

PAIA MANUAL

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

**DUELCO INVESTMENTS 24 (PTY) LTD t/a THE INFO COMPANY
(PTY) LTD**

Registration Number: 2001/000492/07

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1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1 **“CEO”** means Chief Executive Officer
- 1.2 **“IO”** means Information Officer
- 1.3 **“Minister”** means Minister of Justice and Correctional Services
- 1.4 **“PAIA”** means the Promotion of Access to Information Act No 2 of 2000 (as amended)
- 1.5 **“POPIA”** means the Protection of Personal Information Act No 4 of 2013
- 1.6 **“Regulator”** means the Information Regulator; and
- 1.7 **“Republic”** means the Republic of South Africa

2. PURPOSE

This 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 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 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 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 DUELCO INVESTMENTS 24 (PTY) LTD T/A THE INFO COMPANY

3.1 Information Officer

Name: Hendrik Christoffel Viljoen
Tel: 073 160 6846 (SA) or 00264 81142 1966 (Namibia)
Email: enquiries@theinfocompany.co.za

3.2 National or Head Office

Address: 9 Otto Du Plessis Street, Somerset West, Western Cape, 7130
Email: enquiries@theinfocompany.co.za
Website: <https://www.theinfocompany.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 PAIA and section 56 of POPIA;
- 4.4 the manner and form of a request for –
- 4.4.1 access to a record of a public body contemplated in section 11; and
- 4.4.2 access to a record of a private body contemplated in section 50;
- 4.5 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 4.5.1 the assistance available from the Regulator in terms of PAIA and POPIA

- 4.6 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-
 - 4.6.1 an internal appeal;
 - 4.6.2 a complaint to the Regulator; and
 - 4.6.3 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;
- 4.7 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,
- 4.8 the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.9 the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- 4.10 the regulations made in terms of section 92.
- 4.11 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.
- 4.12 The Guide can also be obtained upon request from the Information Officer or from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

5. CATEGORIES OF RECORDS OF DUELCO INVESTMENTS 24 (PTY) LTD T/A THE INFO COMPANY WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
Details of subscribers (natural persons)	Name of the business, nature of the business, province and town/city operating in, contact details (telephone numbers, physical address, email address) and website details	X	X
Details of subscribers (juristic persons)	Legal name of the entity, nature of the business, province and town/city operating in, names of the contact person/s, contact details (telephone numbers, physical address, email address) and website details	X	X

6. DESCRIPTION OF THE RECORDS OF DUELCO INVESTMENTS 24 (PTY) LTD T/A THE INFO COMPANY WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
POPIA Manual	Protection of Personal Information Act 2 of 2013
Website Terms and Conditions	Section 11 of the Electronic Communications and Transactions (ECT) Act 25 of 2002 and the Common Law of contract

7. PROCESSING OF PERSONAL INFORMATION

7.1 Purpose of Processing Personal Information:

In general, personal information is processed and used for purposes of attracting visitors to our website. In doing so, we give effect to our business intent to create new business for any subscriber as well as create an income stream for our business. This is done by charging a monthly or annual subscription fee for every successful business that subscribes/lists on our website.

7.2 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
Subscribers (natural – and juristic persons)	Name of the business, nature of the business, province and town/city operating in, contact details (telephone numbers, physical address, email address) and website details

7.3 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
Accounting Records • Annual Financial Statements • Management Accounts • Banking Records and Financial Transactions • General Correspondence • Tax Returns and Assessments • VAT Returns	• Auditors/Accountants • Banks and Other Financial Institutions • Attorneys • Regulatory, Statutory and Government Bodies

• Budgets and Business Plan	
Administrative Records • Certificate to Commence Business • Certificate of Incorporation • Memorandum of Association • Articles of Association • Disclosure Certificate • Shareholder Certificate	• Auditors/Accountants • Banks and Other Financial Institutions • Attorneys • Regulatory, Statutory and Government Bodies
Operational Records • Subscriber Register • General Correspondence • Sales and Marketing Records	• Attorneys • Regulatory, Statutory and Government Bodies

7.4 Planned transborder flows of personal information

A visitor to our website, from a country other than South Africa, will have access to specific and defined information. This can and may result in the transfer of information across international boundaries.

The only information that can be transferred are;

- 7.4.1 Name of the business,
- 7.4.2 nature of the business,
- 7.4.3 province and town/city operating in,
- 7.4.4 contact details (telephone numbers, physical address, email address) and website details.

7.5 General description of Information Security Measures to be implemented by the party responsible to ensure the confidentiality, integrity and availability of the information

Please refer to our POPIA Policy, which outlines measures taken to protect our subscribers' information.

8. AVAILABILITY OF THE MANUAL

8.1 A copy of the Manual is available-

8.1.1 on <https://www.theinfocompany.co.za>

8.1.2 head office of DUELCO INVESTMENTS 24 (PTY) LTD t/a THE INFO COMPANY for public inspection during normal business hours;

8.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

8.1.4 to the Information Regulator upon request.

8.2 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.

9. UPDATING OF THE MANUAL

The Information Officer of the Info Company will on a regular basis update this manual.

Issued by



Hendrik Christoffel Viljoen

CEO and Information Officer