



## Umsebenzi Job Portal Access to Information Manual

We respect your right of access to information. This document will help you exercise that right as required by section 51 of the Promotion to Access of Information (“PAIA”) Act 2 of 2000 (as amended).

Callouts like this are a summary of our manual and contain the most important and relevant points for you. They are here to help you understand it, but please read the full manual.

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## Introduction

“Umsebenzi.click, our mission is to connect talented people with great opportunities in the job market. We offer innovative and user-friendly tools that help both job seekers and recruiters find their ideal match. The Promotion to Access of Information (PAIA) Act 2 of 2000 (as amended), together with all relevant legislation, provides for the right of access to information held by public and private bodies, when such information is requested for the exercise of protection of any rights. This manual has been compiled to inform and assist any potential requesters to the procedural and other requirements which a request for information must meet as prescribed by the Act (PAIA).”

## Our details

Our details are as follows:

- **Company name:** Umsebenzi Job Portal
- **Registration number:** n/a
- **Postal address:** n/a
- **Physical address:** Sodwana main rd, Qondwana area, Mbazwana, Kwa-Zulu Natal, 3974
- **Phone number:** +27 0652987938
- **Information officer:** Tom Murphy
- **Deputy Information officers:** Cherie Beling
- **Information officers' email:** [info@umsebenzi.click](mailto:info@umsebenzi.click)
- **Contact email:** [info@umsebenzi.click](mailto:info@umsebenzi.click)
- **Website:** [www.umsebenzi.click](http://www.umsebenzi.click)

**These are all our details, but please rather contact us by email at [info@umsebenzi.click](mailto:info@umsebenzi.click) whenever possible.**

## Further guidance

If you would like further guidance on how you can get access to information under PAIA, you may contact the Information Regulator to find out more information about PAIA. PAIA requires the Information Regulator to compile a guide in each official language of South Africa on how to exercise any right under PAIA. The current guide compiled by the South African Human Rights Commission is available here: [https://www.justice.gov.za/infoereg/docs/misc/PAIA-Guide-English\\_20210905.pdf](https://www.justice.gov.za/infoereg/docs/misc/PAIA-Guide-English_20210905.pdf). In terms of the Section 110 of the Protection of Personal Information Act 4 of 2013 the functions of the Human Rights Commission have been transferred to the Information Regulator. Their contact details are as follows:

- **Postal address:** P.O Box 3153, Braamfontein, Johannesburg, 2017
- **Physical address:** JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
- **Website:** <https://www.justice.gov.za/infoereg/index.html> and <http://www.sahrc.org.za/index.php/understanding-paia>
- General e-mail: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)
- Complaint's email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

**For further guidance on how you can get access to information, please visit: <http://www.sahrc.org.za/index.php/understanding-paia> or <https://www.justice.gov.za/infoereg/index.html>.**

## Records we hold

We hold the following subjects and categories of records:

- **Company records;**
- **Business records;**
- **Financial records;**
- **Insurance records;**
- **Personnel records;**
- **Policies and directives;**
- **Agreements or contracts;**
- **Regulatory documents;**
- **Published information;**
- **Customer information;** and
- **Reference materials.**

Please note that records that are 'not automatically available,' must be requested using the process outlined in the 'How to request access' section of this manual.

**We hold various subjects and categories of records in electronic or physical form that are available automatically or in other ways.**

### Company records

Company records are all our records related to the incorporation and administration of our company. Some of them are available from the Companies and Intellectual Property Commission (CIPC).

<b>Memorandum of incorporation</b>	Automatically available from CIPC
<b>Directors' names</b>	Automatically available from CIPC
<b>Documents of incorporation</b>	Automatically available from CIPC
<b>Minutes of board of directors' meetings</b>	Not automatically available
<b>Written resolutions</b>	Not automatically available
<b>Records relating to appointment of directors, auditor, secretary, public officer, or other officers</b>	Not automatically available
<b>Share register and other statutory registers</b>	Not automatically available
<b>Other statutory records</b>	Not automatically available

**Company records include our memorandum of incorporation and directors' names.**

### Business records

Business records include any documents that have economic value to the business.

<b>Operational records</b>	Not automatically available
<b>Databases</b>	Not automatically available
<b>Published works</b>	Not automatically available
<b>Internal correspondence</b>	Not automatically available
<b>Product records</b>	Not automatically available
<b>Building plans</b>	Not automatically available

**Mortgage bonds** Not automatically available  
**Title deeds** Not automatically available

**Financial records**

Financial records are all our records related to our finances.

**Financial statements** Not automatically available (NDA required)

**Tax returns and assessments** Not automatically available

**Other documents relating to taxation of the company** Not automatically available

**Accounting records** Not automatically available

**Auditor reports** Not automatically available

**General ledger** Not automatically available

**Subsidiary ledgers (receivables, payables etc.)** Not automatically available

**Banking records** Not automatically available

**Banking details** Automatically available on request

**Bank statements** Not automatically available

**Electronic banking records** Not automatically available

**Paid cheques** Not automatically available

**Asset register** Not automatically available

**Invoices** Not automatically available

**Deposit slips** Not automatically available

**Cashbooks** Not automatically available

**Financial agreements** Not automatically available

**Financial records include our financial statements and banking details.**

**Insurance records**

Insurance records are all our records related to our insurable assets.

**Insurance policies held by the company** Not automatically available

**Claims records** Not automatically available

**Register of all immovable property owned by the company** Not automatically available

**Income tax records**

Income tax records are all our records related to our income tax obligations.

**PAYE Records** Not automatically available

**Corporate tax records** Not automatically available

**Customs tax** Not automatically available

**Documents issued to employees for income tax purposes** Not automatically available

**Records of payments made to SARS on behalf of employees** Not automatically available

**VAT records** Not automatically available

**Regional Services Levies** Not automatically available

**Skills Development Levies** Not automatically available

<b>UIF</b>	Not automatically available
<b>Workmen's Compensation</b>	Not automatically available

**Personnel records**

Personnel records are all our records about anyone who works for us, provides services to us, or provides services on our behalf and who receives or is entitled to receive remuneration, including our employees, contractors, and other personnel.

<b>List of employees</b>	Not automatically available
<b>Attendance registers</b>	Not automatically available
<b>Employee personal information</b>	Not automatically available
<b>Employee employment contracts</b>	Not automatically available
<b>Employment applications and appointment letters</b>	Not automatically available
<b>Employment policies and procedures</b>	Not automatically available
<b>Employment Equity Plan</b>	Not automatically available
<b>Employee loans</b>	Not automatically available
<b>Medical aid records</b>	Not automatically available
<b>Pension and provident fund records</b>	Not automatically available
<b>Salaries or wages of employees</b>	Not automatically available
<b>Health and safety records</b>	Not automatically available
<b>Leave records</b>	Not automatically available
<b>Internal evaluations and performance records</b>	Not automatically available
<b>Disciplinary records</b>	Not automatically available
<b>Disciplinary codes</b>	Not automatically available
<b>Training records</b>	Not automatically available
<b>Operating manuals</b>	Not automatically available
<b>Personal records provided by personnel</b>	Not automatically available
<b>Other statutory records</b>	Not automatically available
<b>Related correspondence</b>	Not automatically available

<b>Personnel records include records about our employees and contractors.</b>
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**Policies and directives**

Policies and directives include both internal and external documents.

<b>Internal relating to employees and the company</b>	Not automatically available
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<b>External relating to clients and other third parties</b>	Not automatically available
<b>Information technology systems and documents</b>	Not automatically available

**Agreements or contracts**

Agreements or contracts include the documents themselves and all related documents.

<b>Standard agreements</b>	Not automatically available
<b>Rental agreements</b>	Not automatically available
<b>Contracts concluded with customers</b>	Not automatically available
<b>NDA's</b>	Not automatically available
<b>Letters of intent, MOUs</b>	Not automatically available
<b>Third party contracts (such as JV agreements, VAR available agreements, etc.)</b>	Not automatically
<b>Office management contracts</b>	Not automatically available
<b>Supplier or service contracts</b>	Not automatically available
<b>Agreements related to intellectual property</b>	Not automatically available

**Regulatory documents**

Regulatory documents include any documents required to comply with any laws.

<b>Permits</b>	Not automatically available
<b>Licences</b>	Not automatically available
<b>Authorities</b>	Not automatically available

**Published information**

Published information includes any document that we prepare and produce.

<b>External newsletters and circulars</b>	Automatically available
<b>Information available on the website</b>	Automatically available
<b>Internal newsletters and circulars</b>	Not automatically available
<b>Brochures and marketing material</b>	Not automatically available
<b>Information on the company published by third parties</b>	Not automatically available

**Customer information**

Customer information includes any information about anyone that we provide goods or services to, including our customers, leads, or prospects.

<b>Customer details</b>	Not automatically available
<b>Contact details of individuals within customers</b>	Not automatically available
<b>Communications with customers</b>	Not automatically available
<b>Sales records</b>	Not automatically available
<b>Transactional information</b>	Not automatically available
<b>Marketing records</b>	Not automatically available

**Reference materials**

Reference materials include any sources of information that we contribute to.

<b>Books</b>	Not automatically available
<b>Newsletters and journals articles</b>	Not automatically available
<b>Magazines</b>	Not automatically available
<b>Newspaper articles</b>	Not automatically available

## **Information we hold to comply with the law**

We hold records for the purposes of PAIA in terms of the following main laws, among others:

- Basic Conditions of Employment Act 75 of 1997.
- Broad Based Black Economic Empowerment Act 53 of 2003.
- Community Schemes Ombud Service Act 9 of 2011.
- Companies Act 61 of 1973.
- Companies Act 71 of 2008.
- Compensation for Occupational Injuries and Disease Act 130 of 1993.
- Competition Act 89 of 1998.
- Consumer Affairs (Unfair Business Practices) Act 71 of 1988.
- Consumer Protection Act 68 of 2008.
- Copyright Act 98 of 1978.
- Customs and Excise Act 91 of 1964.
- Electronic Communications Act 36 of 2005.
- Electronic Communications and Transactions Act 25 of 2002.
- Employment Equity Act 55 of 1998.
- Employment Services Act 4 of 2014.
- Employment Tax Incentive Act 26 of 2013.
- Financial Services Board Act 97 of 1990.
- Financial Intelligence Centre Act 38 of 2001.
- Harmful Business Practices Act 23 of 1999.
- Income Tax Act 58 of 1962.
- Labour Relations Act 66 of 1995.
- National Credit Act 34 of 2005.
- Nonprofit Organisations Act 71 of 1997.
- Occupational Health and Safety Act 85 of 1993.
- Prescribed Rate of Interest Act 55 of 1975.
- Prevention and Combatting of Corrupt Activities Act 12 of 2004.
- Prevention of Organised Crime Act 121 of 1998.
- Promotion of Equality and Prevention of Unfair Discrimination Act of 4 of 2000.
- Protected Disclosures Act 26 of 2000.
- Protection of Businesses Act 99 of 1978.
- Protection of Constitutional Democracy against Terrorist and Related Activities Act 33 of 2004.
- Protection of Personal Information Act 4 of 2013.
- Regulation of Interception of Communications and Provision of Communication related Information Act 70 of 2002.
- Sectional Titles Schemes Management Act 8 of 2011.
- Sectional Titles Act 95 of 1986.
- Skills Development Act 97 of 1998.
- Skills Development Levies Act 9 of 1999.

- Special Economic Zones Act 16 of 2014.
- Tax Administration Act 28 of 2011.
- Transfer Duty Act 40 of 1949.
- Unemployment Contributions Act 4 of 2002.
- Unemployment Insurance Act 63 of 2001.
- Unemployment Insurance Contributions Act 4 of 2002.
- Usury Act 73 of 1968; and
- Value Added Tax Act 89 of 1991.

## How to request access

We have authorized and designated our information officer to deal with all matters relating to PAIA in order to comply with our obligations in terms of PAIA. To request access to a record, please complete

Form C which is available from the Information Regulator website at:

[https://hellopaisa.co.za/policies/J752\\_PAIA\\_Form\\_C.pdf](https://hellopaisa.co.za/policies/J752_PAIA_Form_C.pdf)

Please submit the completed form to our information officer together with the relevant request fee (details here: <http://www.sahrc.org.za/home/21/files/PAIA%20Notice%20on%20fees.pdf>) at our information officer's email address, our physical address, or by fax in terms of our details provided above. Alternatively the forms can be found at the end of this PAIA Manual. Please ensure that the completed form:

- has enough information for the information officer to identify you, the requested records, and which form of access you require.
- specifies your email address, postal address, or fax number.
- describes the right that you seek to exercise or protect.
- explains why you need the requested record to exercise or protect that right.
- provides any other way you would like to be informed of our decision other than in writing; and
- provides proof of the capacity in which you are making the request if you are making it on behalf of someone else (we will decide whether this proof is satisfactory).

If you do not use the standard form, we may:

- reject the request due to lack of procedural compliance.
- refuse it if you do not provide sufficient information; or
- delay it.

**You may request information by completing a request for access form and submitting it to our information officer together with a request fee.**

## Grounds for refusal

We may have to refuse you access to certain records in terms of PAIA to protect:

- someone else's privacy.
- another company's commercial information.
- someone else's confidential information.
- the safety of individuals and property.
- records privileged from production in legal proceedings; or
- research information.

We will notify you in writing whether your request has been approved or denied within 30 calendar days after we have received a completed request for access form. If we cannot find any requested record or it does not exist, then we will notify you by way of affidavit that it is not possible to give access to that particular record.



**We may have to refuse you access to a record to protect others.**

## **How we will give you access**

We will evaluate and consider all requests to us in terms of PAIA. If we approve your request for access to our records, then we will decide how to provide access to you – unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

## **How much it will cost you**

You must pay us a request fee as required by law when submitting a request for access to information. The prescribed fees are as set out in the Fee Schedule which is available from:

<http://www.sahrc.org.za/index.php/understanding-paia> at this link:

<http://www.sahrc.org.za/home/21/files/PAIA%20Notice%20on%20fees.pdf>. You must pay us the fees before we will hand over any information. You may have to pay a further access fee if we grant the request for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

## **How we process and protect personal information**

We process the personal information of various categories of people for various purposes as set out in our Privacy statement here: [Privacy Policy - Umsebenzi - Jobs Portal](#)

**We do our best to keep all data in our possession secure and up to date.**

## **Remedies**

If your request for access is denied, you may:

- apply to a court with appropriate jurisdiction, or
- lodge a complaint with the Information Regulator, for the necessary relief.

## **Availability of this Manual**

This manual is available in English and will be available on our website, and at our company offices. The manual is also electronically available on our website at: [Privacy Policy - Umsebenzi - Jobs Portal](#)

## **Updates to this Manual**

This manual will be updated whenever we make material changes to the current information.

# FORM 2

## REQUEST FOR ACCESS TO RECORD

[Regulation 7]

**NOTE:**

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

**TO:** The Information Officer

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Address)

E-mail address: \_\_\_\_\_

Fax number: \_\_\_\_\_

Mark with an "X"

<input type="checkbox"/>	Request is made in my own name	<input type="checkbox"/>	Request is made on behalf of another person.
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PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile: _____
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable):</i>			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<b>TYPE OF RECORD</b> <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

**FORM OF ACCESS**  
(Mark the applicable box with an "X")

Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

**MANNER OF ACCESS**  
(Mark the applicable box with an "X")

Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

**PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

*If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.*

Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

<b>F E E S</b>	
<p>a) <i>A request fee must be paid before the request will be considered.</i></p> <p>b) <i>You will be notified of the amount of the access fee to be paid.</i></p> <p>c) <i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i></p> <p>d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i></p>	
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20

\_\_\_\_\_  
**Signature of Requester / person on whose behalf request is made**

-----  
**FOR OFFICIAL USE**

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

\_\_\_\_\_  
**Signature of Information Officer**

**FORM 3**  
**OUTCOME OF REQUEST AND OF FEES PAYABLE**  
 [Regulation 8]

Note:

1. If your request is granted the—
  - (a) amount of the deposit, (if any), is payable before your request is processed; and
  - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number:

**TO:** \_\_\_\_\_  
 Your request dated \_\_\_\_\_, refers.

**1. You requested:**

Personal inspection of information at registered address of public/private body ( <i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i> ) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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**O R**

**2. You requested:**

Printed copies of the information ( <i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i> )	
Written or printed transcription of virtual images ( <i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i> )	
Transcription of soundtrack ( <i>written or printed document</i> )	
Copy of information on flash drive ( <i>including virtual images and soundtracks</i> )	
Copy of information on compact disc drive ( <i>including virtual images and soundtracks</i> )	
Copy of record saved on cloud storage server	

**3. To be submitted:**

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format ( <i>including transcriptions</i> )	
E-mail of information ( <i>including soundtracks if possible</i> )	
Cloud share/file transfer	
Preferred language: ( <i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i> )	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

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**4. Fees payable with regards to your request:**

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

**5. Deposit payable (if search exceeds six hours):**

	Yes		No
Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>	

The amount must be paid into the following Bank account:

Name of Bank: \_\_\_\_\_  
 Name of account holder: \_\_\_\_\_  
 Type of account: \_\_\_\_\_  
 Account number: \_\_\_\_\_  
 Branch Code: \_\_\_\_\_  
 Reference Nr: \_\_\_\_\_  
 Submit proof of payment to: \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20

\_\_\_\_\_  
*Information officer*