

LEGAL

PAIA MANUAL

Manual published in terms of section 51 of the Promotion of Access to Information Act, 2 of 2000, setting out the records held by Prospra IQ Enterprises and how to request access to them.

Private body	Prospra IQ Enterprises (Pty) Ltd
Company registration number	2026/606251/07
Regulator registration	2026-064602 · 18 August 2026
Information Officer	Istvan Schuch — Founder and Head of the Private Body
Deputy Information Officer	None appointed
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1. ABBREVIATIONS

- **PAIA** — Promotion of Access to Information Act, 2 of 2000
- **POPIA** — Protection of Personal Information Act, 4 of 2013
- **IO** — Information Officer
- **DIO** — Deputy Information Officer
- **the Regulator** — the Information Regulator (South Africa)

2. PURPOSE OF THIS MANUAL

PAIA gives effect to the constitutional right of access to information held by another person where that information is required for the exercise or protection of any right. Section 51 requires every private body to publish a manual explaining what records it holds and how to request them.

This manual tells you:

- which records are available without a formal PAIA request;
- which records are available under other legislation;
- the categories of records we hold;
- how to submit a request, what it costs, and how long it takes;
- how we process personal information, as required by section 51(1)(c)(i) read with POPIA.

3. CONTACT DETAILS

All PAIA requests must be directed to the Information Officer at the address above, or by email to privacy@prospraenterprises.com.

Under POPIA the Information Officer of a private body is the head of that body. No separate internal appointment is required. Our Information Officer is registered with the Information Regulator under registration number **2026-064602**, registered 18 August 2026.

4. THE REGULATOR'S GUIDE TO PAIA

The Regulator has compiled a plain-language guide, as required by section 10 of PAIA, explaining how to exercise your rights. It is available in all official languages, free of charge, from:

Information Regulator (South Africa)

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

PO Box 31533, Braamfontein, Johannesburg, 2017

Email: PAIAcomplaints@inforegulator.org.za

Website: inforegulator.org.za (<https://inforegulator.org.za/>)

5. RECORDS AVAILABLE WITHOUT A FORMAL REQUEST

The following are available on request, or already published, without a PAIA request or fee:

- this manual;
- our [privacy and POPIA notice](https://prospraenterprises.com/privacy.html) (prospraenterprises.com/privacy.html);
- our [terms of use](https://prospraenterprises.com/terms.html) (prospraenterprises.com/terms.html);
- marketing and product information published on this website;
- a data subject's own personal information, requested under POPIA section 23 rather than PAIA.

No notice has been published under section 52(2) of PAIA.

6. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

SECTION 51(1)(D)

LEGISLATION	RECORDS
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LEGISLATION	RECORDS
Companies Act, 71 of 2008	Statutory registers, annual returns and company records
Income Tax Act, 58 of 1962	Tax records and returns
Value-Added Tax Act, 89 of 1991	VAT records, tax invoices and returns
Basic Conditions of Employment Act, 75 of 1997	Employment and time records, where employees are engaged
Labour Relations Act, 66 of 1995	Employment relationship records, where applicable
Protection of Personal Information Act, 4 of 2013	Consent records, PII access logs and retention records
Electronic Communications and Transactions Act, 25 of 2002	Electronic transaction and website disclosure records

7. CATEGORIES OF RECORDS HELD

Records in these categories are not automatically available. Access is subject to a request under section 50 and to the grounds of refusal in Chapter 4 of PAIA.

SECTION 51(1)(E)

CATEGORY	RECORDS
Company and statutory	Founding and registration documents, statutory registers, resolutions, licences and regulatory correspondence.
Financial and tax	Financial statements, ledgers, invoices, quotations, banking records, VAT and SARS returns and supporting schedules.
Client and contractual	Proposals, service agreements, operator agreements, statements of work, project specifications, correspondence and support records.
Supplier and procurement	Supplier agreements, purchase records, hosting and software licence agreements.
Human resources	Employment contracts, remuneration records, leave records and statutory employment returns, where employees are engaged.
Product and technical	Source code, technical designs, architecture and data models, test records and deployment documentation for HIRE IQ and client systems.
Marketing and enquiries	Website enquiry submissions, consent records, and marketing material.

CATEGORY	RECORDS
Information governance	This manual, the privacy notice, consent records, PAIA request records, security incident records and audit logs.

8. PROCESSING OF PERSONAL INFORMATION

Purpose. To respond to enquiries, conclude and perform contracts, deliver and support software, meet tax and statutory obligations, and secure our systems.

Categories of data subjects. Prospective clients, clients and their authorised representatives, suppliers, employees and contractors, and website visitors.

Categories of personal information. Names, contact details, employment and role information, correspondence, contractual and billing information, and technical data such as IP addresses in server logs.

Recipients. Hosting, content-delivery and security providers; email and mail-delivery providers; accounting and professional advisers; and regulators or courts where the law requires disclosure.

Transborder flows. Some service providers process information outside South Africa. Where that occurs we rely on section 72 of POPIA and use providers subject to laws or binding agreements affording substantially similar protection.

Security. Encryption in transit, least-privilege access control, secrets held in a managed vault, audit logging of access to personal information, and tested backups.

Operator role. Where we build or host a system for a client, that client is the responsible party for the personal information in it and we act as an operator on their written instruction. Requests relating to that information should be directed to the client, not to us.

9. HOW TO REQUEST A RECORD

- Complete **Form 2** (Request for Access to Record of Private Body), prescribed by regulation 7 of the PAIA Regulations. The form is available from the Regulator at inforegulator.org.za/paia (<https://inforegulator.org.za/paia/>).
- Provide enough detail to identify the record and to identify you, and state the form of access required and how you wish to be informed of the decision.
- **State the right you are seeking to exercise or protect, and explain why the record is required for that purpose.** A request that does not do this must be refused under section 50(1)(a).
- Send the completed form to the Information Officer at the address or email above, with proof of payment of the request fee.
- If you are requesting on behalf of someone else, attach proof of your authority in a form acceptable to the Information Officer.

10. FEES

Fees are those prescribed in the PAIA Regulations and are amended from time to time. The amounts below are current at the date of publication of this manual.

PRESCRIBED FEES — PRIVATE BODIES

ITEM	AMOUNT
Request fee — payable by every requester on submission	R140.00
Photocopy or printed copy of an A4 page (or part thereof)	R2.00
Copy on flash drive supplied by the requester	R40.00
Copy on compact disc supplied by the requester	R40.00
Copy on compact disc supplied by us	R60.00
Transcription of audio, per A4 page	R24.00
Search and preparation, per hour or part thereof, after the first hour	R145.00
Maximum payable for search and preparation	R435.00

The request fee is payable before the request is processed. Where the search and preparation time is likely to exceed six hours, we may require a deposit of not more than one third of the access fee before proceeding. Where a request is refused, any deposit is repaid. Requests for a data subject's own personal information attract no request fee.

11. DECISION AND TIMELINES

We will decide on a request within **30 days** of receiving it, and notify you in writing of the decision, the fees payable and the form of access. That period may be extended by a further 30 days where the request is for a large number of records or requires a search through records held elsewhere, in which case we will notify you in writing with reasons.

If we do not respond within the prescribed period, the request is regarded as having been refused.

12. GROUNDS FOR REFUSAL

Access must or may be refused on the grounds set out in Chapter 4 of PAIA, including:

- protection of the privacy of a third party who is a natural person (section 63);
- protection of commercial information of a third party (section 64);
- protection of confidential information subject to a duty of confidence (section 65);
- protection of the safety of individuals and of property (section 66);
- protection of records privileged from production in legal proceedings (section 67);

- protection of our own commercial information, including trade secrets, source code and technical information (section 68);
- protection of research information (section 69).

Section 70 requires disclosure despite these grounds where disclosure would reveal a substantial contravention of the law or an imminent and serious public safety or environmental risk, and the public interest in disclosure clearly outweighs the harm.

13. IF YOUR REQUEST IS REFUSED

There is no internal appeal against a decision of a private body. A requester who is dissatisfied may:

- lodge a complaint with the Information Regulator in terms of section 77A of PAIA, within 180 days; or
- apply to a court with jurisdiction in terms of section 78, within 180 days.

14. AVAILABILITY OF THIS MANUAL

This manual is available free of charge on this website, and on request from the Information Officer by email. It is also lodged with the Information Regulator as required.

15. UPDATING

This manual is reviewed at least annually and whenever our records or processing activities change materially. The version in force is the one published on this page.