



LUCIAN
BROAD SPECTRUM SYSTEMS AND CONSULTANCY

1. INTRODUCTION

PAIA MANUAL

This manual is compiled in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000 (**PAIA**). A guide on how to use PAIA is available on the South African Human Rights Commission (**SAHRC**) website.

Lucian Systems Pty Ltd (“the company”) is a private limited company registered in South Africa. In terms of PAIA, we are required to publish this information manual to inform you of the procedures to follow in order to exercise your right to request access to information held by us, in terms of PAIA.

Furthermore, this manual sets out your rights in terms of the Protection of Personal Information Act 4 of 2013 (**POPI Act**) relating to your personal information, if we process such personal information.

Please read this manual in conjunction with our POPI Act Privacy Notice, both of which are available on our websites at www.luciansystems.com and www.cloud-backup.co.za.

1.1 PURPOSE OF PAIA

The purpose of PAIA is to promote the constitutional right of access to information, and to foster a culture of transparency and accountability in South Africa.

The POPI Act then gives expression to the constitutional values of democracy and openness, recognising the need for economic and social progress within the framework of the information society and the need for the removal of unnecessary impediments to the free flow of information, including personal information.

1.2 PURPOSE OF PAIA GUIDE

The PAIA Guide, as noted in section 1 above, provides further information on PAIA and will assist you in making requests for information under PAIA. It describes, in each of the official languages:

- The purpose and objectives of PAIA and the PAIA Guide;
- How to find the information that you need from public or private bodies;
- How to make a request for access to information;
- When access to information can/may be refused; and
- Key references and other useful information.

The SAHRC may be contacted using the following information:

- The South African Human Rights Commission: PAIA Unit
- The Research and Documentation Department
- Physical Address of Head Office: JD House, 27 Stiemens Street, Braamfontein, Johannesburg
- Postal Address: Private Bag 2700, Houghton, 2041
- Tel: +27 (0) 21 426 2277
- Email: info@sahrc.org.za
- Website: www.sahrc.org.za

1.3 THE INFORMATION REGULATOR OF SOUTH AFRICA

As of 30 June 2021, the Information Regulator will take over the regulatory mandate functions relating to PAIA. This follows a proclamation, by the President of South Africa, of sections 110 and 114(4) of the POPI Act, which provide for amendment of PAIA and the effective transfer of certain functions currently performed by the SAHRC to the Information Regulator on 30 June 2021.

The Information Regulator may be contacted using the following information:

- Physical Address of Head Office: JD House, 27 Stiemens Street, Braamfontein, Johannesburg
- Postal Address: PO Box 31533, Braamfontein, Johannesburg, 2017
- Tel: +27 (0) 10 023 5200
- Complaints email: complaints.IR@justice.gov.za
- General enquiries email: info@justice.gov.za
- Website: www.justice.gov.za/info@reg

2. DETAILS OF LUCIAN SYSTEMS PTY LTD

- Name: LUCIAN SYSTEMS PTY LTD
- Registration Number: 2014/234526/07
- VAT Number: 4890294145
- Physical Address: TH11, Thesen Harbour Town, Thesen Island, Knysna, 6571

- Postal address: PO Box 950, Knysna, 6570
- Information Officer: Matthew Groves (Director)
- Email address of Information Officer: mgroves@luciansystems.com
- Telephone number of Information Officer: +27 (0) 82 087 7123
- Website: www.luciansystems.com and www.cloud-backup.co.za
- Nature of the business: The company provides online services including but not limited to consultancy, website and email hosting, domain name registrations, cloud backup services

2 REGULATORY NEED FOR INFORMATION

Records are kept in accordance with legislation as is applicable to the company, which includes but is not limited to the following:

- Basic Conditions of Employment Act 75 of 1997
- Compensation of Occupational Injuries & Diseases Act 130 of 1993
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- Criminal Law Amendment Act 105 of 1997
- Occupational Health and Safety Act 85 of 1993
- Skills Development Levies Act 9 of 1999
- Unemployment Insurance Act 63 of 2001
- Companies Act 71 of 2008
- Value Added Tax Act 89 of 1991
- Consumer Protection Act 68 of 2008
- Promotion of Access to Information Act 2 of 2000
- Electronic Communications and Transactions Act 25 of 2002
- Protection of Personal Information Act 4 of 2013

7. TYPES OF INFORMATION HELD BY THE COMPANY

The company processes information in the ordinary course of business. Here are some of the types of information we may request and the reasons relating thereto:

Personal details, email address, physical and/or postal address of customers	To create online billing accounts for the purposes of linking services to individuals or companies and invoicing for those services.
Banking details of customers	To enable the proper processing of authorised debit orders.
Personal details of employees (current and prospective): Name, address, contact	To maintain accurate records; to verify identity, to provide accurate statistical data to the relevant regulatory bodies regarding employment equity, to consider if a candidate meets requirements for position, to communicate with employees, etc.

details, ID or passport number	
Financial details of employees: Tax number; tax directives, bank details, etc	To comply with relevant tax laws and to enable employees to be paid correctly.
Supplier details including address, contact details and banking details	To ensure the accurate processing and payment of expenses or services, and adequate documentation in accordance with our audit requirements.
CCTV surveillance footage and other images, video or audio footage	For safety and security of our premises.

8. HOW YOU CAN REQUEST ACCESS

8.1. The requester must use the prescribed form to make the request for access to a record. This request must be addressed to the Information Officer, using either the physical address, or email address of the Information Officer.

8.2. The requester must provide sufficient detail on the request form to enable the company to identify the record and the requester. The requester should also indicate which form of access is required, if any other manner is to be used to inform the requester, and state the necessary particulars to be so informed.

8.3. The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.

8.4. If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer.

9. FEES PAYABLE FOR REQUESTS

Requesters are required in terms of PAIA to pay a fee when requesting access to records from public or private bodies.

Request Fees are as follows:

- R35 for requesting records from a public body.
- R50 for requesting records from a private body (applicable to the company).

Note that a requester who seeks access to a record containing their own personal information is not required to pay the Request Fee. However, they will still be liable for the Access Fee.

Requesters are also required to pay fees for accessing the records of public and private bodies. This fee covers the cost of searching for the record and copying it.

The **Access Fees** applicable to private bodies are:

ACTIVITY	FEE
Copy per A4 Page	R1.10
Printing per A4 page	75 cents
Copy on a CD	R70
Transcription of visual images per A4 page	R40
Copy of a visual image	R60
Transcription of an audio recording per A4 page	R20
Copy of an audio recording	R30
Search and preparation of the record for disclosure	R30 per hour or part thereof, excluding the first hour, reasonably required for the search and preparation.

Postage fees have to be paid by the requester for the delivery of their records. Further exceptions are listed in the Guide and available on the SAHRC website.

10. FORMS

This manual is available for inspection free of charge via download from the websites www.luciansystems.com and www.cloud-backup.co.za

Other relevant forms applicable are:

- Request for correction or deletion of personal information
 - Refer to Form 2, <https://www.justice.gov.za/infoereg/>
- Objection to the processing of personal information
 - Refer to Form 1, <https://www.justice.gov.za/infoereg/>
- Request for access to record of private body
 - Refer to document J752, Form C, available at <https://www.justice.gov.za/infoereg/>