

# **PAIA MANUAL OF ICE ROCK SUMMIT SOLUTIONS PTY LTD**

**REGISTRATION NUMBER:  
2021/315522/07**

Prepared and compiled on 08/10/2025 in accordance with section 51 of the Promotion of Access to Information Act 02 of 2000 (as amended)

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**1. List of acronyms and abbreviations**

<b>TERM</b>	<b>DEFINITION</b>
“Data Subject”	Means the person to whom Personal Information relates, as contemplated in terms of Section 1 of the POPIA
“Deputy Information Officer”	Means a Deputy Information Officer designated in terms of section 56 of the POPIA
“Information Officer”	Means in the case of a juristic person, i. the chief executive officer or equivalent officer of the juristic person or any person duly authorized by that officer; or ii. the person who is acting as such or any person duly authorized by such acting person as contemplated in Section 1 of the Act.
“Information Regulator”	Means the Information Regulator established in terms of section 39 of POPIA
“Manual”	Means this manual compile by Ice Rock Summit Solutions Pty Ltd in terms of PAIA and POPIA
“PAIA”	Means the Promotion of Access to Information Act, 2 of 2000, including the PAIA regulations, as amended from time to time
“Personal Information”	Means information relating to an identified, or identifiable, living natural person and, where applicable, an identifiable existing juristic person as contemplated in the POPIA
“Personnel”	Means all partners, directors, officers, employees, individual contractors and other personnel of Ice Rock Summit Solutions Pty Ltd
“POPIA”	Means the Protection of Personal Information Act, 4 of 2013, including the POPIA regulations, as amended from time to time
“Processing”	Means any operation, activity or set of operations, whether or not by automated means, concerning Personal Information as contemplated in the POPIA
“Private Body”	Means any former or existing juristic person, as contemplated in the Act and POPIA
“Record”	Means a record as contemplated in PAIA and includes Personal Information
“Requester”	Means, in relation to a Private Body, i. any person, including, but not limited to, a public body or an official thereof, making a request for access to a Record of that Privat body; or ii. a person acting on behalf of such person as contemplated in the Act
“Responsible Party”	Means a public or Private Body or any other person which, alone or in conjunction with others, determines the purpose of and means Processing Personal Information as contemplated in the POPIA

## **2. Purpose of the PAIA Manual**

To promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of PAIA, in order for them to exercise their rights in relation to public and private bodies.

Wherever reference is made to "Private Body" in this manual, it will refer to Ice Rock Summit Solutions Pty Ltd.

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 Information 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 the Private Body**

- 3.1 **Information Officer**  
Name: Dina Alida Landman  
Telephone No: 068 571 6563  
E-mail: [dina@rbsitsolutions.co.za](mailto:dina@rbsitsolutions.co.za)
- 3.2 **Deputy Information Officer**  
Name: N/A  
Telephone No: N/A  
E-mail: N/A

**3.3. Access to information general contact**

Email: [infomdb@rbsitsolutions.co.za](mailto:infomdb@rbsitsolutions.co.za)

**3.4 Head Office**

Postal Address: 4 Spring Street, SAE Business Park, Middelburg, 1055

Physical Address: 4 Spring Street, SAE Business Park, Middelburg, 1055

Telephone No: 0685716563

E-mail: [infomdb@rbsitsolutions.co.za](mailto:infomdb@rbsitsolutions.co.za)

Website: <https://rbsitsolutions.co.za/>

**4. Guide on how to use PAIA and how to obtain access to the Guide**

4.1 The Information 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.

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

4.3 The aforesaid Guide contains the description of-

4.3.1. the objects of PAIA and POPIA

4.3.2 the postal and street address, phone and fax number and, if available, Electronic mail address of –

4.3.2.1 the Information Officer of every public body, and

4.3.2.2 every Deputy Information Officer of every public and private body Designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>

4.3.3 the manner and form of a request for –

4.3.3.1 access to a record of a public body contemplated in section 11<sup>3</sup>; and

4.3.3.2 access to a record of a private body contemplated in section 50<sup>4</sup>

4.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA

<sup>1</sup>Section 17(1) of PAIA – For the purposes of PAIA, each public body must, subject 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.

<sup>2</sup>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 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.

<sup>3</sup>Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requested 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.

<sup>4</sup>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.

- 4.3.5. the assistance available from the Information Regulator in terms of PAIA and POPIA
- 4.3.6 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-
  - 4.3.6.1 an internal appeal
  - 4.3.6.2 a complaint to the Information Regulator; and
  - 4.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the information regulator or a decision of the head of a private body.
- 4.3.7 the provisions of section 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8 the provisions of section 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9 the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
- 4.3.10 the regulation made in terms of section 92<sup>11</sup>
- 4.4 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 Information Regulator, during normal working hours.
- 4.5 The Guide can also be obtained-
  - 4.5.1 upon request to the information Officer;

<sup>5</sup>Section 14(1) of PAIA- The information officer of a public body must, in at least here official languages, make available a manual containing information listed in paragraph 4 above.

<sup>6</sup>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.

<sup>7</sup>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.

<sup>8</sup>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 the private body that are automatically available without a person having to request access.

<sup>9</sup>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.

<sup>10</sup>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.

<sup>11</sup>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.

- 4.5.2 from the website of the information Regulator (<https://info regulator.co.za>)
- 4.6 A copy of the Guide is only available in the English language, for public inspection during normal office hours.

**5. Categories of records of the Private Body which are available without a person having to request access**

Category of records	Types of the Record	Available on Website	Available upon request
Client	Invoice		X
	Quotation		X
	Price List		X
	Sales Record		X
Company	Company Profile		X
	Catalogue		X
	Contact details		X
	Meet the Teams		X
	Product brochures widely distributed		X
	Financial reports required by regulatory authorities		X
	Newsletters for external transmission		X
	Sample downloads of the business's software that is for sale		X
	Company History		X
	Trade References		X

**6. Description of the records of the Private Body which are available in accordance with any other legislation**

Category of Records	Types of Record
Memorandum of Incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 02 of 2000

**7. Description of the subjects on which the Private Body holds records and categories of records held on each subject by the Private Body. It is recorded that the accessibility**

of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter.

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan.
Human Resources	<ul style="list-style-type: none"> <li>- HR Policies and procedures</li> <li>- Advertised posts</li> <li>- Employees records</li> </ul>

## 8. Processing of personal information

### 8.1 Purpose of processing personal information

Categories of Data Subjects	Purpose for processing personal information
Employees	<ul style="list-style-type: none"> <li>- To comply with employment, and other legislation</li> <li>- Disciplinary Proceedings</li> <li>- Manage relationships</li> </ul>
Service Providers	<ul style="list-style-type: none"> <li>- Manage relationships</li> <li>- To comply with legislation</li> </ul>
Clients	<ul style="list-style-type: none"> <li>- To provide our services</li> <li>- To comply with legislation</li> </ul>

### 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
Customers / Clients	Name, address, registration numbers or identity numbers, employment status and bank details
Service Providers	Names, registration number, vat numbers, address, trade secrets and bank details
Employees	Address, qualifications, ID Number, banking details, next of kin details, emergency contact

**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
Qualification for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

**8.4 Planned transborder flow of personal information**

Generally, we do not transfer your personal information to another country. However, in certain cases this may be necessary, for example, when our suppliers are based outside South Africa or when the service we provide involves a foreign party. Such transfers will only take place if:

- 8.4.1 They are essential to the nature of the transaction; and
- 8.4.2 They comply with the requirements of POPIA and/or other applicable South African laws. When we do transfer your information across South African Borders, we will take steps to ensure that the country or organization Receiving it has strong safeguards in place. This includes:
  - 8.4.3 Ensuring the destination country's laws offer similar protection to POPIA.
  - 8.4.4 Confirming that binding corporate rules are in place, or
  - 8.4.5 Relying on legal agreements that guarantee your information is handled Securely and respectfully.

**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**

Our security policies and procedures cover, amongst others, but not limited to:

- 8.5.1 Physical Security
- 8.5.2 computer and network security
- 8.5.3 Access to personal information
- 8.5.4 Security in contracting out activities or functions
- 8.5.5 Retention and disposal of information
- 8.5.6 Acceptable usage of persona information

- 8.5.7 Governance and regulatory issues
- 8.5.8 Monitoring access and usage of personal information
- 8.5.9 Investigating and reacting to security incidents
- 8.5.10 When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

**9. Request procedure to obtain access to records held by the Private Body**

- 9.1 To access records held by Ice Rock Summit Solutions Pty Ltd, the requester must complete Form 2 (Annexure B) and submit it, along with the required request fee and any applicable deposit (as set out in Annexure A), to the Information Officer using the contact details provided.
- 9.2 The form must include enough detail to identify –
  - 9.2.1 the record;
  - 9.2.2 the requester's identity
  - 9.2.3 the preferred method of access, and the reason the information is needed to exercise or protect a specific right
- 9.3 Requests submitted on behalf of another person must be accompanied by proof of authority.
- 9.4 where the requester is unable to complete the form due to illiteracy or disability, the request may be made orally at the address of Ice Rock Summit Solutions Pty Ltd and assistance will be provided to record the request.
- 9.5 Upon receipt of the request, the information officer will notify the requester of any fees due and will only proceed once payment has been received.
- 9.6 If access is granted, additional fees may apply for reproduction or preparation. In cases where access is denied, any deposit paid will be refunded. The requester will be informed of the outcome within 30 days using Form 3 (Annexure C).
- 9.7 Ice Rock Summit Solutions Pty Ltd may refuse access to information where we are obligated to protect the information, special personal information, or if the disclosure would be unlawful. Mandatory protection can include trade secrets or intellectual property, or any other information where the disclosure would cause harm to the disclosing party.

**10. Availability of the Manual**

- 10.1 A copy of the manual is available –
  - 10.1.1 on the website of the Private Body at (<https://rbsitsolutions.co.za/>)
  - 10.1.2 At the head office of Ice Rock Summit Solutions Pty Ltd for public inspection during normal business hours.
  - 10.1.3 To any person upon request upon the payment of a reasonable prescribed fee; and

- 10.1.4 to the information Regulator upon request.
- 10.2 A fee for a copy of the Manual, as contemplated in Annexur B of the PAIA Regulations, attached to this PAIA Manual as annexure A, shall be payable per each A4-size photocopy made.

**11. Updating of the Manual**

The head of Ice Rock Summit Solutions Pty Ltd will on a regular basis update this manual.

**Issued by: Dina Alida Landman (Information Officer)**

**12. Annexure A: Applicable fees**

The table below sets out the fees applicable to any request for a record of information held by Ice Rock Summit Solutions Pty Ltd:

ITEM	DESCRIPTION	AMOUNT
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof
3.	Printed copy of A4-size page	R2.00 per page or part hereof
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider
6.	For a copy of visual images	Service to be outsourced. Will depend on quotation from service provider
7.	Transcription of an audio record, per A4-size page	R24.00
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requester) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.  Not to exceed a total cost of	R145.00  R435.00
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of 2 to 8
11.	Postage, email or any other electronic transfer	Actual expense, if any

**13. Annexure B: Form 2**

**REQUEST FOR ACCESS TO RECORD**  
(Regulation 7)

**NOTE:**

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorization, must be attached to this form.

**TO:** The Information Officer  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**(Address)**

E-Mail address: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Mark with an "X"

Request is made in own name

Request is made on behalf of another person

<b>PERSONAL INFORMATION</b>			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		

Full names of person on whose behalf request is made(if applicable):			
Identity Number:			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile:
	Cellular		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<b>TYPE OF RECORD</b>			
<i>(Mark the applicable box with an "X")</i>			
Record is in written on printed form			
Record comprises virtual images (this includes photographs, slides, video, recording, computer-generated images, sketches, etc.)			
Record consists of recorded words or information which can be reproduces in sound			
Record is held on a computer or in an electronic, or machine-readable form			

**FORM OF ACCESS**

*(Mark the applicable box with an "X")*

Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

**MANNER OF ACCESS**

*(Mark the applicable box with an "X")*

Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	

**PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

*If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.*

Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right	

**FEES**

- a) A request fee must be paid before the request will be considered.
- b) You will be notified of the amount of the access fee to be paid.
- c) The fee payable for access to a record depends on the form in which 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 for exemption

Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please Specify)

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
Signature of Requester / person on whose behalf request is made

**FOR OFFICIAL USE**

Reference number:	
Request received by: (State Rank, Name and Surname of Information Officer)	
Date Received:	
Access Fees:	
Deposit (if Any)	

**14. Annexure C: Form 3**

**OUTCOME OF REQUEST AND FEES PAYABLE**  
(Regulation 8)

**NOTE:**

1. If your request is granted the –
  - (a) amount of the deposit (if any), is payable before your request is processed; and
  - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: \_\_\_\_\_

**TO:** The Requester

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

**1. You requested:**

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure A.	
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**OR**

**2. You requested:**

Printed copies of the information (including copies of any virtual images, transcription and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recording, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	



**4. Fees payable with regard to your request:**

ITEM	DESCRIPTION	AMOUNT	NUMBER OF PAGES/ITEMS	TOTAL
1.	The request fee payable by every requester	R140.00		
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof		
3.	Printed copy of A4-size	R2.00 per page or part hereof		
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R40.00  R40.00 R60.00		
5.	For transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.		
6.	For a copy of visual images			
7.	Transcription of an audio record, per A4-size page	R24.00		
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R40.00  R40.00 R60.00		
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R145.00  R435.00		
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8		
11.	Postage, email or any other electronic transfer	Actual expense, if any		
	<b>TOTAL:</b>			

**5. Deposit payable (if search exceeds six hours)**

Yes  No

Hours of search		Amount of deposit (calculated on one third of total amount per request)	
-----------------	--	-------------------------------------------------------------------------	--

The amount must be paid into the following Bank account:

Name of Bank: \_\_\_\_\_

Name of account Holder: \_\_\_\_\_

Type of Account: \_\_\_\_\_

Account number: \_\_\_\_\_

Branch Code: \_\_\_\_\_

Reference No: \_\_\_\_\_

Submit proof of payment to: \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
Information Officer