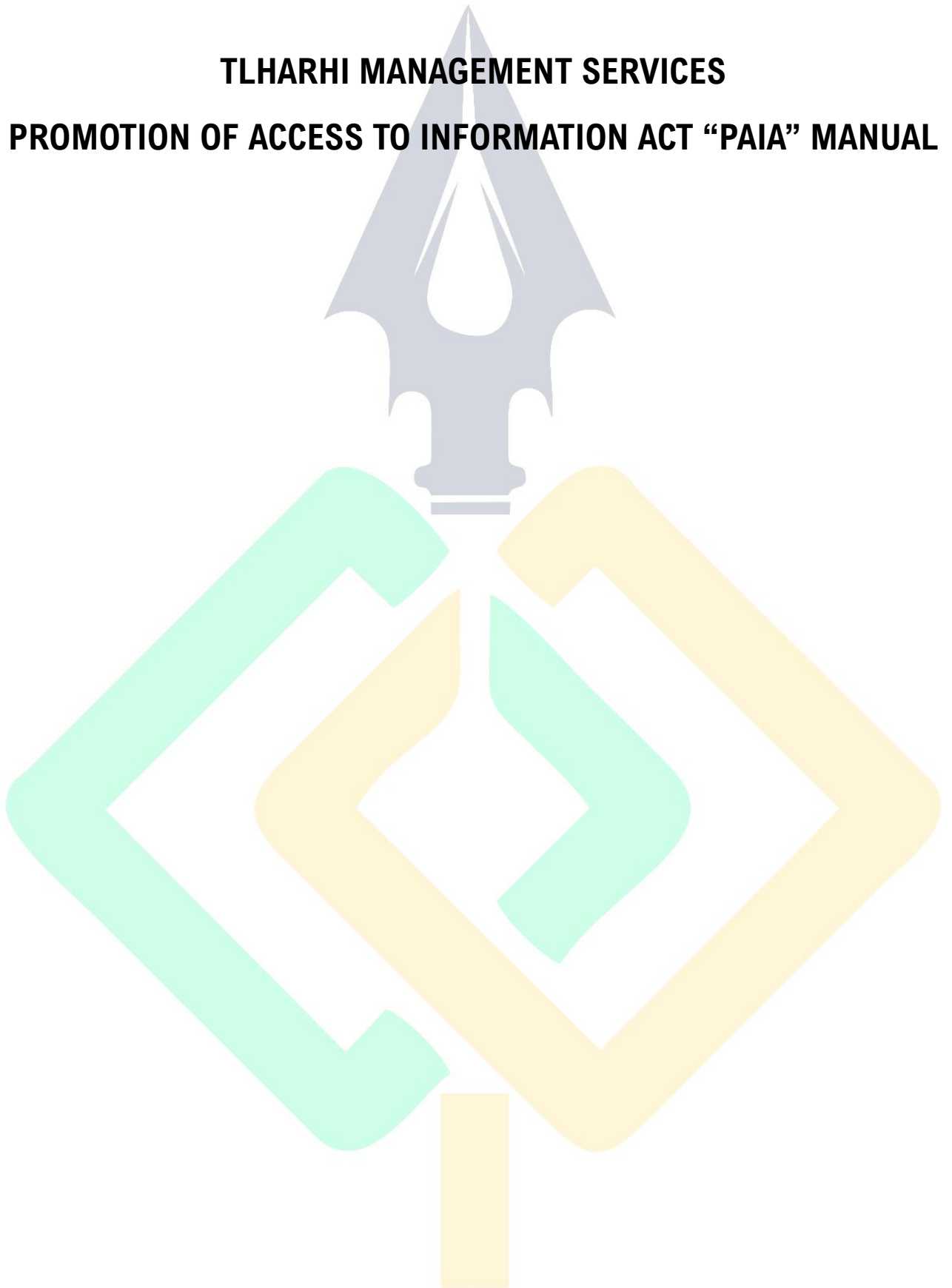


TLHARHI MANAGEMENT SERVICES
PROMOTION OF ACCESS TO INFORMATION ACT “PAIA” MANUAL



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1. Introduction

This manual is prepared in accordance with the **Promotion of Access to Information Act (PAIA)** and the **Protection of Personal Information Act (POPIA)**. It provides a structured framework for access to records held by **Tlharhi Management Services (Pty) Ltd** (“Tlharhi”) and outlines data subjects’ rights regarding personal information.

Tlharhi is an independently owned consulting firm with no subsidiaries.

2. Company Details

Company Name	Tlharhi Management Services (Pty) Ltd
Registration Number	2025/246933/07
Information Officer	Rifumo Arnold Baloyi
Email	info@tlharhi.co.za
Telephone	+27 (0)65 825 7411
Physical Address	13b Pampasgras Crescent, Klippoortje AL, Germiston
Postal Address	13b Pampasgras Crescent, Klippoortje AL, Germiston, 1401

3. Purpose of the Manual

This manual serves to:

- Foster transparency and accountability.
- Detail the categories of records held by Tlharhi.
- Outline the process for requesting information.
- Disclose privacy practices as required by POPIA.

4. Applicable Legislation

Tlharhi complies with the following key laws:

- Companies Act 71 of 2008
- Financial Intelligence Centre Act 38 of 2001 (FICA)
- Protection of Personal Information Act 4 of 2013 (POPIA)
- Basic Conditions of Employment Act 75 of 1997
- Income Tax Act 58 of 1962
- PAIA Act 2 of 2000

5. Types of Records Held

5.1 Statutory and Business Records

- Company registration documents
- Internal policies and procedure manuals
- Financial statements and tax records

5.2 Human Resource Records

- Employee contracts and onboarding documentation
- Leave records and performance reviews
- Remuneration and benefits data

5.3 Client and Vendor Records

- Service agreements
- Invoicing and billing records
- Due diligence and compliance data

5.4 Risk and Compliance Records

- Internal control documentation
- Regulatory reports
- FICA documentation

6. Categories of Data Subjects and Personal Information

Category	Examples of Information Collected
Clients	Name, ID/passport, contact info, account data, FICA documents
Employees	ID, address, banking details, payroll, qualifications
Service Providers	Company credentials, BEE cert, VAT info, bank details

7. Information Automatically Available

Without a formal request, the following are available:

- Company profile or brochure
- Publicly issued statements
- Statutory disclosures under the Companies Act
- Marketing and product information

8. Request Procedures

Requests must be:

- Submitted in writing using **Form C** (Annexure A)
- Sent to: privacy@tlharhi.co.za
- Accompanied by the request fee (if applicable)

9. Fees Structure

Service	Fee
Request Fee	R140.00
Printed pages (A4, black & white)	R2.00/page
Flash drive (provided by requester)	R40.00
Compact disc (provided by Tlharhi)	R60.00
Preparation/search (per hour over 6 hours)	R145.00
Maximum preparation charge cap	R435.00



10. Grounds for Refusal

Access to a record may be denied where:

- Disclosure constitutes unreasonable invasion of privacy
- Records relate to privileged legal proceedings
- Trade secrets or confidential commercial information are at risk
- Security and safety may be compromised

11. Remedies Available

If your request is refused:

- Lodge a complaint with the **Information Regulator**
 -  JD House, 27 Stiemens Street, Braamfontein
 -  PAIAComplaints@inforegulator.org.za
- Apply to the **High Court** under Section 82 of PAIA for review

12. Version Control

Version	Date	Prepared By	Next Review
v1.0	July 2025	Rifumo Arnold Baloyi	July 2026

Annexure A: Request Form (Form C)

NOTE:

1. Proof of identity must be attached by the requester.
2. If the request is made on behalf of another person, proof of such authorisation must be attached.

TO: The Information Officer

E-mail address: _____

Fax number: _____

Mark with an 'X':

Request is made in my own name

Request is made on behalf of another person

PERSONAL INFORMATION

Full Names: _____

Identity Number: _____

Capacity (if applicable): _____

Postal Address: _____

Physical Address: _____

Email: _____

Contact Numbers (Tel/Cell): _____

PARTICULARS OF RECORD REQUESTED

Description of record: _____

Reference number (if known): _____

Type of record: Printed Electronic Audio Visual

Form of access: Printed Email CD Flash Drive Cloud

Preferred Language: _____

RIGHT TO BE EXERCISED OR PROTECTED

Indicate which right is to be exercised or protected: _____

Explain why the record is required: _____

Preferred method of correspondence: Email Post Fax

Signed at _____ on this _____ day of _____ 20__

Signature: _____

Annexure B: Outcome of Request and Fees Payable

Reference number: _____

Your request dated _____ refers.

Request Outcome:

Approved

Denied – Reason: _____

Fees Payable:

- Photocopy (per A4 page): R2.00
- Flash drive: R40.00 (provided by requester)
- Compact disc: R40.00 (provided by requester), R60.00 (if provided)
- Transcription: R24.00 per A4 page
- Audio/Visual copy: As quoted
- Search time (beyond 6 hours): R145/hour
- Postage/email/cloud: Actual cost

Deposit Required: Yes No

Amount: R_____

Signed at _____ on this ____ day of _____ 20__

Information Officer Signature: _____