



AVERILE RYDER GLOBAL REWARD SPECIALISTS (PTY) LIMITED

S51 PAIA MANUAL

This manual was prepared in accordance with section 51 of the Promotion to Access to Information Act, 2000 ("The Act) and to address requirements of the Protection of Personal Information Act, 2013 ("POPI")

**This manual applies to Averile Ryder Global Reward Specialists:
Registration No. 2019/029935/07**

Registered Office Address:
18 Bantry Close
11 Bantry Road
BRYANSTON 2191

DOCUMENT MANAGEMENT

Date	Version	Description	Author
June 2021	1.0	First Release	Averile Ryder

TABLE OF CONTENTS

1. INTRODUCTION TO COMPANY	Error! Bookmark not defined.
2. COMPANY CONTACT DETAILS	Error! Bookmark not defined.
3. THE ACT (Section 51(1) (b))	Error! Bookmark not defined.
4. APPLICABLE LEGISLATION (Section 51 (1) (c))	Error! Bookmark not defined.
5. CATEGORIES OF RECORDS HELD BY THE COMPANY (Section 51 (1) (d))	Error! Bookmark not defined.
6. PROCESSING OF PERSONAL INFORMATION.....	Error! Bookmark not defined.
7. ACCESS TO RECORDS HELD BY THE COMPANY	Error! Bookmark not defined.
8. FORM OF REQUEST (Section 51 (1) (e))	Error! Bookmark not defined.
9. PRESCRIBED FEES (Section 51 (1) (f))	Error! Bookmark not defined.
10. AVAILABILITY OF THE MANUAL.....	Error! Bookmark not defined.
11. APPROVAL OF THE COMPANY PAIA MANUAL.....	Error! Bookmark not defined.

1. INTRODUCTION TO COMPANY

AVERILE RYDER GLOBAL REWARD SPECIALISTS (PTY) LIMITED is a salaries, fee payments, employee benefits and employment regulations surveys research publications and remuneration consulting business covering all company employee groups, executives, board and board committee members.

2. COMPANY CONTACT DETAILS

In accordance with (Section 51 (1) (a)) Persons designated/duly authorised persons:

Director	Averile Joyce Ryder
----------	---------------------

The Founder and Director: Averile Ryder is the head of the private body and therefore in terms of PAIA is also the Information Officer of the entity. Her contact details are as follows:

Postal Address:	18 Bantry Close, 11 Bantry Road, BRYANSTON. 2191
Residential Address:	As Above
Telephone Number:	0027-(0)83-293-2037
Email Address:	averile@rewardspecialist.co.za

3. THE ACT (Section 51(1) (b))

- 3.1. The ACT grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 3.2. Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.
- 3.3. Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.
- 3.4. The contact details of the South Africa Human Rights Commission are:

Postal Address:	Private Bag 2700, Houghton, 2041
Telephone Number:	0027-(0)11-877-3600
Fax Number:	0027-(0)11-403-0625
Website:	www.sahrc.org.za

4. APPLICABLE LEGISLATION (Section 51 (1) (c))

No	Reference	Act
1	No 61 of 1973	Companies Act
2	No 98 of 1978	Copyright Act
3	No 130 of 1993	Compensation for Occupational Injuries & Diseases Act
4	No 55 of 1998	Employment Equity Act
5	No 95 of 1967	Income Tax Act
6	No 66 of 1995	Labour Relations Act
7	No 89 of 1991	Value Added Tax Act
8	No 37 of 2002	Financial Advisory and Intermediary Services Act
9	No 75 of 1997	Basic Conditions of Employment Act
10	No 53 of 2003	Broad-based Black Economic Empowerment Act
11	No 69 of 1984	Close Corporations Act
12	No 25 of 2002	Electronic Communications and Transactions Act
13	No 2 of 2000	Promotion of Access of Information Act
14	No 30 of 1996	Unemployment Insurance Act
15	No 4 of 2002	Unemployment Insurance Contributions

5. CATEGORIES OF RECORDS HELD BY THE COMPANY (Section 51 (1) (d))

The categories of records held by the company are listed below:

Category	Record	Availability & Period of Retention
Clients for whom the Company carries out consulting work	Company contacts person(s) email addresses and mobile and landline telephone numbers	<p>The Company will store all consulting clients records in our One Drive Cloud based storage facility for a period of 5 years unless the client requests that these documents be destroyed and/or removed prior to the completion of the 5-year period.</p> <p>These documents are available to the client for whom the work was carried out upon request</p>
	Company organograms(s)	
	Job descriptions	
	Current job grades & company job evaluation reports	
	Company size parameters, e.g., annual turnover, programmes & operating budgets, annual net profit before tax, market capitalisation, total number of employees and annual salaries and wages budget, etc.	
	company remuneration and human resource policies & procedures	
	List of company current job titles and salaries, company provided benefits and employment regulations	
	Information related to current & future company vacant roles	
	Company benchmarking reports	
	Company remuneration review reports	
Company current and newly developed pay scales		
Survey Participant Organisations	Company name and contacts person(s) email address(s) and mobile and landline telephone numbers	<p>The Company will store all survey participant organisations completed questionnaires, remuneration levels schedules and employment regulations and policies, in our One Drive Cloud based storage facility for a period of 3 years unless the survey participant client requests that these documents be destroyed and/or removed prior to the completion of the three-year period</p>
	Company organograms(s)	
	Job descriptions	
	Current job grades & company job evaluation reports	
	Company sector and type details	
	Company size parameters, e.g., annual turnover, programmes & operating budgets, annual net profit before tax, market capitalisation, total number of employees and annual salaries and wages budget, etc.	
	Participant organisations job titles, job evaluation grades, salaries and the value of all cash and non-cash benefits and employment regulation policies for all employee groups, including board & board committees' members	
	Current basic salaries & total-cost-to-company (TCC) pay scales	
Companies Act	Documents of Incorporation	Available upon request
	Memorandum of Incorporation	
Financial Records	Annual Financial Statements	Request in terms of PAIA
	Accounting Records	
	Bank Records	
	Electronic Banking Records	
	Asset Register	
	Rental Agreements	
	Invoices	
Confirmation of THE COMPANY Bank Details	Available upon Request	
Tax Records	PAYE Records	Request in terms of PAIA
	Documents issued to Employees for Income Tax Purposes	

Category	Record	Availability & Period of Retention
	SARS Tax Clearance & Pin for VAT, PAYE & UIF	Available upon Request
Workmen's Compensation	COIDA Registration and Letter of Good Standing	Available upon request
Human Resource Documents & Records	Employee Curriculum Vitae	Available upon request
	Individual Employee POPIA Compliance Documents	
	Employment Contracts	Request in terms of PAIA
	Disciplinary Records	
	Salary Records	
Leave Records		
Marketing	Market Information	See our website on www.rewardspecialist.co.za for our Website Privacy Policy & Practice
	Customer Data base	Request in terms of PAIA

6. PROCESSING OF PERSONAL INFORMATION

6.1. Purpose of Processing Personal Information

The Company uses the Personal Information under its care in the following ways:

- For own employee human resources administration and for carrying out due diligence checks
- For maintaining accounts and records
- To comply with SARS requirements and tax laws
- To render a remuneration or human resources consulting service according to the instructions given by clients
- For capturing, organising, processing and the application of statistical analysis and reporting of findings of all participant organisations employees, executive and non-executive director groups fee payments, salaries, employee benefits and employment regulations
- Mention of our clients and salary survey participant organisations in advertising and promotional materials and on the company website

6.2. Company Categories of Data Subjects and their Personal Information

The Company possesses records relating to own, and client current and future human resources, suppliers, clients, and own outsourced service providers:

Entity Type	Personal Information Processed
Clients – Juristic Persons/legal Entities	Names of Contact Persons; Name of Legal Entity, Physical, Postal and Email Addresses, Landline & Cell Phone Contact Details, Legal Entity Programmes/Operating and Turnover Budgets, Annual Net Profit before Tax, Market Capitalisation, No. of Permanent & Fixed Contract Employees, Budgeted Employee Annual Budgeted Salaries & Wage Bill, and VAT Numbers
Survey Participation Clients	Information contained in THE COMPANY Annual Public or Customised Survey Questionnaires and Lists of all Legal Entity Current Employees/Non-Executive Directors Vacant Positions Role Titles, Role Grades, Working Hours, Salaries, Fee Payments and the Value of all Cash and Non-Cash Benefits & Allowances
Client Outsourced Contractor Service Providers	Names of Contact Persons; Name of Legal Entity, Physical, Postal and Email Addresses and Telephone Contact Details

Entity Type	Personal Information Processed
THE COMPANY Outsourced Contractor Service Providers	Names of Contact Persons; Name of Legal Entity, Physical, Postal and Email Addresses and Contact Details, VAT Numbers, References, Invoices and Statements of Account
Employees/Directors	Gender, Pregnancy, Marital Status, Race, Age, Language, Education Information, Financial Health Records, Employment History, Identity & Tax Numbers, Physical & Postal Address, Contact Details, Health Details and Leave Records

6.3. Categories of Recipients for Processing the Personal Information

THE COMPANY may supply Personal Information to their outsourced service providers to render the following services:

- Sending of marketing emails and correspondence
- Conducting of own employee due diligence checks
- For publishing on the company website

6.4. Actual or Planned Trans Border Flows of Personal Information

The Company transfers data trans-border to store data with third party cloud storage providers

6.5. General Description of Information Security Measures

The Company uses up to date technology to ensure the confidentiality, integrity, and availability of the Personal Information under its care. Measures include:

- Firewalls
- Virus protection software and updated protocols
- Logical and password protected controlled access control
- Secure set-up of hardware and software making up the IT infrastructure.
- Company outsourced service providers who process personal information on behalf of the company who are contracted to implement security controls

7. ACCESS TO RECORDS HELD BY THE COMPANY

Records held by the Company may be accessed on requested only once the requirements for access have been met. A requester is any person making a request for access to a record of the Company and in this regard, the Act distinguishes between two types of requesters:

7.1. Personal Requester

A personal requester is a requester who is seeking access to a record containing personal information about themselves. Subject to the provisions of the Act and applicable law, the Company will provide the requested information, or give access to any record about the requester's personal information. The prescribed fee for reproduction of the information requested will be charged by the Company.

7.2. Other Requester

This requester (other than a personal requester) is entitled to request access to information pertaining to third parties. However, the Company is not obliged to grant access prior to the requester fulfilling requirements for access in terms of the Act. The prescribed fee for reproduction of the information requested will be charged by the Company.

7.3. Request for Personal Information Procedure

A requester must comply with all the procedural requirements contained in the Act relating to a request for access to a record. A requester must complete the prescribed form. See Appendix 1 and submit same as well as payment of a requested fee and a deposit, if applicable to the Company Information Officer at the postal or physical address, or electronic mail address stated herein. Appendix 1, the prescribed form must be filled in with enough information to enable the Information Officer to identify:

- The record or records requested.
- The identity of the requester.
- What form of access is required; and
- The postal or electronic mail address of the requester.

A requester must state that he or she requires the information to exercise or protect a right, and clearly state what the nature of the right is to be exercised or protected. The requester must also provide an explanation of why the requested record is required for the exercise or protection of that right.

The Company will process a request within 30 (thirty) days, unless the requester has stated special reasons which would satisfy the Information Officer that circumstances dictate that this time-period not be complied with.

The Requester shall be informed in writing by the Company whether access has been granted or denied. If, in addition, the requester required the reasons for the decision in any other manner, he or she must state the manner and the particulars so required. If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the Company Information Officer.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally to the Company Information Officer.

7.4. Decision

The Company will, within 30 (thirty) days of receipt of a request, decide whether to grant or decline a request and give notice with reasons (if required) to that effect. The 30 (thirty) day period within which the Company has to decide whether to grant or refuse a request, may be extended for a further period of not more than 30 (thirty) days if the request is for a large quantity of information, or the request requires a search for information held at another office of the Company (other than the Head Office) and the information cannot reasonably be obtained with the original 30 (thirty) day period. The Company Information Officer will notify the requester in writing should an extension be necessary.

8. FORM OF REQUEST (Section 51 (1) (e))

Use the attached Company Prescribed Form attached to this manual, Form A. Requesters will be assisted in completing the form if required (See form on page 8).

In order to facilitate the processing of your request, kindly:

- 8.1. Use the attached prescribed form, or the form available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.
- 8.2. Address your request to the Director of the Company (Director)
- 8.3. Provide sufficient details to enable the Averile Ryder Global Reward Specialists (Pty) Limited to identify:
 - (a) The record(s) requested
 - (b) The Requester (and if an agent is lodging the request, proof of capacity)
 - (c) The forms of access required
 - (d) (i) The postal or electronic address of the requester in the Republic; or
(ii) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof.
 - (e) The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect this right

9. PRESCRIBED FEES (Section 51 (1) (f))

The following applies to requests (other than personal requests):

- 9.1. A requester is required to pay the prescribed fees (R50.00) before a request will be processed
- 9.2. If the preparation of the record requested requires more than the prescribed hours (six), a deposit will be paid of not more than one third of the access fee which would be payable if the request were granted
- 9.3. The requester may lodge an application with a court against tender/payment of the request fee and/or deposit
- 9.4. Records may be withheld until the fees have been paid

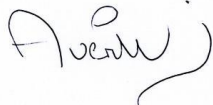
9.5. The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za

10. AVAILABILITY OF THE MANUAL

The Company's s51 PAIA Manual is available for inspection, free of charge, upon request and for viewing on the Company Website: www.rewardspecialist.co.za

11. APPROVAL OF THE COMPANY PAIA MANUAL

Signed on behalf of the Company on this _____ Day
of _____ 2021



Averile Ryder
Founder & Director