

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

1 INTRODUCTION

Jirrah Governance Consulting (Pty) Ltd. is an agile boutique governance consulting firm. We provide governance, risk, compliance and training services.

2 HOW TO ACCESS OUR RECORDS

The Information Regulator published a guide that will help you navigate the process of asking for information. The guide explains the types of information that you can ask for and how to submit a PAIA request.

We've got copies of the guide in English, Afrikaans, and isiXhosa, or you can swing by our offices and check out a hardcopy. The Information Regulator has copies available in each official language here: <https://infoeregulator.org.za/paia-guidelines/>

3 WHO TO ASK

If you want access to our information or records, you can ask our Information Officer, Celesté Schlebusch:

Celeste.schlebusch@jirrah.co.za

082 748 2002

4 WHAT YOU MAY ASK

Here is a description of different subjects and the categories of records we hold for each subject:

Subject	Category of Records
We have client records to provide and bill for our services.	<ul style="list-style-type: none">• Company information• Billing details and invoices• Contact information• Records provided by clients• Advice and records created for clients• Correspondence
We have human resources records to recruit new employees, manage existing employees, and pay their salaries. We also need this information to comply with a bunch of legal obligations (including the	<ul style="list-style-type: none">• Internal policies and procedures• Employee records• Training schedules and material• Minutes of meetings

Labour Relations Act, Basic Conditions of Employment Act, Employment Equity Act, and Compensation for Occupational Injuries and Diseases Act)	<ul style="list-style-type: none"> ● Records of performance reviews ● CVs, interview notes, job applicant references
We keep business records to manage our business.	<ul style="list-style-type: none"> ● Financial records ● Operational records ● Marketing material ● Internal correspondence ● Strategy and planning records
We keep supplier records to manage our relationships with service providers and pay them for products and services.	<ul style="list-style-type: none"> ● Company information ● Billing details and invoices ● Contact information ● Correspondence

5 WHO RECEIVES PERSONAL INFORMATION

We may share personal information with:

Category of personal information	Recipients or categories of recipients
Tax and VAT information of clients, employees, and service providers.	South African Revenue Services
Employee information	Department of Labour
Client, employee, and service providers information cloud storage	Microsoft360
Client, employee, and service provider information for accounting purposes	Our auditors - DJ Oosthuizen Accountants & Auditors
Client and service provider information to manage projects	Harvest

6 WHERE YOUR PERSONAL INFORMATION GOES

We use Microsoft 365 to do our work and store all information. Microsoft stores all our content in the European Union.

7 HOW WE PROTECT PERSONAL INFORMATION

We have taken reasonable steps to protect the integrity and confidentiality of personal information. We use internet security software to scan and block emails and websites with malicious content, to block malware, to detect incoming network attacks and detect and block botnet communication. We also use firewalls to protect our computers.