



CRICKMAY & ASSOCIATES (PTY) LTD REG. NO.1985/004124/07
Suite H26, Private Bag X9118, Pietermaritzburg 3200
Unit 5, 1st Floor, Block H, The Quarry Office Park, Hilton 3245
Tel: +27 (0)33 343 1007 Fax: +27 (0)33 343 1001
Email: enquiries@crickmay.co.za
Web: www.crickmay.co.za

Crickmay Promotion of Access to Information Act Manual

08 October 2024

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Checked	Name	Signature	Date
Author	K Braithwaite		12/10/2024
Information Security Officer	K Braithwaite		12/10/2024
Director responsible for Information Security	J Lane		12/10/2024

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1. Introduction

This manual is published in terms of Section 51 of the Promotion of Access to Information Act No. 2 of 2000 (PAIA). It provides a reference to the records held by Crickmay & Associates and the process to access such records.

2. Company Contact Details

Company Name: Crickmay & Associates

Website: <https://www.crickmay.co.za>

Telephone: +27 33 343 1007

Email: info@crickmay.co.za

Physical Address: 2nd Floor, Rockjumper House, 1 Crowe Square, Garlington Estate, Hilton, 3245

3. Guide on How to use PAIA

A guide on how to use PAIA is available from the The Information Regulator (South Africa) It contains information on how to access records held by public and private bodies. The guide is available in all official languages and can be obtained from The Information Regulator website (<https://inforegulator.org.za>) or by contacting them directly.

4. Records Available Without Request

The following records are automatically available on the Crickmay & Associates website and do not require a formal PAIA request:

- Company profile
- Services offered
- Contact information
- News and publications

5. Records Available on Request

The following records may be requested in terms of PAIA:

- Financial records
- Operational records
- Personnel records
- Client-related records
- Statutory records responsible for responding appropriately to actual or perceived breaches by working together with the Resource Owners and the Information Technology personnel directly responsible for the resource in question.

6. Request Procedure

To request access to a record, complete Form 2 (available from <http://platform.crickmay.co.za/paiaform.aspx>) and submit it. The request must include sufficient detail to enable the company to identify the record and the requester.

7. Fees

A request fee and access fee may be charged in accordance with the prescribed fees under PAIA. The requester will be notified of the applicable fees before the request is processed.

8. Information Officer Details

The Information Officer and Deputy Information Officer are duly registered with the Information Regulator.

Information Officer: Keith Braithwaite

Email: keith@crickmay.co.za

Telephone: +27 82 312 2317

Deputy Information Officer: Jayce Lane

Email: lane@crickmay.co.za

Telephone: +27 33 343 1007

9. Processing of Personal Information (POPIA Compliance)

Crickmay & Associates processes personal information in accordance with the Protection of Personal Information Act (POPIA). Appropriate security safeguards are in place to protect personal information from loss, misuse, and unauthorized access.

10. Description of Subjects and Categories of Records Held

Human Resources

- - Employee records
- - Employment contracts
- - Leave records
- - Payroll information

Finance

- - Annual financial statements
- - Tax records
- - Invoices and receipts
- - Banking details

Client Services

- - Client contact information
- - Project documentation
- - Service agreements

- - Reports and deliverables
- Corporate Governance
- - Company registration documents
 - - Board meeting minutes
 - - Policies and procedures
 - - Compliance records
- Information Technology
- - IT policies
 - - System access logs
 - - Software licenses
 - - Data backup records
- Marketing and Communications
- - Marketing materials
 - - Press releases
 - - Website content
 - - Social media communications

11. Promotion for Processing Personal Information

In accordance with the Protection of Personal Information Act (POPIA), Crickmay & Associates processes personal information for the following purposes:

- - To provide clients with professional services and support.
- - To comply with legal and regulatory obligations.
- - To manage client and supplier relationships.
- - To communicate with stakeholders and respond to inquiries.
- - To maintain and update internal administrative and operational systems.
- - To conduct internal audits, risk assessments, and quality assurance.
- - To recruit and manage employees and contractors.
- - To protect the legitimate interests of the organisation and its clients.

12. Categories of Data Subjects and Nature of Personal Information Processed

Crickmay & Associates processes personal information relating to the following categories of data subjects:

- - Clients and Customers
- - Employees and Job Applicants
- - Suppliers and Service Providers
- - Website Visitors and Online Users
- - Regulatory and Statutory Bodies

The nature of the personal information processed includes, but is not limited to:

- - Full names and contact details
- - Identification numbers and registration details
- - Employment history and qualifications
- - Financial and banking information
- - Communication records and correspondence
- - IP addresses and website usage data

13. Disclosure of Personal Information

Crickmay & Associates may disseminate personal information to the following persons or categories of persons, where such disclosure is necessary for the purposes for which the information was collected, or as required by law:

- Regulatory authorities and government agencies as required by applicable legislation.
- Service providers and contractors who process personal information on behalf of the organisation.
- Legal representatives, auditors, and consultants for compliance and advisory purposes.
- Business partners and affiliates for operational and administrative purposes.
- Any other third parties where the data subject has provided consent or where disclosure is permitted under applicable law.

14. Planned Transborder Flows of Personal Information

Crickmay & Associates may, where necessary for its operations, transfer personal information across borders to third parties in foreign countries. Such transfers will only occur in compliance with Section 72 of the Protection of Personal Information Act (POPIA), ensuring that the recipient is subject to a law, binding corporate rules, or binding agreement which provides an adequate level of protection that is substantially similar to the conditions for lawful processing as set out in POPIA. The organisation will take reasonable steps to ensure that the personal information transferred is protected and that the data subjects are informed of such transfers where applicable.

15. Technology and Security Measures for Personal Information

Crickmay & Associates employs a range of technological and organizational measures to ensure the confidentiality, integrity, and availability of personal information under its care. These measures include:

1. Firewalls and Intrusion Detection Systems: To prevent unauthorized access to internal networks.
2. Secure Access Controls: Role-based access and authentication mechanisms to restrict access to personal data.
3. Data Encryption: Encryption of data at rest and in transit using industry-standard protocols.
4. Regular Security Audits: Periodic assessments and penetration testing to identify and mitigate vulnerabilities.
5. Backup and Disaster Recovery: Regular data backups and tested recovery procedures to ensure data availability.
6. Secure Communication Channels: Use of HTTPS and secure email protocols for data transmission.
7. Endpoint Protection: Antivirus and anti-malware software deployed on all endpoints.
8. Employee Training: Ongoing training programs to ensure staff are aware of data protection responsibilities.

These measures are reviewed and updated regularly to adapt to emerging threats and technological advancements.

16. Requesters have the right to lodge a complaint with the Information Regulator if they are dissatisfied with:

- The refusal of access
- Fees charged
- Delay in response

Complaints can be submitted to:

The Information Regulator (South Africa)

Website: <https://www.justice.gov.za/inforeg/>

Email: PAIAComplaints@inforegulator.org.za

17. Response Timeframes

The response timeframes are standard: 30 days with an extension of an additional 30 days.

18. Grounds for Refusal of Access

The following are grounds for refusal of access:

1. Personal privacy
2. Commercial confidentiality
3. Legal privilege
4. Security of property/systems

19. Availability of Manual

This manual is available on our website:

<http://platform.crickmay.co.za/paiamannual.aspx>