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Fonzosys (Pty) Ltd, Alviva Holdings (Pty) Ltd, and their subsidiaries. (Tarsus Distribution (Pty)Ltd)

PAIA Manual

Prepared in terms of Section 51 of the Promotion of Access to Information Act (PAIA Act), Act 2 of 2000 (as amended)

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1.Glossary of Terms

Terminology

Terminology	Definition
Alviva/Fonzosys/Company/body	Fonzosys (Pty) Ltd, Alviva Holdings (Pty) Ltd and its subsidiaries
Tarsus Distribution (Pty)Ltd	Subsidiary of Alviva Holdings (Pty)Ltd
Regulator	Information Regulator of South Africa
Republic	Republic of South Africa

Abbreviations

Abbreviation	Definition
CEO	Chief Executive Officer
MD	Managing Director
DIO	Deputy Information Officer
IO	Information Officer
PAIA	Promotion of Access to Information Act No. 2 of 2000 (as Amended)
POPIA	Protection of Personal Information Act No.4 of 2013

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2. INTRODUCTION

Fonzosys (Pty) Ltd, Alviva Holdings (Pty) Ltd and their subsidiaries, including Tarsus Distribution (Pty) Ltd, publish this Promotion of Access to Information Manual in terms of Section 51 of the Promotion of Access to Information Act, No. 2 of 2000, as amended ("PAIA"), and with consideration of Sections 23 to 25 of the Protection of Personal Information Act, No. 4 of 2013 ("POPIA").

PAIA gives effect to Section 32 of the Constitution of the Republic of South Africa, which provides for the right of access to information. This includes information held by the State as well as information held by another person. A person who is entitled to exercise or protect a right is entitled to access such information, subject to the limitations and grounds for refusal provided for in PAIA.

Section 51 of PAIA provides for access to records held by a private body, subject to the applicable provisions and grounds for refusal contained in PAIA.

In addition, in compliance with POPIA, a responsible party that processes personal information must provide data subjects with information regarding the way they may access their personal information held by the responsible party.

3. PURPOSE

This PAIA Manual is intended to assist members of the public and other requesters to:

- understand the categories of records held by Tarsus Distribution which may be available without a formal PAIA request;
- understand how to make a request for access to a record;
- identify the subjects on which Tarsus Distribution holds records and the categories of records held under those subjects;
- identify records that may be available in terms of other legislation;
- obtain the relevant contact details of the Information Officer and Deputy Information Officer who may assist with requests for access to records;
- understand how to obtain and use the Guide issued by the Information Regulator;
- understand whether Tarsus Distribution processes personal information and the purposes for which such information is processed;
- understand the categories of data subjects and the categories of personal information processed;
- identify recipients or categories of recipients to whom personal information may be supplied;
- understand whether personal information is transferred or processed outside the Republic of South Africa; and
- understand the general security safeguards implemented to protect personal information.

The purpose of this Manual is to facilitate requests for access to records, including records containing Personal Information as defined in terms of POPIA and Tarsus Distribution's applicable privacy framework.

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Where this Manual does not deal with a procedure provided for in PAIA, the Requester or any other interested party should refer to PAIA and its applicable regulations for guidance.

A person requesting access to records from Tarsus Distribution ("the Requester") is advised to familiarise themselves with the provisions of PAIA before making a request.

Tarsus Distribution makes no representation or undertaking that any record provided to a Requester is complete or accurate or fit for any particular purpose. All users of such records shall use such records at their own risk, and Tarsus Distribution shall not be liable for any loss, expense, liability or claim arising from the use of this Manual or any record provided by Tarsus Distribution or from any error therein.

All users and Requesters agree to submit to the laws of the Republic of South Africa and to the jurisdiction of the courts of South Africa in respect of any dispute arising from the use of this Manual or any records provided by Tarsus Distribution.

4. COMPANY OVERVIEW

Tarsus Distribution (Pty) Ltd is a subsidiary of Alviva Holdings (Pty) Ltd, operates within the information technology sector and is regarded as a private body in terms of PAIA.

5. INFORMATION REQUIRED UNDER SECTION 51(1)(a) OF PAIA

Information Officer

General Manager Digital Transformation
Designated Information Officer

Name: Hendrik Kruger
Designation: General Manager Digital Transformation / Information Officer
Email: info@tarsus.co.za

Deputy Information Officer

Rene Du Plessis
Designation: General Manager: Legal Compliance, Risk, Debtors & HR
Role: Deputy Information Officer

Access to Information General Contact

Email: info@tarsus.co.za

Postal Address

P.O. Box 786778
Sandton
2146
South Africa

Street Address

1 Ruacana Street
Waterfall Commercial District
Buccleuch Ext 9

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www.tarsus.co.za

6. REQUIREMENTS IN TERMS OF PAIA

6.1 Guide on how to use PAIA – Description of guide referred to in Section 10: Section 51(1)(b)

The Information Regulator has, in terms of Section 10(1) of PAIA, made available the revised Guide on how to use PAIA ("Guide") in an easily comprehensible form and manner.

The Guide assists persons in understanding and exercising rights contemplated in PAIA and POPIA.

The Guide is available from the Information Regulator and can be accessed through the Information Regulator's website. https://inforegulator.org.za/paia-guidelines/

The Guide provides information relating to, amongst other matters:

- the objects of PAIA and POPIA;
- the contact details of Information Officers and Deputy Information Officers;
- the manner and form in which requests for access to records must be made;
- assistance available from the Information Regulator;
- remedies available in law in respect of PAIA and POPIA;
- the provisions relating to PAIA Manuals;
- voluntary disclosure of categories of records;
- notices regarding fees; and
- applicable regulations.

The Guide is available in the official languages and in braille.

Members of the public may obtain or inspect the Guide through the Information Regulator or request assistance from the Information Officer.

6.2 AUTOMATICALLY AVAILABLE INFORMATION

The following records are automatically available and, where indicated, do not require a formal PAIA request:

Category of Records	Available on Website	Available on Request

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Records available from CIPC, including applicable disclosure information	X	
PAIA Manual	X	X

Tarsus Distribution's PAIA Manual is made available through the Tarsus Distribution website and may also be obtained upon request.

6.3 RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION: SECTION 51(1)(d)

The following legislation creates obligations to retain certain records:

Category of Records	Applicable Legislation
CIPC Records	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Summary of Conditions	Basic Conditions of Employment Act 75 of 1997
B-BBEE Certificate	Broad-Based Black Economic Empowerment Act 53 of 2003
CGSO Records	Consumer Protection Act 68 of 2008
Importers Certificate	Customs and Excise Act 91 of 1964
Proof of EE Annual Submissions	Employment Equity Act 55 of 1998
Compliance Certificate	Income Tax Act 95 of 1967
Proof of submission of WSP	Skills Development Act 97 of 1998
Tax Certificate of Compliance	Unemployment Insurance Act 63 of 2001
Tax Certificate of Compliance	Value Added Tax Act 89 of 1991

Such records will be made available only to individuals or entities authorised to request access in terms of the applicable legislation.

Any other person must follow the request-for-access procedure outlined in this Manual.

6.4 SUBJECTS AND CATEGORIES OF RECORDS HELD BY TARSUS DISTRIBUTION: SECTION 51(1)(e)

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PAIA requires sufficient detail to be provided to facilitate a request for access to records.

The table below describes the subjects on which Tarsus Distribution holds records and the categories of records held under each subject.

The inclusion of a category or subject matter in this Manual does not imply that a request for access to such records will automatically be granted. All requests will be evaluated on a case-by-case basis in accordance with PAIA and other applicable legislation.

Companies Act Records

- Codes of Conduct
- Documents of Incorporation
- Legal Compliance Records
- Licences and copyright records
- Memorandum of Incorporation
- Minutes of Board of Directors meetings
- Minutes of Shareholders meetings
- Policies
- Records relating to the appointment of directors, auditors, secretary, public officer and other officers
- Share Register and other statutory registers and/or records and/or documents

Financial Records

- Accounting Records
- Annual Financial Statements
- Asset Register
- Auditors' Reports
- Bank Payments and Transfers
- Bank Statements
- Banking Records
- Details of Auditors
- Electronic Banking Records
- Invoices
- Rental Agreements
- Tax Returns

Income Tax Records

- Documents issued to employees for income tax purposes

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- PAYE Records
- Records of payments made to SARS on behalf of employees
- Value Added Tax Clearance Certificate
- Other statutory compliance records, including:
    - Value Added Tax
    - Skills Development Levies
    - Unemployment Insurance Fund
    - Workmen's Compensation
    - Customs and Excise

Personnel Documents and Records

- Attendance Registers
- Benefits Records, including medical aid, retirement and group life
- Contact details, including telephone and cell numbers and addresses
- Disciplinary Code
- Disciplinary Records
- Employment Contracts
- Employment Equity Plan
- Leave Records
- Records containing employee names and occupations
- Salary Records
- Sector Education and Training Authority Records
- Training Manuals
- Training Records

Client Records – Payroll

- Correspondence
- Service Agreements
- Employee-related records
- Personal information processed in connection with payroll services

Supplier Records

- Name of supplier
- Address of supplier

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- Registration number
- VAT number
- Trade information
- Shareholder details
- Banking information
- Goods and services information
- Proof of payment

Electronic Communication and Transactions Records

- Records of personal information collected
- Records relating to the purpose for which personal information was collected
- Electronic communications
- Transaction records

Insurance Records

- General Insurance
- Professional Indemnity Insurance
- Directors and Officers Insurance
- Cyber Security Insurance

Immovable and Movable Property Records

- Agreements for the lease of movable property
- Agreements for the lease or sale of land and/or other immovable property
- Other agreements for the purchase, ordinary sale, conditional sale or hire of assets

Miscellaneous Records

- Agency agreements
- Management agreements
- Distribution agreements
- Agreements relating to the trading activities of Tarsus Distribution

Third-Party Records

Records held by Tarsus Distribution pertaining to third parties, including but not limited to:

- financial records;
- correspondence;
- contractual records;

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- records provided by another party;
- records provided by third parties concerning contractors and/or suppliers;
- records relating to contractors;
- subsidiary companies;
- joint venture companies;
- special purpose vehicle companies; and
- service providers.

Where information requested may impact on a third party, the Information Officer will comply with the applicable requirements of PAIA, including the provisions relating to third-party notification and consultation.

7. PROCESSING OF PERSONAL INFORMATION

7.1 Purpose of Processing Personal Information

Tarsus Distribution respects the privacy of individuals and protects personal information processed by the organisation.

Personal information is processed for legitimate business, operational, contractual, legal, regulatory, employment, customer, supplier and other purposes applicable to Tarsus Distribution's activities.

Personal information will be processed in accordance with applicable data protection legislation and Tarsus Distribution's privacy and information governance framework.

7.2 Description of the Categories of Data Subjects and Information

Categories of Data Subjects	Nature of Personal Information that may be Processed
Customers / Clients	Name, address, registration number or identity number, shareholder/FICA information, contact information, banking information and other information required for customer onboarding, verification and business purposes
Service Providers / Suppliers	Name, registration number, VAT number, address, trade information, shareholder information, banking information, contact information and other information required to manage the supplier relationship
Employees	Name, identity number, address, qualifications, employment information, banking information,

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	contact information and other employment-related information
Other individuals interacting with Tarsus Distribution	Information necessary to provide services, administer relationships, meet legal obligations and conduct legitimate business activities

7.3 Recipients or Categories of Recipients to Whom Personal Information May Be Disseminated

Personal information may, where legally permitted and necessary for a specified purpose, be supplied to or accessed by appropriate recipients or categories of recipients, including:

Category of Personal Information	Recipients / Categories of Recipients
Identity information for verification and criminal checks	Government departments and authorised screening service providers, including South African Police Service where applicable
Qualification information for verification	Relevant government departments, educational institutions and authorised verification service providers, including SAQA where applicable
Credit and payment information	Credit bureaus and authorised service providers
Employment and payroll information	Relevant statutory bodies, benefit providers, payroll service providers and authorised professional service providers
Customer, supplier and contractual information	Relevant service providers, professional advisers, auditors, insurers and other authorised third parties where legally permitted

7.4 Planned Transborder Flows of Personal Information

Tarsus Distribution's current information hosting and processing arrangements are subject to applicable information security, privacy and contractual controls.

Where personal information is transferred or processed outside the Republic of South Africa, Tarsus Distribution will apply the requirements of POPIA and its applicable privacy and information security framework.

7.5 GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES

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Tarsus Distribution implements information security measures designed to protect the confidentiality, integrity and availability of information and personal information.

Information security measures are governed by the applicable Information Security Policy and supporting controls and are intended to:

- provide a secure and productive computing environment;
- increase awareness of information security amongst users;
- encourage responsible behaviour in respect of information resources;
- protect information resources from theft, damage and unauthorised access or alteration;
- protect confidential and sensitive information;
- identify and address damaged or compromised systems;
- support continuity of operations; and
- ensure that suppliers of ICT products and services are aware of applicable information security requirements.

The security safeguards may include:

- endpoint encryption;
- endpoint detection and response capabilities;
- secure web gateways;
- vulnerability and patch management;
- identity and access management;
- multi-factor authentication;
- security monitoring and incident detection;
- backup and recovery controls; and
- other technical and organisational measures appropriate to the risks associated with processing personal information.

8. THE REQUEST PROCESS

8.1 Introduction

Access to records held by Tarsus Distribution is not automatic and may be refused on any of the grounds for refusal contemplated in Chapter 4 of Part 3 of PAIA.

To request access to records held by Tarsus Distribution, the Requester must identify the right they are seeking to exercise or protect and explain why the requested record is required for the exercise or protection of that right, where required by PAIA.

The Requester must also comply with the applicable procedural requirements prescribed by PAIA.

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Where a Requester makes a request on behalf of another person, sufficient proof of the capacity in which the Requester is acting must be provided.

8.2 PROCEDURAL REQUIREMENTS

A Requester must use the prescribed **Form 02 – Request for Access to Record**, as made available by the Information Regulator.

The form must be completed in full. Where a request is incomplete, Tarsus Distribution may request additional information necessary to process the request.

The form is available on the Information Regulator's website and may be accessed directly here: Form 02 PDF or via the PAIA Forms page

Where the request relates to personal information, adequate proof of identity must be provided in accordance with POPIA and applicable requirements.

The completed Form 02 and supporting documentation must be submitted to the Information Officer using the contact details contained in this Manual.

The Requester must provide sufficient detail to enable the Information Officer to identify the record requested.

Where applicable, the Requester should indicate:

- the form of access required;
- the right the Requester is seeking to exercise or protect and why the record is required;
- the preferred method of notification of the decision;
- an email address;
- telephone contact details; and
- a postal or physical address in the Republic of South Africa.

Where a request is made on behalf of another person, the Requester must provide evidence of the authority under which they are acting.

A person who is unable to complete the prescribed form because of illiteracy or disability may make the request verbally, subject to the applicable requirements of PAIA.

8.3 REFUSAL IN TERMS OF PAIA

Tarsus Distribution may refuse access to a requested record, or part thereof, where permitted or required by PAIA, including the grounds for refusal contained in Chapter 4 of Part 3 of PAIA.

Where a third party is required to be notified or consulted in relation to a request, Tarsus Distribution will follow the applicable requirements and time periods prescribed by PAIA.

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8.4 NOTIFICATION OF REFUSAL OR GRANTING OF ACCESS TO INFORMATION

Tarsus Distribution will provide the Requester with its decision within the period prescribed by PAIA.

The applicable statutory period may, where permitted by PAIA, be extended in the circumstances contemplated by the Act. The Requester will be notified of any extension in accordance with the applicable requirements.

Where access is granted, the decision will specify the applicable conditions and fees, if any.

Where access is refused, the notification will provide the reasons for refusal and information regarding applicable remedies.

8.5 REFUSAL SINCE THE RECORD CANNOT BE FOUND

If all reasonable steps have been taken to locate a requested record and the record cannot be found, or it is believed that the record does not exist, the Information Officer will provide the Requester with an affidavit or affirmation as contemplated by Section 55 of PAIA.

If the record is subsequently found, Tarsus Distribution will notify the Requester and deal with the request in accordance with PAIA.

9. FEES

There are two basic types of fees applicable in terms of PAIA:

- request fees; and
- access fees.

Fees are subject to the applicable prescribed fee structure issued under PAIA.

9.1 REQUEST FEE

The request fee applicable to a request for access to records of a private body is currently **R140.00**, subject to any amendment to the prescribed fee structure.

No request fee is applicable where the request relates to access to the Requester's own personal information, where exempted in terms of applicable legislation.

The request fee is payable in accordance with the applicable requirements before the request is processed, unless an exemption applies.

9.2 ACCESS FEE

An access fee may be payable before access is provided to records in the form requested.

The access fee may cover reasonable costs associated with:

- reproduction of records;
- searching for and preparing records;
- transcription;
- copying;
- postage; and

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- other prescribed costs.

Where the applicable search and preparation requirements exceed the prescribed threshold, Tarsus Distribution may require payment of the prescribed deposit before further processing the request.

Where POPIA applies, any fee relating to a data subject's request for access to personal information will be applied in accordance with POPIA and the applicable prescribed fee structure.

10. PRESCRIBED FEES

The prescribed fees applicable to private bodies are determined in accordance with PAIA and the applicable fee structure issued by the Information Regulator.

The current fee structure applicable to private bodies includes:

Item	Description	Amount
1	Request fee payable by every requester	R140.00
2	Photocopy/printed black and white copy of A4 page	R2.00 per page or part thereof
3	Printed copy of A4-size page	R2.00 per page or part thereof
4	Computer-readable copy on flash drive provided by requester	R40.00
4	Computer-readable copy on CD provided by Tarsus Distribution	R60.00
5	Transcription of visual images per A4 page	Outsourced – quotation
6	Copy of visual images	Outsourced – quotation
7	Transcription of an audio record per A4 page	R24.00
8	Copy of audio record on flash drive provided by requester	R40.00
9	Search and preparation of record for disclosure	As prescribed
10	Deposit where search exceeds prescribed threshold	One third of applicable amount
11	Postage, e-mail or other electronic transfer	Actual expense, if any

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Tarsus Distribution, as a registered VAT vendor where applicable, will add VAT to fees where required by law.

The above fees are subject to amendment by the Information Regulator and applicable legislation.

11. NOTICES

The Information Officer shall provide the Requester with the applicable notice in terms of PAIA upon receipt and consideration of a request for access where required.

The prescribed Form 03 – Outcome of Request and of Fees Payable will be used where applicable.

The prescribed forms are available from the Information Regulator.

12. AVAILABILITY OF THE MANUAL

As contemplated by Section 51(3) of PAIA, a copy of this Manual is available:

- on the Tarsus Distribution website at **www.tarsus.co.za**;
- at the offices of Tarsus Distribution for public inspection during normal business hours;
- to any person upon request and subject to any applicable prescribed fee; and
- to the Information Regulator upon request.

The Manual will be made available in accordance with applicable requirements of PAIA and the Information Regulator.

13. UPDATING OF THE MANUAL

This Manual will be reviewed and updated when required to ensure that it remains aligned with:

- applicable PAIA and POPIA requirements;
- applicable regulations and guidance issued by the Information Regulator;
- changes to Tarsus Distribution's organisational structure;
- changes to the Information Officer or Deputy Information Officer;
- changes to records held by Tarsus Distribution;
- changes to the processing of personal information;
- changes to information security measures; and
- other relevant changes affecting the information contained in this Manual.

The Information Officer, supported by the Deputy Information Officer and Compliance, will oversee the governance and maintenance of the Manual.

The Compliance/Admin Officer will provide day-to-day administrative and operational support in maintaining the Manual, coordinating updates, maintaining relevant records and registers, monitoring regulatory requirements and escalating matters requiring the attention or decision of the Information Officer or Deputy Information Officer.

14. ANNEXURE A

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FEES IN RESPECT OF PRIVATE BODIES

The applicable prescribed fees are set out in Section 10 of this Manual and will be updated where the Information Regulator amends the prescribed fee structure.

15. ANNEXURE B

TARSUS DISTRIBUTION NOTICE IN TERMS OF SECTION 54(3) OF PAIA

1. Please be advised the Requester is required to pay the prescribed request fee (if any), before further processing the prescribed access form is done.

2. Please be advised if:

   (a) the search for the requested record for which a request for access by a Requester, has been made; and

   (b) the preparation of the record for disclosure (including any arrangements contemplated in PAIA Section 29 (2) and (b) (i) and (ii) (aa)), would, in the opinion of Tarsus Distribution, require more than the hours prescribed, the Requester is herewith requested to pay as a deposit, one third of the access fee.

3. The Requester is herewith advised that the aforesaid instance is applicable and therefore a required deposit is payable. Such amounts total (which is one third of the access fee, which amount is

   .

4. In the event that the Requester finds the aforesaid unacceptable, the Requester may lodge a complaint to the Information Regulator or an application with a court against the tender or payment of the request fee in terms of subsection (1), or the tender or payment of a deposit in terms of subsection (2), as the case may be.

5. The procedure for lodging the complaint stated in subsection 4 is available in the PAIA and its Regulations.

DATE AT MIDRAND ON THE_____DAY OF_____20 ___

_____

From the desk of the Information Officer

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16. SIGNATORIES

Name	Title	Signature	Date
Hendrik Kruger	General Manager: Digital Transformation Manager	Signed by: Hendrik Kruger 3A31386A612C40E...	08-Oct-26 | 04:41 SAST
Rene Du Plessis	General Manager: Legal Compliance, Risk, Debtors & HR / Deputy Information Officer	Signed by: Rene Du Plessis 4AD52702D659469...	07-Oct-26 | 14:49 SAST

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