

PAIA Manual for MatzoTech (Pty) Ltd

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1 List of Acronyms and Abbreviations

1. **CEO:** Chief Executive Officer
2. **DIO:** Deputy Information Officer
3. **IO:** Information Officer
4. **Minister:** Minister of Justice and Correctional Services
5. **PAIA:** Promotion of Access to Information Act No. 2 of 2000 (as amended)
6. **POPIA:** Protection of Personal Information Act No. 4 of 2013
7. **Regulator:** Information Regulator
8. **Republic:** Republic of South Africa

2 Purpose of the PAIA Manual

This PAIA Manual enables the public to:

1. Identify categories of records held by MatzoTech (Pty) Ltd available without a formal PAIA request.
2. Understand the process for requesting access to records, including the subjects and categories of records held.
3. Access details of records available under other legislation.
4. Obtain contact details of the Information Officer and Deputy Information Officer.
5. Learn about the Guide on how to use PAIA, as provided by the Regulator.
6. Understand how MatzoTech processes personal information, including the purpose, categories of data subjects, and related information.
7. Identify recipients of personal information and any planned transborder data flows.
8. Review the security measures implemented to protect personal information.

3 Key Contact Details for Access to Information

3.1 Information Officer

- **Name:** Victor G. Schabert
- **Tel:** 072 371 1757
- **Email:** victor@matzotech.com

3.2 Deputy Information Officer

- **Name:** Pieter Joubert
- **Tel:** 072 371 1757
- **Email:** pieter@matzotech.com

3.3 General Contact Details

- **Email:** marketing@matzotech.com

3.4 National or Head Office

- **Postal Address:** Crossfire Place, 15 Gardner Williams Ave, Paardevlei, Somerset West, 7130, South Africa
- **Physical Address:** Crossfire Place, 15 Gardner Williams Ave, Paardevlei, Somerset West, 7130, South Africa
- **Tel:** 072 371 1757
- **Email:** marketing@matzotech.com
- **Website:** www.matzotech.com

4 Guide on How to Use PAIA

The Information Regulator has updated and made available a Guide on how to use PAIA, as required by Section 10(1) of PAIA, in an easily comprehensible form. The Guide is available in all official languages and in braille. It includes:

- The objects of PAIA and POPIA.
- Contact details of the Information Officer and Deputy Information Officer.
- The process for requesting access to records under Sections 11 and 50.
- Assistance available from the Information Officer and the Regulator.
- Legal remedies for PAIA and POPIA-related issues, including internal appeals, complaints to the Regulator, and court applications.
- Requirements for compiling and accessing this manual (Sections 14 and 51).
- Information on fees (Sections 22 and 54) and regulations (Section 92).

The Guide can be accessed:

- On the Regulator's website: <https://www.justice.gov.info/>.
- Upon request to the Information Officer.
- At MatzoTech's head office during normal business hours (Crossfire Place, 15 Gardner Williams Ave, Paardevlei, Somerset West, 7130).

The Guide is available in English and Afrikaans for public inspection during normal office hours.

5 Categories of Records Available Without a Formal PAIA Request

The following records are available without a formal PAIA request:

Category	Type of Record	Website	On Request
Public Information	Company Profile	Yes	Yes
Public Information	Service Brochures	Yes	Yes
Public Information	Blog Posts	Yes	No
Marketing	Newsletters	No	Yes

6 Records Available in Accordance with 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
Tax Records	Income Tax Act 58 of 1962
VAT Records	Value Added Tax Act 89 of 1991

7 Subjects and Categories of Records Held

Subject	Categories of Records
Corporate Governance	Memorandum of Incorporation, Company Policies, Board Resolutions
Financial Management	Financial Statements, Invoices, Tax Records, VAT Records
Human Resources	HR Policies, Employee Records, Recruitment Records
Operations	Service Agreements, Client Contracts, Project Plans
Information Technology	Software Licenses, IT Security Policies, Maintenance Records

8 Processing of Personal Information

8.1 Purpose of Processing Personal Information

MatzoTech processes personal information to:

- Provide and manage IT and application maintenance services.
- Process client payments and contracts.
- Comply with legal and regulatory obligations.
- Communicate with clients and service providers.
- Manage employee and recruitment processes.

8.2 Categories of Data Subjects and Information Processed

Data Subjects	Personal Information Processed
Clients	Names, contact details, billing information, contract details
Service Providers	Names, contact details, VAT numbers, bank details, service agreements
Employees	Names, contact details, qualifications, employment history, payroll information
Job Applicants	Names, contact details, CVs, qualifications

8.3 Recipients of Personal Information

Personal Information	Recipients
Identity numbers and names	South African Police Services (for criminal checks)
Qualifications	South African Qualifications Authority (for verification)
Credit and payment history	Credit Bureaus (for credit checks)
Client billing information	Banks and payment processors

8.4 Planned Transborder Flows of Personal Information

MatzoTech may store certain personal information (e.g., application data, backups) in secure cloud servers located in the European Union, in compliance with POPIA. Categories of information include client contact details and application data.

8.5 Information Security Measures

MatzoTech implements the following security measures to ensure the confidentiality, integrity, and availability of personal information:

- Data encryption for sensitive information.
- Anti-virus and anti-malware solutions.
- Regular security audits and updates to IT systems.
- Access controls and authentication protocols.
- Secure cloud storage with POPIA-compliant providers.

9 Availability of the Manual

This manual is available:

- On the MatzoTech website: www.matzotech.com and www.matzotech.co.za
- At MatzoTech's head office (Crossfire Place, 15 Gardner Williams Ave, Paardevelei, Somerset West, 7130) during normal business hours.
- Upon request to the Information Officer, subject to a reasonable fee per A4 photocopy as per Annexure B of the PAIA Regulations.
- To the Information Regulator upon request.

10 Updating of the Manual

MatzoTech (Pty) Ltd will update this manual regularly as required.

Issued by

Victor G. Schabort

Chief Executive Officer