



ARC SOLUTIONS

ADVANCED RISK & COMPLIANCE


PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access
to Information Act 2 of 2000

Contents

1. REVIEW AND APPROVAL	2
2. DEFINITIONS.....	2
3. LIST OF ACRONYMS AND ABBREVIATIONS	3
4. PURPOSE OF PAIA MANUAL	3
5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF ARC SOLUTIONS.....	4
6. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE	4
7. CATEGORIES OF RECORDS OF ARC SOLUTIONS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS.....	5
8. STATUTORY RECORDS ARC SOLUTIONS MAINTAINS IN TERMS OF THE FOLLOWING LEGISLATION	6
9. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY ARC SOLUTIONS.....	6
10. PROCESSING OF PERSONAL INFORMATION	7
11. AVAILABILITY OF THE MANUAL	11
12. AVAILABILITY OF THE FORMS	11

1. REVIEW AND APPROVAL

Date of Approval:	19 October 2023
Approved By:	Garth Friedenstien
Signature:	
Next Review:	19 October 2024

2. DEFINITIONS

“Client” refers to any natural or juristic entity that receives services from ARC Solutions;

“Person” means a natural person or a juristic person;

“Personnel” refers to any person who works for, or provides services to or on behalf of ARC Solutions, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of ARC Solutions. This includes, without limitation, directors (executive and non-executive), all permanent, temporary, and part-time staff, as well as contract workers;

“Data Subject”, “You” and “Your” refer to individuals whose personal information is being processed by ARC Solutions, or to individuals associated with you or our clients, suppliers, business partners, contacts, and any other third party about whom we collect personal information;

“Personal Information” carries the same meaning as in POPIA and refers to any information allowing the direct or indirect identification of an individual;

“Processing” carries the same meaning as in POPIA and means any act made in relation to such personal information (e.g. collecting, storing, and disseminating data);

“Record” in relation to, ARC Solutions, means any recorded information, irrespective of form, in the possession or under the control of ARC Solutions, and whether or not ARC Solutions created it.

3. LIST OF ACRONYMS AND ABBREVIATIONS

“DIO”	Deputy Information Officer;
“IO”	Information Officer;
“Minister”	Minister of Justice and Correctional Services;
“PAIA”	Promotion of Access to Information Act No. 2 of 2000 (as Amended);
“POPIA”	Protection of Personal Information Act No.4 of 2013;
“Regulator”	Information Regulator; and
“Republic”	Republic of South Africa

4. PURPOSE OF PAIA MANUAL

- 4.1. This PAIA Manual is useful for the public to
- 4.1.1. check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
 - 4.1.2. have a sufficient understanding of how to request access to a record of the body, by describing the subjects on which the body holds records and the categories of records held on each subject;
 - 4.1.3. know the description of the records of the body which are available in accordance with any other legislation;
 - 4.1.4. 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;
 - 4.1.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
 - 4.1.6. know if the body will process personal information, the purpose of processing personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
 - 4.1.7. know the description of the categories of data subjects and of the information or categories of information relating thereto;
 - 4.1.8. know the recipients or categories of recipients to whom the personal information may be supplied;
 - 4.1.9. 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
 - 4.1.10. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF ARC SOLUTIONS

5.1 Chief Information Officer:

5.1.1	Full Name:	Garth Friedenstien
5.1.2	Contact Number:	+27 (0)12 880 0577
5.1.3	Email:	info-officer@www.arc-solutions.global

5.3 Head Office:

5.3.1	Postal Address:	Building 07, Stanford Office Park
		12 Bauhinia Street
		Highveld Techno Park, Centurion
5.3.2	Postal Code:	0169
5.3.4	Contact Number:	+27 (0)12 880 0577
5.3.5	Email:	info@arc-solutions.global
5.3.6	Website:	www.arc-solutions.global

6. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 6.1. 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 POPIA.
- 6.2. The Guide is available in each of the official languages and in braille
- 6.3. The aforesaid Guide contains the description of-
 - 6.3.1. the objects of PAIA and POPIA;
 - 6.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of
 - 6.3.2.1. the Information Officer of every public body, and
 - 6.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17 of PAIA1 and section 56 of POPIA2
 - 6.3.3. the manner and form of a request for-
 - 6.3.3.1. access to a record of a public body contemplated in section 11; and
 - 6.3.3.2. access to a record of a private body contemplated in section 50;
 - 6.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - 6.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
 - 6.3.6. 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 –
 - 6.3.6.1. an internal appeal;

- 6.3.6.2. a complaint to the Regulator; and
- 6.3.6.3. 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 Regulator or a decision of the head of a private body;
- 6.3.7. 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;
- 6.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 6.3.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- 6.3.10. the regulations made in terms of section 92.
- 6.4. 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 Regulator, during normal working hours.
- 6.5. The Guide can also be obtained –
 - 6.5.1. upon request to the Information Officer;
 - 6.5.2. from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).
- 6.6. A copy of the Guide is available in the following official languages, for public inspection during normal office hours:
 - 6.6.1. English
 - 6.6.2. Afrikaans
 - 6.6.3. isiZulu
 - 6.6.4. isiXhosa
 - 6.6.5. Sesotho

7. CATEGORIES OF RECORDS OF ARC SOLUTIONS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of Record	Record Type	Available on	
		Available on Website	Available at Office
Contact	Contact information	X	X
Guide	Access to record (PAIA guide various language)		X
Policy	Privacy	X	X
Policy	Access to record (PAIA annual)	X	X
Resource	Article and Industry updates	X	

8. STATUTORY RECORDS ARC SOLUTIONS MAINTAINS IN TERMS OF THE FOLLOWING LEGISLATION

LID	Legislation
1.	Basic Conditions of Employment Act 75 of 1997
2.	Companies Act 71 of 2008
3.	Employment Equity Act 55 of 1998
4.	Income Tax Act 34 of 1953
5.	Occupational Health and Safety Act 85 of 1993
6.	Promotion of Access to Information Act 2 of 2000
7.	Protection of Personal Information Act 4 of 2013
8.	Temporary Removal of Restrictions on Economic Activities Act 87 of 1986
9.	Value-Added Tax Act 89 of 1991

9. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY ARC SOLUTIONS.

Subjects on which records are kept	Categories of records
Accounting	<ul style="list-style-type: none"> • Accounting Journal • Bank Records • Budget Record • Financial Statements • Income tax • Invoices • Pay As You Earn (PAYE) • Unemployment Insurance Fund (UIF) levies • Value Added Tax (VAT) • Workmen’s compensation
Client/Customer	<ul style="list-style-type: none"> • Agreements/Contracts and forms • Client documentation
Company	<ul style="list-style-type: none"> • Company Registers • Memorandum of Incorporation • Policies and Procedures
Human Resource	<ul style="list-style-type: none"> • Confidentiality agreements • Employee personal details • Employment contracts • Income tax (PAYE/UIF) • policies, and procedures • Training material
Information technology	<ul style="list-style-type: none"> • End-Point Security Reports • Operation Documents (Cloud Storage)

	<ul style="list-style-type: none"> • Policy & Procedure
Insurance records	<ul style="list-style-type: none"> • Insurance policies
Legal records	<ul style="list-style-type: none"> • General Contracts
Suppliers	<ul style="list-style-type: none"> • Agreements/Contracts • Lease Agreement

10. PROCESSING OF PERSONAL INFORMATION

10.1. Purpose of Processing Personal Information

Clients and individuals associated with clients:

We request that our clients provide us with the personal information necessary to run our client onboarding process and perform our services. We sometimes process personal information regarding clients and individuals related to clients (e.g. their employees, managers, beneficial owners, etc.) that we received from a third party or acquired from public sources, for example, when a request is made on a client’s behalf by its representative or external advisors.

The types of personal information processed are all types included in the definition of “Personal Information” under POPIA including identification information (such as first name, family name, date and place of birth, gender, picture, copy of identity document); contact information (such as phone and fax numbers, email address, country of residence); financial information (such as identification and number of bank account, notably linked to billing); criminal records when required and in accordance with applicable laws (such as anti-money laundering laws or when preparing and defending a case); identification and background information provided by you or collected as part of our business acceptance process (such as information related to KYC); personal information provided to us by or on behalf of our clients or generated by us in the course of providing services to them, which may include special categories of information; references information (such as, as the case may be, your details, the general scope of our mission, the legal services we provide you with and/or the transactions on which we assisted you, when ARC Solutions submits applications to be referenced in leading guides of lawyers worldwide); types of services received or provided; other relevant personal details (such as nationality, citizenship, family-related information, job title, function within a company, preferred language, dietary preferences, license plate); footage from video surveillance cameras; and any other personal information related to the provision of ARC Solutions services to its clients.

In some instances, certain personal information we collect may be considered special personal information as defined in section 26 of POPIA. This includes personal information relating to religious or philosophical beliefs, race or ethnic origin, trade union membership, health or sex life, biometric information or criminal behaviour. Such personal information will only be processed in accordance with applicable laws, for the establishment, exercise or

defence of rights or legal claims or whenever courts are acting in their judicial capacity or for ARC Solutions to meet any legal or regulatory obligations we may have. Moreover, this personal information will be subject to appropriate technical and organizational security measures.

Business contacts and prospects:

The personal information of business contacts and prospects that are not clients of ARC Solutions and do not provide services to us are stored by ARC Solutions in a database and processed as follows. Most personal information we process with respect to business contacts and prospects is information that is knowingly provided to us by such data subjects (such as when they provide a member of ARC Solutions with a business card or when a contact asks us to call him or her to provide some information about ARC Solutions and our services). However, in some instances, we process personal information received from a third party or accessed from public sources.

The types of personal information processed are those types included in the definition of “Personal Information” under POPIA including identification information (such as first name, family name); business contact information (such as phone and fax numbers, email address); other relevant professional details (such as nationality, preferred language, job title, function within a company); and any other personal information relating to the conduct of ARC Solutions business.

Suppliers including individual contractors:

We collect personal information from our suppliers and individuals related to our suppliers (e.g. their employees or contact persons) and from individual contractors. Most of the personal information we process with respect to suppliers is information that is knowingly provided to us by them. However, in some instances, we process personal information of individuals related to suppliers (such as when a supplier provides us with the contact details of one of its employees).

The types of personal information processed are all types included in the definition of “Personal Information” under POPIA including identification information (such as surname, family name); business contact information (such as phone and fax numbers, email address); other relevant professional details (such as job title, function within a company); and any other personal information relating to the management by ARC Solutions of its suppliers.

Users of the ARC Solutions website:

A number of features on our website invite you to provide us with personal information. Most personal information we process of users of the ARC Solutions website is information that is knowingly provided to us by such data subjects (such as when they contact us to obtain some information about ARC Solutions and our services). We also collect technical

information, such as information from your visits to our website or in relation to materials and communications we send to you electronically. The collection and processing of such technical information is often made via cookies and is described in more detail in our Cookies Policy.

The types of personal information processed are all types included in the definition of “Personal Information” under POPIA including IT-related information (such as records of your correspondence including e-mail address, terms of search); identification information (such as your name); contact and details information (such as postal addresses, e-mail addresses, phone numbers, country of residence, nationality, job title, function within a company); types of services received or provided; and any other personal information related to the operation of the ARC Solutions’ website and business.

Our Privacy Policy does not apply to information collected on any third-party website that may link to or be accessible from our website.

10.2. 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	<ul style="list-style-type: none"> • Billing Information (Bank Account, VAT Number) • Contact Information (telephone/mobile numbers, email addresses) • Form of Identification (ID/Passport/Company Registration) • Full names; • Physical/Postal Addresses;
Employees	<ul style="list-style-type: none"> • Age • Contact Information (telephone/mobile numbers, email addresses) • Curriculum Vitae • Education Information • Employment History • Form of Identification (ID/Passport) • Full Name • Gender • Language • Marital Status • Physical/Postal Addresses • Pregnancy • Race • references
Service Providers	<ul style="list-style-type: none"> • Company/Individual Full Names

	<ul style="list-style-type: none"> • Contact Information (telephone/mobile numbers, email addresses) • Contact Person Full Name • Form of Identification (ID/Passport/Company Registration) • Physical/Postal Addresses;
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10.3. 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
Billing Information Contact Information Identity Information	<ul style="list-style-type: none"> • Companies and Intellectual Property Commission • Department of Home Affairs, • South African Police Services, • Verification Service Providers
Billing Information Payment history	<ul style="list-style-type: none"> • Banks • Credit Bureaus • Verification Service Providers
Tax information	<ul style="list-style-type: none"> • South African Revenue Service

10.4. Planned transborder flows of personal information

Currently, no transborder flows of information occur.

10.5. Information Security Measures implemented by ARC Solutions to ensure the confidentiality, integrity and availability of the information.

Informational safety and autonomy is a top priority for ARC Solutions. We implement robust technical and organisational security measures, such as, depending on the equipment, password protection, physical locks, etc., to ensure a level of security appropriate to the risks represented by the processing and the nature of the personal information to be protected.

Access to personal information is permitted to employees for the sole purpose of performing their professional duties. They are subject to a confidentiality obligation and are notably provided with training and documentation to improve their practical skills and knowledge of data protection issues.

11. AVAILABILITY OF THE MANUAL

- 11.1. Website: www.arc-solutions.global/arc-solutions-paia-manual
- 11.2. head office of ARC Solutions for public inspection during regular business hours;
- 11.3. to any person upon request and upon the payment of a reasonable prescribed fee; and
- 11.4. to the Information Regulator upon request.
- 11.5. 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.

12. AVAILABILITY OF THE FORMS

- 12.1. The following forms are available via the website:

www.arc-solutions.global/arc-solutions-paia-manual

12.1.1. **Form 02:** Request for Access to Record [Regulation 7].

12.1.2. **Form 03:** Outcome of request and of fees payable [Regulation 8].