AUTOMATICALLY AVAILABLE TO THE PUBLIC

The following records are automatically available to any person requesting this information and it is therefore not necessary to apply for access thereto in terms of PAIA:

- 9.1. The SA Corporate Group's (incl. Klik Storage) Integrated Annual Reports suite, interim and annual financial statements, interim and annual results, related presentations published by SA Corporate and/or Klik Storage, SA Corporate SENS announcements;
- 9.2. All other information freely available on Klik Storage's website: www.klikstorage.co.za
- 9.3. Requests for the above-mentioned records may be sent to the email address provided under paragraph 2 (Klik Storage's Contact Details) and copies are available for a fee as prescribed.

10. RECORDS HELD BY KLIK STORAGE THAT ARE AVAILABLE ON REQUEST

In terms of various regulatory and operational requirements of Klik Storage, various records of Klik Storage **are not automatically available** and any request for access to such information will be assessed in accordance with Klik Storage's internal policies and legislative requirements. These records include, but are not limited to, the following:

10.1. Companies Act Records

- Memorandum of Incorporation, Charters, Terms of Reference, Company Rules;
- Minutes of meetings of the Board of Directors and Committees of the Board;
- Minutes of meetings of Shareholders;
- Records relating to the appointment of:
 - Directors;
 - Auditors;
 - Secretary;
 - Public Officer;
 - Any other Officer.
- Share register and other statutory registers and/or records and/or documents;
- Statutory Returns.

10.2. Income Tax Records

- PAYE Records;
- Regional Services Levies;
- Skills Development Levies;
- Unemployment Insurance Fund;
- Workmen's Compensation;
- Value Added Tax;
- Documents issued to employees for income tax purposes;
- Records of payments made to the South African Revenue Services;
- All or any statutory compliances.

10.3. Labour Relations / Employment-related Records

- Employment Contracts;
- Employee Records;
- Medical Aid Records;
- Pension Fund Records;
- Employment Equity Plan;
- Medical Aid Records;
- Disciplinary Records;
- Disciplinary Procedures;
- Salary Records;
- Leave Records;
- Training Manuals and Records;
- Internal Telephone Lists;
- Correspondence;
- Skills Development Plan.

10.4. Third-party Records

- All records held by Klik Storage in respect of third parties including, without limitation, financial or corporate information, contractual agreements and correspondence of whatever nature.

10.5. Personal Information

- All Personal Information as defined under POPIA.
- Other information
- All other information not listed in paragraph 6 above, without limitation.

11. PROCEDURE FOR REQUEST FOR ACCESS (SECTIONS 53 TO 57 AND 60 OF PAIA)

- 11.1. It is important to note that the successful completion and submission of an access request form does not automatically allow the requester access to the requested record.
- 11.2. The requester must comply with all the procedural requirements as set out in PAIA relating to the request for access to a record.
- 11.3. The requester must complete the prescribed form enclosed herewith under Appendix 1 (Form C) and submit this form together with a request fee (if applicable) and a deposit (if applicable) to the Information Officer at the postal or physical address, facsimile number or electronic mail address referred to under paragraph 2 (Klik Storage's Contact Details).
- 11.4. The prescribed form must contain sufficient particularity in order to enable the Information Officer to identify:-

- 11.4.1. the records requested;
 - 11.4.2. the identity of the requester;
 - 11.4.3. which form of access is required; and
 - 11.4.4. the postal address, fax number or email address of the requester in the Republic of South Africa.
- 11.5. The requester must identify the right that the requester is seeking to protect or exercise.
- 11.6. The requester must provide an explanation of why the requested record is required for the exercise or protection of any right.
- 11.7. If in addition to a written reply, the requester must indicate if the requester wishes to be informed of the decision in respect of the request in any other manner i.e. by fax, email, hard copy etc.
- 11.8. If the request is made on behalf of another person, then the requester must submit proof of the capacity in terms of which the requester is making the request, to the reasonable satisfaction of the Information Officer.
- 11.9. Should an individual be unable to complete the prescribed form because of illiteracy, disability or any other reason, such individual must submit such request orally to the Information Officer.
- 11.10. The requester must pay the prescribed fee (if applicable) before any further processing can take place.

12. NOTIFICATION

- 12.1. Klik Storage will inform the requester within 30 (thirty) days after receipt of the request of its decision whether or not to grant the request.
- 12.2. The 30 (thirty) day period may be extended with a further period of not more than 30 (thirty) days if the request is for a large number of records or requires Klik Storage to search through a large volume of records or the records are not kept at the offices of Klik Storage.
- 12.3. If a record requested cannot be found, or does not exist, Klik Storage shall, by means of an affidavit notify the requester thereof.

13. THE OUTCOME OF THE REQUEST

- 13.1. If the request for access is granted, the notice must state that the access fee (if any) to be paid upon access, the form in which the access will be given and that the requester may lodge an application with a court against the access fee to be paid or the form of access granted, and the procedure for lodging the application.

- 13.2. If the request for access is refused, the notice must state adequate reasons for the refusal, including the provisions of PAIA relied on and it must state that the requester may lodge an application with a court against the refusal for the request, and the procedure (including the period) for lodging the application.

14. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS (CHAPTER 4 OF PAIA)

- 14.1. Subject to Sections 7 and 70 of the Act, the main grounds for Klik Storage to refuse a request for information as contemplated in PAIA relates to the following:
- 14.2. Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
- 14.3. Mandatory protection of commercial information of a third party as defined by PAIA, if the record contains:-
- 14.3.1. trade secrets of that third party;
 - 14.3.2. financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party; and
 - 14.3.3. information disclosed in confidence by a third party to Klik Storage, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- 14.4. Mandatory protection of confidential information if the disclosure would constitute a breach of a duty or confidence to a third party in terms of any agreement;
- 14.5. Mandatory protection of the safety of individuals and the protection of safety of property;
- 14.6. Mandatory protection of records which would be regarded as privileged in legal proceedings, unless the person so entitled to privilege waives the privilege;
- 14.7. The protection of the commercial activities of Klik Storage, which includes:-
- 14.7.1. trade secrets of Klik Storage;
 - 14.7.2. financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of Klik Storage; and
 - 14.7.3. information which if disclosed could put Klik Storage at a disadvantage in negotiations or commercial competition;
 - 14.7.4. a computer program which is owned by Klik Storage, and which is protected by copyright; and
 - 14.7.5. the research information of Klik Storage or a third party on behalf of Klik Storage, if the disclosure would expose the third party, Klik Storage or the researcher of the subject matter of the research to serious disadvantage.

15. REMEDIES AVAILABLE ON REFUSAL OF A REQUEST FOR INFORMATION

- 15.1. Klik Storage does not have an internal appeal procedure and as such, the decision made by the Information Officer is final.
- 15.2. If your request is denied, you are entitled to apply to a court with the appropriate jurisdiction for relief.

APPENDIX 1

Prescribed Fees

1. The “request fee” payable by a requester, other than a personal requester, referred to in section 54(1) of the Act, is R50
2. The “fees for reproduction” referred to in section 52(3) and “access fees” payable by a requester referred to in section 54(7), unless exempted under section 54(8) of the Act, are as follows:
 - (a) for every photocopy of an A4-size page or part thereof, R1,10c
 - (b) for every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form, R0,75c
 - (c) for a copy in a computer-readable form on compact disc, R70
 - (d) (i) for a transcription of visual images, for an A4-size page or part thereof, R40
(ii) for a copy of visual images, R60
 - (e) (i) for transcription of an audio record, for an A4-size page or part thereof, R20 (ii) for a copy of an audio record, R30
 - (f) To search for the record for disclosure, R30 for each hour or part of an hour reasonably required for such search.
3. The actual postal fee is payable when a copy of a record must be posted to a requester
- Exemptions from paying “access fees”
4. Person or persons exempted from paying access fees:-
 - (i) A single person whose annual income does not exceed R14,712.00; or
 - (ii) Married persons or a person and his/her life partner whose annual income does not exceed R27,192.00

FORM C**REQUEST FOR ACCESS TO RECORDS OF PRIVATE BODY**

(Section 53(1) of the Promotion of Access to Information Act, No 2 of 2000)

A. Particulars of private body:

To the Information Officer:

B. Particulars of Person requesting access to the record:

- (a) *The particulars of the person who requests access to the records must be recorded below.*
- (b) *Furnish an address and/or fax and/or email number in the Republic to which information must be sent.*
- (c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full Name and Surname:

Identity Number:

Postal Address:

Telephone Number:

Fax Number:

E-mail address:

Capacity in which request
is made, when made on
behalf of another person:

C. Particulars of person on whose behalf request is made:

This section must be completed only if a request for information is made on behalf of another person

Full Name and Surname:

Identity Number: _____

D. Particulars of Record:

- (a) *Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.*
- (b) *If the provided space is inadequate please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios***

1. Description of the Record or relevant part of the record:

2. Reference number, if available: _____

3. Any further particulars of the record:

E. Fees:

- (a) *A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.*
- (b) *You will be notified of the amount of the request fee.*
- (c) *The **fee payable for access** to a record depends on the form in which the access is required and the reasonable time required to search for and prepare a record.*
- (d) *If you qualify for exemption of the payment of any fee, please state the reason therefore.*

Reason for exemption of payment of the fee: _____

F. Form of Access to the Record: *(If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.)*

Disability:

Form in which record is required:

Mark the appropriate box with an "X"

NOTES:

- (a) Your indication as to the required form of access depends on the form in which the record is available.
- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:							
	Copy of record *			Inspection of record			
2. If the record consists of visual images: (This includes photographs, slides, video recordings, computer-generated images, sketches, etc.)							
	View the images		Copy of the images *		Transcription of the images*		
3. If the record consists of recorded words or information which can be reproduced in sound:							
	Listen to the soundtrack (audio cassette)			Transcription of soundtrack * (written or printed document)			
4. If the record is held on computer or in an electronic or machine-readable form:							
	Printed copy of record		Printed copy of information derived from the record *		Copy in computer readable form * (compact disc)		
* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? A postal fee is payable.					<table border="1"> <tr> <td>YES</td> <td>NO</td> </tr> </table>	YES	NO
YES	NO						

G. Particulars of right to be exercised or protected:

*If the provided space is inadequate, please continue of a separate folio and attach it to this form. **The requester must sign all the additional folios***

Indicate which right is to be exercised or protected:

Explain why the requested record is required for the exercising or protection of the aforementioned right:

H. Notice of decision regarding request for access:

You will be notified in writing whether your request has been approved/denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ on this the _____ day of _____ 20____

.....
**SIGNATURE OF
REQUESTER/PERSON ON
WHOSE BEHALF REQUEST IS
MADE**