

SHUTER AND SHOOTER PUBLISHERS (PTY) LTD
2002/002530/07

110 CB DOWNES ROAD
MKONDENI
3201

PAIA MANUAL

**Prepared in terms of section 51 of the
Promotion of Access to Information Act
2 of 2000 (as amended)**

DATE OF COMPILATION: 20/10/2021
DATE OF REVISION: N/A

1. LIST OF ACRONYMS AND ABBREVIATIONS

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|-----|--------------------|--|
| 1.1 | “CEO” | Chief Executive Officer |
| 1.2 | “DIO” | Deputy Information Officer; |
| 1.3 | “IO” | Information Officer; |
| 1.4 | “Minister” | Minister of Justice and Correctional Services; |
| 1.5 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000(as Amended; |
| 1.6 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.7 | “Regulator” | Information Regulator; |
| 1.8 | “Republic” | Republic of South Africa; and |
| 1.9 | “Shuter” | Shuter and Shooter Publishers (Pty) Ltd and its 100% owned subsidiary Duzi Publishers (Pty) Ltd. |

2. PURPOSE OF PAIA MANUAL

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 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 SHUTER

3.1. Chief Information Officer

Name: PRIMARASHANI BARTHASARTHY CHETTY
Tel: 033 8468 700
Email: primi@shuter.co.za
Fax number: 033 8468 701

3.2. Deputy Information Officer

Name: JOHN LAWRENCE EGLINGTON
Tel: 033 8468 700
Email: johne@shuter.co.za
Fax Number: 033 8468 701

3.3 Access to information general contacts

Email: johne@shuter.co.za

3.4 **Head Office**

Postal Address: PO BOX 61, MKONDENI, 3212

Physical Address: SHUTERS HOUSE, 110 CB DOWNES ROAD,
MKONDENI, 3201

Telephone: 033 8468 700

Email: johne@shuter.co.za

Website: www.shuters.co.za

4. 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 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 PAIA¹ and section 56 of POPIA²;
- 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 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the 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 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

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to 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.*

² 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 of 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.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester 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.*

⁴ 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.*

decision by the Regulator or a decision of the head of a private body;

- 4.3.7. the provisions of sections 14⁵ and 51⁶ 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 sections 15⁷ and 52⁸ 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 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
 - 4.3.10. the regulations made in terms of section 92¹¹.
- 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 Regulator, during normal working hours.
- 4.5. The Guide can also be obtained-
- 4.5.1. upon request to the Information Officer;

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

⁶ 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.

⁷ 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

⁸ 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 records of the private body that are automatically available without a person having to request access

⁹ 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.

¹⁰ 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.

¹¹ 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 Regulator (<https://www.justice.gov.za/inforeg/>).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours at Shuter.

4.6.1 English and Isizulu

5. CATEGORIES OF RECORDS OF SHUTER WHICH ARE AVAILABLE WITHOUT HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
Company Registration Records	Documents of Incorporation; Memorandum of Incorporation	n/a	X
BBBEE records	BBBEE certificate	X	X
Contact details	Business address	X	X
About us	Our History	X	X
	Our Mission	X	X
	Our offering	X	X
	Executive team	X	X
	Corporate Profile	X	X
	Price lists	X	X

6. DESCRIPTION OF THE RECORDS OF SHUTER WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

All records kept and made available in terms of legislation applicable as it applies to the specific environment in which Shuter and Shooter Publishers (Pty) Ltd operates, are available in accordance with the said legislation.

Legislation includes the following:

- Consumer Protection Act, 68 of 2008
- Companies Act, 71 of 2008
- Income Tax Act, 58 of 1962
- Protection of Personal Information Act, 4 of 2013

- Basic Conditions of Employment Act, 75 of 1997
- Occupational Health and Safety Act, 85 of 1993
- Employment Equity Act, 55 of 1998
- Compensation for Occupational Injuries and Diseases Act, 130 of 1993
- Unemployment Insurance Act, 30 of 1966
- Value Added Tax Act, 89 of 1991
- Copyright Act, 98 of 1978

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY SHUTER

Set out below are the subjects and categories of records that are available for the purposes of the Act, subject to grounds for refusal to the access thereof.

Subjects on which the body holds records	Categories of records
Strategic Documents	<ul style="list-style-type: none"> - Annual Financial Statements - Strategic publishing plan - Annual budgets - BBBEE planning documents
Human Resources	<ul style="list-style-type: none"> - HR policies and procedures manual - Advertised posts - Employee contracts, personal records and communication - Remuneration policies and structure
Author Records	<ul style="list-style-type: none"> - Author database - Author statements - Author contracts
Client Records	<ul style="list-style-type: none"> - Customer database - Customer sales records - Customer invoices and orders - Customer quotations - Customer discounts - Customer settlement discounts - Customer credit applications and credit history
Inventory records	<ul style="list-style-type: none"> - Stock per published title

Subjects on which the body holds records	Categories of records
	<ul style="list-style-type: none"> - Print runs per published title - Unit cost per published title - Sales records per published title
Strategic supplier documents	<ul style="list-style-type: none"> - Strategic print supplier records - Leases and owned property records
IT records	<ul style="list-style-type: none"> - Disaster recovery plans - Hardware asset registers - Information security policies/standards/procedures - Software licensing - System documentation and manuals

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

- Shuter & Shooter Publishers (Pty) Ltd is a responsible party as defined in POPI.
- Personal information is kept by the responsible party as set out in Section 14 of POPI.
- This information is used only for the purpose for which it has been collected. Such personal information is being collected to:
 - identify and maintain contractual employee relationships;
 - document expenses for financial auditing purposes;
 - manage supplier relationships;
 - comply with SARS reporting requirements;
 - manage customer relationships and credit risk;
 - document revenue and receivables for financial auditing purposes;
 - identify attendees for direct marketing campaigns;
 - identify and document training completion information for submission to SACE, SETA and other training authorities;
 - document contractual relationships and lawful use in respect of permissions received and granted;
 - categorise expenditure for Employment Equity and for BBBEE audit purposes;
 - identify and manage user access and digital license allocations in respect of our website and applications; and

- comply with relevant legislated reporting requirements.

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

Below are the categories of data subjects and the description of the nature or categories of the personal information processed.

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, gender and race
Authors	name, address, registration numbers or identity numbers, employment status and bank details.

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

8.4 Planned transborder flows of personal information

N/A

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

Shuter and Shooter Publishers (Pty) Ltd employs the latest technology to ensure the confidentiality, integrity and availability of its information assets which include the Personal Information under its care. These measures include:

- Boundary firewalls and Internet gateways;
- Secure configuration of all devices and software which make up the IT infrastructure;
- Both logical and physical access controls;
- Malware protection; and
- Patch management to keep software up to date

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

- 9.1.1 on www.shuters.co.za;
- 9.1.2 at the head office of Shuter and Shooter Publishers (Pty) Ltd 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.

10. REQUEST FOR ACCESS TO A RECORD

Shuter recognises that the guiding principle underlying the administration of **PAIA** is the presumption of openness and that any reason for limiting this openness must be justifiable.

Notwithstanding this, Shuter requires that all requests for access to records are made in accordance with this manual and on the prescribed form. **Form 02: Request for Access to Record** is located on the Information Regulator's Website.

www.justice.gov.za/infoereg/docs2-f.html

In accordance with the guidelines provided by the Information Regulator, Shuter & Shooter Publishers requires all request for access to records to be specific and detailed in order that the record may be located. Generic requests for volumes of data and requests that are considered manifestly frivolous or vexatious will be declined.

11. FEES PAYABLE IN RESPECT OF PRIVATE BODIES

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 thereof.
4	For a copy in a computer-readable form on: (iii) Flash drive (To be provided by requestor) (iv) Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	R40.00 R40.00 R60.00
5	For a transcription of visual images per A4-size page	Service to be outsourced. Will
6	Copy of visual image	depend on quotation from Service provider.
7	Transcription of an audio record, per A4-size page	R24.00
8	Copy of an audio record on: (v) Flash drive (to be provided by requestor) (vi) Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	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. To not exceed a total cost of	R145.00 R435.00
10	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8
11	Postage, e-mail or any other electronic transfer	Actual expense, if any.

12. UPDATING OF THE MANUAL

The CEO of a Shuter and Shooter Publishers (Pty) Ltd will on a regular basis update this manual.

Issued by



PRIMARASHANI BARTHASARTHI CHETTY

Chief Executive Officer

26/10/2021