



**RIVERSANDS
I-HUB**

**PAIA MANUAL
(PRIVATE BODY)**

**PREPARED IN TERMS OF THE PROMOTION OF ACCESS
TO INFORMATION ACT 2 OF 2000**

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1. INTRODUCTION

- 1.1 The purpose of the Riversands I-Hub is to provide qualifying SMEs with business premises to lease at subsidised rates and access to services and support including coaching, mentorship, financial management services, training, assistance with access to markets and participation in various programmes that will enable the SMEs to develop into larger-scale, self-sufficient, sustainable and viable businesses.
- 1.2 The Promotion of Access to Information Act No 2 of 2000 (“PAIA”), gives effect to Section 32 of the Constitution, which provides that everyone has the right to access information held by another person (private body) when such private information is required for the protection of rights.
- 1.3 This Manual is to assist potential requesters with the procedure to be followed when requesting access to information from the Riversands I-Hub in terms of PAIA.
- 1.4 This Manual may be amended from time to time and the latest version will be published on the website with the revision date and will also be available for inspection at the Riversands I-Hub’s physical address and will replace all earlier versions.

2. PURPOSE OF PAIA MANUAL

This Manual is 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.
- 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 THE RIVERSANDS I-HUB

3.1 Chief Information Officer

Name: Tafadzwa Madavo

Tel: (011) 012 4600

Email: info@riversandsihub.co.za

3.2 Deputy Information Officer

Name: Sibu Mbatha

Tel: (011) 012 4600

Email: info@riversandsihub.co.za

3.3 Access to information general contacts

Email: info@riversandsihub.co.za

3.4 Contact Details

Physical Address: Riversands Incubation Hub, 8 - 12 Incubation Drive,
Riverside View, Ext 15, Midrand

Postal Address: PO Box 70406, Bryanston, 2021

Telephone: (011) 012 4600

Email: info@riversandsihub.co.za

Website: www.riversandsihub.co.za

4. DESCRIPTION AND 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 the Protection of Personal Information Act 4 of 2013 (“POPIA”).

4.2 The Guide is available in each of the official languages from the South African Human Rights Commission at any of the following offices or on their website: <https://www.sahrc.org.za/index.php/understanding-paia> .

Physical Address:

29 Princess of Wales Terrace
Corner York and St Andrews Street
Parktown, Johannesburg

Postal Address:

Private Bag 2700, Houghton, Johannesburg

Tel: (011) 484 8300

Fax: (011) 484 7146/7

Email: paia@sahrc.org.za

Website: www.sahrc.org.za

4.3 The Guide is also available on the website of the Regulator:

<https://www.justice.gov.za/infoereg/>.

4.4 The Guide contains the description of:

4.4.1 The objects of PAIA and POPIA;

4.4.2 The postal and street address, phone and fax number and, if available, electronic mail address of -

4.4.2.1 the Information Officer of every public body, and

4.4.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA.

4.4.3 The manner and form of a request for -

4.4.3.1 access to a record of a public body contemplated in section 11; and

4.4.3.2 access to a record of a private body contemplated in section 50.

4.4.4 The assistance available from the Information Officer of a public body in terms of PAIA and POPIA.

4.4.5 The assistance available from the Regulator in terms of PAIA and POPIA.

4.4.6 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 -

4.4.6.1 an internal appeal;

4.4.6.2 a complaint to the Regulator; and

4.4.6.3 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.

4.4.7 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.

4.4.8 The provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively.

4.4.9 The notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and

4.4.10 The regulations made in terms of section 92.

4.5 Members of the public can inspect or make copies of the Guide from the office of the Regulator, during normal working hours.

5 CATEGORIES OF RECORDS OF THE RIVERSANDS I-HUB WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
Entrepreneurs	Electronic – Website	X	X
Premises	Electronic – Website	X	X

Corporate Solutions	Electronic – Website	X	X
About the Riversands I-Hub – The Team	Electronic – Website	X	X
Our Stories	Electronic – Website	X	X
Contact Details	Electronic – Website	X	X

6. DESCRIPTION OF THE RECORDS OF THE RIVERSANDS I-HUB WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

The Riversands I-Hub, where applicable, holds information in terms of the following legislation, but is not limited to:

Category of Records	Applicable Legislation
Memorandum of Incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Employment	Basic Conditions of Employment Act 75 of 1977
Employment	Compensation for Occupational Injuries and Diseases Act 130 of 1993
Employment	Labour Relations Act 66 of 1978
Employment	Occupational Health and Safety Act 85 of 1993
Employment	Unemployment Contribution Act 4 of 2002
Employment	Unemployment Insurance Act 30 of 1966
Finance	Income Tax Act 68 of 1962
Finance	Value Added Tax Act 89 of 1991
Services	Consumer Protection Act 68 of 2008
Services	Prescription Act 68 of 1969

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE RIVERSANDS I-HUB HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE RIVERSANDS I-HUB

The Riversands I-Hub, where applicable, holds information in terms of the following records, but is not limited to:

Subjects on which the body holds records	Categories of records
General Records	<ul style="list-style-type: none"> - Financial and accounting records - Insurance records - Banking records, statements and invoices - SME Agreements - Partner Agreements - Service Provider Agreements - Loan Agreements - Commercial Agreements - Internal and external correspondence
Human Resources	<ul style="list-style-type: none"> - Human Resources policies and procedures - Employment advertisements - Employees records
Employment Records	<ul style="list-style-type: none"> - Employment contracts - Salary and wage records - Disciplinary records - Leave records - Banking details - PAYE and UIF records - Employee income tax payment records - Employee income tax documents

Kindly take note that the above information will only be made available subject to the provisions of PAIA and may be refused on grounds of confidentiality and legal privilege.

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

The Riversands I-Hub processes personal information for various purposes including but not limited to –

8.1.1 Processing applications for business premises.

8.1.2 Providing access to services and support.

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

Categories of Data Subjects	Personal Information that may be processed
SMEs	name, address, registration numbers or identity numbers, employment status and bank details
Partners/Service Providers	names, registration numbers or identity numbers, vat numbers, address and bank details
Employees	address, identity numbers, qualifications, gender and race

8.3 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
SMEs personal information	Partners and Service Providers

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number, names, employment status and addresses	Legal and other adjudicative forums in carrying out legal proceedings

8.4 Planned transborder flows of personal information

The Riversands I-Hub has no planned transborder flows of personal information.

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

The Riversands I-Hub safeguards personal information on internal servers, which are protected by anti-virus and anti-malware software. Back-ups in hard copy format are retained in safekeeping where required.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on the website - www.riversandsihub.co.za;

9.1.2 at the physical address 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.