

HUMAN NATURE CONSULTING (PROPRIETARY) LIMITED

PAIA – MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION

1. Introduction

Human Nature Consulting (Pty) Ltd (“HNC” or “the Company”) is a private company offering consulting and related services from its office in Pretoria. Ms. Jo-Anne Hay has been appointed as Information Officer to act as the person to whom requests for access to information must be made in terms of the Act.

2. Contact Details of Information Officer

Information Officer: Ms. J-A Hay – Chief Executive Officer.

Postal address:

**313 Marais Street,
Brooklyn, 0181
Pretoria.
South Africa**

Physical Address:

**313 Marais Street,
Brooklyn, 0181,
Pretoria.
South Africa.**

Telephone and email:

Telephone: +27 82 881 8335
jo@humannatureconsulting.co.za

3. Information on the Access to Information Guide (section 51(1)(b))

The South African Human Rights Commission has compiled the guide contemplated in Section 10 of the Act, which guide must be updated and made available by the Information Regulator. The guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act, as well as in the Protection of Personal Information Act, 2013. Any enquiries regarding this guide should be directed to:

The Information Regulator

Postal Address:

**PO Box 31533
Braamfontein
2017**

Physical Address:

**27 Siemens Street
Braamfontein
2017**

Telephone Number and Facsimile Number:

**Office - (010) 023 5200
Fax – (011) 403 0625**

Website: <https://www.justice.gov.za/infoereg>

Email Address: infoereg@justice.gov.za

Alternatively you can contact the Company's information officer, as set out above, to provide you with a copy of the Guide.

4. Notice in Terms of Section 52(2) (section 51(1)(b)(iii))

The Company has not published a notice in terms of section 52(2).

5. Description of Records that are Available (section 51(1)(b)(iii))

The Company maintains records in terms of the following legislation, as far as required;

- Income Tax Act 58 of 1962
- The Unemployment Insurance Act 30 of 1966
- Income Tax Act 95 of 1967
- Value Added Tax Act 89 of 1991
- Occupational Health and Safety Act 85 of 1993
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Labour Relations Act 66 of 1995
- Basic Conditions of Employment Act 75 of 1997
- The Employment Equity Act 55 of 1998
- The Skills and Development Act 97 of 1998
- Promotion of Access of Information Act 2 of 2000
- Electronic Communications and Transactions Act 25 of 2002
- The Protection of Personal Information Act 4 of 2013

6. Description of Available Records (section 51(1)(b)(iv))

The Company has the following records:

Communication

- Media Releases
- Promotion of Access to Information Act Manual
- Internal and external correspondence
- Financial information

Financial Statements

- Financial and Tax Records (Company and Employees)
- Asset Register & Insurance information
- Banking details
- Human Resources

Employee Records

- Employment Contracts
- Personnel Guidelines, Policies and Procedures

Operational information

- Director information
- Client information
- General Contract Documentation
- Company Guidelines, Policies and Procedures
- Trade Marks
- Statutory Records
- General Operational information

Website

- Organisational structure
- Organisation and personal profiles
- News and Publications

7. Process to Apply for Access to Information (section 51(1)(b)(iv))

A requester must complete the application form and submit same to the Company's information officer, at the particulars indicated above.

The prescribed form must be completed with enough detail to at least enable the Information Officer to identify the record, identify the requester; which form of access is required and the postal address or fax number of the requester.

The requester must identify the right that needs to be exercised or protected and specify why the record is necessary to exercise or protect such a right.

The Information Officer will process the request within 30 days, unless the requester has stated special reasons which would satisfy the Information Officer that circumstances dictate that the above time periods not be complied with.

The requester will be informed in writing whether access is granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he or she must state the manner and the particulars so required.

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

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

The application form is attached hereto, as well as available [here].

The completed form must be accompanied by proof of payment of the prescribed application fee, as described below.

Upon receipt of the application form and proof of payment, as aforesaid, the Information Officer will consider the request. If the request is approved, the Information Officer will provide the applicant with a summary of fees payable in respect of the application. Upon receipt of payment the requested information will be supplied.

In the event of the application being denied, the Information Officer will inform the applicant and provide reasons for the decision.

8. Protection of Personal Information Act, 2013 (section 51(1)(c)(i-iv))

In terms of the Protection of Personal Information Act, 2013, the Company is required to detail how and what personal information it processes. The details of this is available on the Company's website under the Website POPIA Policy.

The Company does not plan to transfer personal information across borders out of SA, but it may do so to secure or backup the data, or for operational or technical reasons. The nature of cloud computing means that some data may be transferred across borders. Where it is within the Company's control, it will only transfer data to other countries who have similar privacy and data protection laws as our own.

9. Information Security (section 51(1)(c)(v))

The Company is committed to ensuring that your personal information is secure. In order to prevent unauthorized access or disclosure to such information, the Company has put in place appropriate physical, electronic and managerial procedures to safeguard and secure the information we collect.

The Company secures its data by maintaining reasonable measures to protect personal information from loss or misuse and unauthorized access, disclosure, alteration, and destruction.

The Company also takes reasonable steps to keep personal information accurate, current, complete and reliable for its intended use.

10. Fees (section 54)

The fees applicable to an application for information shall be as per the prescribed fees. A schedule of these fees is attached hereto. The schedule attached is subject to change in accordance with changes to the prescribed fees.

An application fee of R50.00 is payable in respect of each application for information. Proof of payment of the said fee must accompany the completed application form.

No fees are payable by persons who request information pertaining to their own affairs.

11. Grounds for Refusal (section 55 and Chapter 4)

- The main grounds for the Company to refuse a request for information relates to the –
- Records that cannot be found or that do not exist
- Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
 - Mandatory protection of the commercial information of a third party, if the record contains
 - Trade secrets of that third party;
 - Financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;

- Information disclosed in confidence by a third party to the Company, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- Mandatory protection of the safety of individuals and the protection of property;
- Mandatory protection of records which would be regarded as privileged in legal proceedings;
- The commercial activities of the Company, which may include –
 - Trade secrets of the Company;
 - Financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of the Company;
 - Information which, if disclosed could put the Company at a disadvantage in negotiations or commercial competition;
 - A computer program which is owned by the Company, and which is protected by copyright.
- The research information of the Company or a third party, if its disclosure would disclose the identity of the Company, the researcher or the subject matter of the research and would place the research at a serious disadvantage;
- Requests for information that are clearly frivolous or vexatious.; or which involve an unreasonable diversion of resources shall be refused.

12. Remedies Available when the Company Refuses a Request for Information (section 77A)

Internal Remedies (section 77(A)(1))

The Company does not have internal appeal procedures. As such, the decision made by the Information Officer is final, and requesters will have to exercise such external remedies at their disposal if the request for information is refused, and the requester is not satisfied with the answer supplied by the Information Officer.

External Remedies (section 77A(2))

A requester that is dissatisfied with the Information officer's refusal to disclose information ,may within 180 day6s of the decision, submit a complaint to the Information Regulator, or apply to a Court for relief, after exhausting the complaints procedure submitted to the Information Regulator.

Likewise, a third party dissatisfied with the Information Officer's decision to grant a request for further information, may within 180 days of notification of the decision, submit a complaint to the Information Regulator, or apply to a Court for relief, after exhausting the complaints procedure submitted to the Information Regulator. For purposes of the Act, the Courts that have jurisdiction

over these applications are the Constitutional Court, the High Court, or another court of similar status.

13. Availability of Manual (section 51(3))

This manual is available on <https://www.humannatureconsulting.co.za> , as well as at the principal place of business of the Company for public inspection during normal business hours.
The manual is available to any person and upon payment of a reasonable amount.
The manual is available to the Information Regulator upon request.

14. Validity and document management

This document is valid as of 06 January 2022.
The owner of this document is the Information Officer who must check, and if necessary, arrange for the update of the document at least once a year.

The Chief Executive Officer approves Policies.

Chief Executive Officer.
Jo-Anne Hay

Signature

Date