

# jiratech

The Future is Human + AI



## PAIA Manual

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

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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

Acronym	Description
"CEO"	Chief Executive Officer
"DIO"	Deputy Information Officer
"IO"	Information Officer
"Jiratech"	Hezekiah Investments Pty Ltd
"PAIA"	Promotion of Access to Information Act No. 2 of 2000
"POPIA"	Protection of Personal Information Act No. 4 of 2013
"Regulator"	Information Regulator
"Republic"	Republic of South Africa

## 2. PURPOSE OF THIS PAIA MANUAL

This Manual has been prepared in accordance with Section 51 of PAIA and serves to:

- Provide information regarding records held by Jiratech;
- Explain how requests for access to records may be submitted;
- Describe categories of records available without a formal request;
- Provide contact details of the IO and DIO;
- Explain how to obtain the PAIA Guide published by the Regulator;
- Describe how personal information is processed by Jiratech;
- Identify recipients of personal information;
- Describe any transborder processing of personal information; and
- Describe the security safeguards implemented by Jiratech.

## 3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

### 3.1 Chief Information Officer

Name: **Rav Pillay**  
Telephone: **087 8222 331**  
Email: **ravp@jiratech.co.za**

### 3.2 Deputy Information Officer

Name: **Avril Pillay**  
Telephone: **087 8222 331**  
Email: **avril@jiratech.co.za**

### 3.3 Access to Information Requests

Email: [info@jiratech.co.za](mailto:info@jiratech.co.za)

### 3.4 Head Office

Legal Entity: **Hezekiah Investments (Pty) Ltd t/a Jiratech**

Physical Address: **Cedarwood House, Ballywoods Office Park, 33 Ballyclare Drive, Bryanston, Sandton, 2191**

Postal Address: **492 Cork Avenue, Ferndale, Randburg, Gauteng, 2194**

Telephone: **087 8222 331**

Email: [info@jiratech.co.za](mailto:info@jiratech.co.za)

Website: <https://www.jiratech.co.za>

## 4. GUIDE ON HOW TO USE PAIA

The Regulator has published a Guide in terms of Section 10 of PAIA. The Guide contains information regarding:

- The purpose and objectives of PAIA and POPIA;
- How to request access to records;
- Assistance available from IOs;
- Remedies available under PAIA;
- Complaint procedures;
- Applicable fees; and
- Relevant regulations.

The Guide may be obtained:

- From the Information Regulator;
- From the Information Officer upon request; or
- From the Information Regulator's website.

The Guide is available in **English**.

## 5. CATEGORIES OF RECORDS AVAILABLE WITHOUT A FORMAL REQUEST

Category of Records	Types of Records	Available on Website	Available Upon Request
Corporate Information	Company profile, business overview, mission and values, organisational structure	Yes	Email Request
Governance & Compliance Documents	PAIA Manual, POPIA Privacy Notice, Codes of Conduct, key policies	Yes	Email Request
Statutory Information	Company registration details, directors' details, registered address	No	CIPC Search or Email request
Employment Opportunities	Job advertisements, internship or graduate programme information	Yes	Email Request
B-BBEE Information	Current B-BBEE certificate or affidavit	Yes	Email request
Customer / Client Information	Service descriptions, product brochures, terms and conditions	No	Email or Telephone Request
Supplier Information	Procurement policies, supplier onboarding requirements	No	Email Request
Contact Information	Contact details of offices and departments	Yes	Email request
Sustainability / CSI Information (if applicable)	CSI initiatives, community programmes, sustainability statements	No	Email Request

## 6. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

The following are the records which are available in accordance with any other legislation. Access may be subject to legal limitations, POPIA, or confidentiality.

Category of Records	Description of Record	Applicable Legislation
Company Registration Records	Certificate of incorporation, Memorandum of Incorporation (MOI), share register, records of directors and company secretary	Companies Act 71 of 2008
Financial Statements & Accounting Records	Annual financial statements, general ledger, trial balances, invoices, receipts, asset registers	Companies Act 71 of 2008; Income Tax Act 58 of 1962
Tax Records	PAYE records, VAT returns, income tax returns, IRP5 certificates, EMP201 and EMP501 submissions	Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011; VAT Act 89 of 1991
Employment Records	Employment contracts, job descriptions, disciplinary records, leave records, payroll records	Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995
Equity & Transformation Record	Employment Equity plans, EEA2 and EEA4 reports, workplace profiles	Employment Equity Act 55 of 1998
Occupational Health & Safety Records	Incident reports, health and safety policies, risk assessments, training records	Occupational Health and Safety Act 85 of 1993
Skills Development Records	Workplace Skills Plan (WSP), Annual Training Report (ATR), training records	Skills Development Act 97 of 1998
B-BBEE Records	B-BBEE certificates, verification reports, scorecards	Broad-Based Black Economic

		Empowerment Act 53 of 2003
Information Protection Records	Privacy policies, POPIA manuals, records of personal information processing	Protection of Personal Information Act 4 of 2013
Access to Information Records	PAIA Manual, PAIA request records, internal procedures for information requests	Promotion of Access to Information Act 2 of 2000
Contractual Records	Client contracts, supplier agreements, service-level agreements	Common Law; Companies Act 71 of 2008
Compliance & Governance Records	Policies, procedures, internal audit reports, risk registers	Companies Act 71 of 2008; King IV Report on Corporate Governance

## 7. DESCRIPTION OF RECORDS HELD BY JIRATECH

### Strategic and Corporate Records

- Corporate strategy documents
- Business plans
- Corporate profiles
- Governance records
- Policies and procedures

### Financial and Commercial Records

- Quotations
- Proposals
- Contracts
- Supplier records
- Invoices
- Statements

## Human Resources Records

- CVs
- Employment applications
- Qualifications
- Performance records
- Training records
- Employment contracts

## Recruitment and Talent Records

- Candidate databases
- Skills assessments
- Talent placement records
- Resourcing records

## Training and LMS Records

- Learner records
- Assessment results
- Attendance records
- Certification records
- Learning programme information

## Technology and Software Records

- Software development documentation
- Mobile application development records
- System architecture documentation
- Technical specifications
- Project documentation

## Marketing Records

- Campaign documentation
- Content production records
- Creative assets
- Analytics and reporting

## Information Security Records

- Security policies
- Incident records
- Risk assessments
- Access control records

## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing

Jiratech processes personal information for:

- Client relationship management;
- Delivery of services and projects;
- Recruitment and talent placement;
- Training and learning management;
- Website administration and analytics;
- Contractual obligations;
- Legal and regulatory compliance;
- Marketing communications where consent has been obtained.

### 8.2 Categories of Data Subjects

Categories of Data Subjects	Personal Information that may be processed
Customer / Clients	Names and surnames; identity or registration numbers; contact details (email address, telephone number, physical address); employment or business information; banking and payment details; contractual information; correspondence records
Prospective Clients / Customers	Names; contact details; business information; records of communications and proposals
Employees	Names and surnames; identity numbers; contact details; employment history; qualifications; job title and responsibilities; remuneration and payroll information; banking details; leave records; performance records; race and gender (for employment equity purposes); medical information where required by law

Job Applicants	Names; contact details; curriculum vitae; qualifications; employment history; references; interview records
Directors and Officers	Names; identity numbers; contact details; appointment and resignation records; remuneration information; statutory declarations
Service Providers / Suppliers	Names; registration and VAT numbers; contact details; banking details; contractual information; compliance and due diligence records
Shareholders (if applicable)	Names; identity or registration numbers; contact details; shareholding details; dividend records
Website Users / Members of the Public	Names; contact details; correspondence records; electronic identifiers (IP addresses, cookies, where applicable)
Regulatory and Statutory Bodies	Contact details of representatives; correspondence records; compliance submissions

### 8.3 Recipients of Personal Information

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 academic verifications	South African Qualifications Authority
Credit and payment history, for credit assessments	Credit Bureaus
Banking and payment details	Banks and payment processing service providers
Employment-related information	Payroll administrators; pension, provident and medical aid fund administrators
Personal information for statutory reporting	South African Revenue Service; Department of Employment and Labour; other regulatory bodies
Contact and identification details	External auditors; legal advisers; compliance consultants

IT-related personal information	Cloud hosting providers; IT support and systems administrators
Client personal information	Third-party service providers involved in service delivery, subject to confidentiality and data protection agreements
Recruitment-related information	Background screening and recruitment agencies

## 8.4 Transborder Information Flows

Jiratech may process and store personal information outside South Africa through approved service providers, including:

- Microsoft 365
- Amazon Web Services (AWS)
- LinkedIn

Where such transfers occur, Jiratech will take reasonable steps to ensure appropriate safeguards are implemented in accordance with POPIA.

## 8.5 Information Security Measures

Jiratech maintains reasonable technical and organisational measures to protect personal information, including:

- Multi-Factor Authentication (MFA)
- Encryption at Rest
- Encryption in Transit
- Endpoint Protection
- Firewalls
- Role-Based Access Control
- Vulnerability and Patch Management
- Secure Cloud Hosting
- Backup and Recovery Procedures
- Access Logging and Monitoring
- Security Awareness Practices
- Principle of Least Privilege

These controls are designed to protect the confidentiality, integrity, and availability of information.

## 9. AVAILABILITY OF THE MANUAL

This Manual is available:

- On the Jiratech website;
- At Jiratech's Head Office during normal business hours;
- Upon written request to the IO;
- Upon request by the Regulator.

A reasonable fee may be charged for printed copies as permitted by applicable regulations.

## 10. UPDATING OF THE MANUAL

The Information Officer of Hezekiah Investments (Pty) Ltd t/a Jiratech shall review and update this Manual periodically and whenever required by changes in legislation, business operations, or regulatory guidance.

### ISSUED BY



Rav Pillay

Information Officer  
Chief Executive Officer  
Hezekiah Investments (Pty) Ltd t/a Jiratech  
Date: **01 June 2025**