

PAIA MANUAL

Last Updated: 02 September 2023

1. Introduction:

This PAIA Manual has been prepared in accordance with the Promotion of Access to Information Act, 2000 ("PAIA") and is intended to guide the public on how to access information held by BICRM Consulting Services South Africa Pty Ltd ("we," "us," or "our").

2. Contact Information:

If you have any questions or require assistance with accessing information, please contact:

Naomi Williams
Information Officer
2nd Floor
Rivonia Village
Cnr Mutual Road and Rivonia Boulevard
Rivonia
Johannesburg, 2191
info@bicrm.co.za
Tel: 010 100 3198

3. Description of the Business:

BICRM Consulting Services South Africa Pty Ltd is [brief description of the business].

4. Categories of Records:

We maintain various categories of records, including but not limited to:

- Financial records
- Personnel records
- Contracts and agreements
- Correspondence
- Marketing materials

5. Access to Information Procedures:

To request access to information, please follow these procedures:

- Submit a written request to the Information Officer (contact details provided in Section 2).
- Clearly specify the information you are seeking.
- Provide your contact details for correspondence.
- Pay any applicable fees (if required).

6. Fees:

Fees may be applicable as per the PAIA regulations. The requester will be informed of any fees before processing the request.

7. Decision on Request:

We will respond to your request within 30 days of receipt. If we are unable to grant access, we will provide reasons for denial.

8. Grounds for Denial:

Access to information may be denied on grounds listed in section 46 of PAIA, including protection of privacy, commercial confidentiality, and law enforcement.

9. Records Available in Accordance with Other Legislation:

In addition to PAIA, certain records may be available in accordance with other legislation, such as:

- **Financial Intelligence Centre Act (FICA):** Relevant for anti-money laundering and financial transactions.
- **Companies Act:** Pertinent for corporate governance and financial reporting.
- **National Credit Act:** Applicable to credit transactions and financial services.
- **Occupational Health and Safety Act:** Relevant for workplace safety and health matters.
- **Electronic Communications and Transactions Act (ECTA):** Applicable to electronic communications and transactions.

- **Labour Relations Act:** Relevant for employment-related records.
- **Consumer Protection Act (CPA):** Applicable to consumer transactions and protection.
- **Basic Conditions of Employment Act:** Relevant for records related to employment conditions.
- **Intellectual Property Laws:** Relevant for records related to intellectual property.
- **Health and Safety Legislation:** Industry-specific health and safety regulations may also apply.

10. Lodging a Complaint:

If you are dissatisfied with the outcome of your request, you may lodge a complaint with the Information Regulator.

11. Availability of the Manual:

This manual is available for inspection at our offices and on our website.

12. Amendments to the Manual:

This manual may be amended from time to time, and the latest version will be available on our website.