



COMPANY POLICY PAIA MANUAL, POPIA PRIVACY NOTICE AND PAIA REQUEST FORM

SECTION 1: PAIA MANUAL (Section 51 of PAIA)

1. Introduction

This manual is prepared in accordance with Section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA).

It explains how to request access to records held by the firm and incorporates relevant provisions of the Protection of Personal Information Act 4 of 2013 (POPIA).

2. Company Details

Company Name: Olivier Consulting (Pty) Ltd

Registration Number: 2019/627525/07

Physical Address: 53 Steenbras Street, Gouritsmond, Western Cape, South Africa, 6696

Postal Address: 53 Steenbras Street, Gouritsmond, Western Cape, South Africa, 6696

Telephone: 021 - 5910576

Email: admin@olivierconsult.com

Website: <https://olivierconsult.com/>

3. Information Officer

Information Officer: Helene Olivier

Telephone: 081 528 2909

Email: helene@olivierconsult.com

Deputy Information Officer (if applicable): Phillip Olivier

4. PAIA Guide

The official PAIA Guide is available from the Information Regulator (South Africa).

- Website: <https://www.inforegulator.org.za>
- Email: enquiries@inforegulator.org.za
- Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001.

5. Applicable Legislation

- Companies Act 71 of 2008
- Income Tax Act 58 of 1962
- Tax Administration Act 28 of 2011
- Value Added Tax Act 89 of 1991
- Labour Relations Act 66 of 1995
- Basic Conditions of Employment Act 75 of 1997
- Employment Equity Act 55 of 1998
- Skills Development Act 97 of 1998
- Financial Intelligence Centre Act 38 of 2001
- Protection of Personal Information Act 4 of 2013
- Promotion of Access to Information Act 2 of 2000
- Electronic Communications and Transactions Act 25 of 2002

6. Categories of Records Held

- Company Records: Registration documents, shareholder registers, board minutes.
- Financial Records: Accounting records, financial statements, bank records, asset registers.
- Client Records: Engagement letters, accounting records, tax returns, payroll data.
- Human Resource Records: Employment contracts, payroll records, disciplinary records.
- Compliance Records: FICA documentation, risk management documentation.
- IT Records: System documentation, security policies, software licenses.
- Operational Records: Supplier agreements, insurance policies, lease agreements.

7. Records Automatically Available

Certain records may be available without a formal PAIA request, including:
Company brochures, website information, published compliance certificates.

8. Request Procedure

Requests must be submitted using the prescribed PAIA Form C.
Requests must include proof of identity, sufficient details of the record requested, and the preferred form of access.

9. Fees

A request fee may apply for non-personal requests. Additional access fees may apply for search, preparation, printing, or electronic copies of records.

10. Remedies

If a request is refused, the requester may lodge a complaint with the Information Regulator or approach a competent court for relief.

11. Availability

This manual is available at the firm's office and may also be published on the firm's website.

12. Contact Us

For questions about the PAIA Manual, please contact:

Olivier Consulting (Pty) Ltd
Company Registration Number: 2019/627525/07
53 Steenbras Street, Gouritsmond, South Africa
Email: admin@olivierconsult.com
Telephone: 021 591 0576

SECTION 2: POPIA PRIVACY NOTICE (CLIENTS)

Purpose of Processing

The firm processes personal information to provide accounting, tax, payroll, and advisory services and to comply with legal and regulatory obligations.

Types of Information Collected

Identification details, contact details, financial information, tax numbers, payroll data, and other information required for accounting and tax compliance.

In terms of the Financial Intelligence Centre Act (FICA) and the Protection of Personal Information Act (POPIA), the Firm is required to collect and verify certain information from clients.

This may include:

- Identity documents or passports
- Proof of residential address
- Company registration documents
- Shareholder or director information
- Banking details

The information collected will be used solely for the purposes of:

- Client identification and verification
- Compliance with FICA obligations
- Providing accounting, tax, payroll and related professional services
- Compliance with statutory and regulatory obligations

All information will be stored securely and will not be disclosed to any unauthorised third party unless required by law or necessary for the provision of professional services.

Sources of Information

Information may be obtained directly from clients, authorised representatives, employers, financial institutions, and regulatory authorities.

Sharing of Information

Information may be shared with SARS, financial institutions, auditors, legal advisors, regulators, and software service providers where required for service delivery or compliance.

Security

The firm implements appropriate technical and organisational security measures to protect personal information against loss, unauthorised access, or misuse.

Retention

Personal information is retained for as long as required by applicable legislation including tax and company law obligations.

Client Rights

Clients have the right to request access to their personal information, request corrections, or lodge complaints with the Information Regulator.

SECTION 3: PAIA REQUEST FORM (FORM C – PRIVATE BODY)

Full Name of Requester: _____

ID Number: _____

Postal Address: _____

Telephone Number: _____

Email Address: _____

Capacity in which request is made (if on behalf of another person): _____

Description of Record Requested: _____

Form of Access Requested (tick):

☐ Inspection

☐ Copy of record

☐ Electronic copy

☐ Other (specify) _____

Reason for Request (if required): _____

Signature of Requester: _____

Date: _____