



Awakening Leadership Coaching (PTY) LTD

Registration Number: 2013/058626/07

PAIA MANUAL

**Prepared in terms of section 51 of the Promotion of Access to
Information Act 2 of 2000 (as amended)**

DATE OF COMPILATION: 10 April 2022

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1. LIST OF ACRONYMS AND ABBREVIATIONS

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|-----|--------------------|--|
| 1.1 | “CEO” | Chief Executive Officer |
| 1.2 | “DIO” | Deputy Information Officer. |
| 1.3 | “IO” | Information Officer; |
| 1.4 | “Minister” | Minister of Justice and Correctional Services. |
| 1.5 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000(as Amended. |
| 1.6 | “POPIA” | Protection of Personal Information Act No.4 of 2013. |
| 1.7 | “Regulator” | Information Regulator; and |
| 1.8 | “Republic” | Republic of South Africa |

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;

- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF AWAKENING LEADERSHIP (PTY) LTD

3.1. Chief Information Officer

Name: Sivanasan Govender (CEO)
Tel: 081 3211 312
Email: alvin@awakeningleadership.co.za

3.2. Deputy Information Officer

Name: Nirengini Archary
Tel: 084 724 6324
Email: info@awakeningleadership.co.za

3.3 Access to information general contacts

Email: info@awakeningleadership.co.za

3.4 National or Head Office

Postal Address: 140A Kelvin Drive. Morningside Manor. Johannesburg. 2196
Physical Address: 140A Kelvin Drive. Morningside Manor. Johannesburg. 2196
Telephone: 081 765 1019
Email: info@awakeningleadership.co.za
Website: www.awakeningleadership.co.za

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated, and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2. The Guide is available in each of the official languages and in braille.

4.3. The aforesaid Guide contains the description of-

4.3.1. the objects of PAIA and POPIA;

4.3.2. the postal and street address, phone, and fax number and, if available, electronic mail address of-

- 4.3.2.1.** the Information Officer of every public body, and
- 4.3.2.2.** every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 4.3.3.** the manner and form of a request for-
 - 4.3.3.1.** access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2.** access to a record of a private body contemplated in section 50⁴;
- 4.3.4.** the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5.** the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6.** all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 4.3.6.1.** an internal appeal;
 - 4.3.6.2.** a complaint to the Regulator; and

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

- 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.
- 4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 4.5. The Guide can also be obtained-
 - 4.5.1. upon request to the Information Officer;

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-
 (a) any matter which is required or permitted by this Act to be prescribed;
 (b) any matter relating to the fees contemplated in sections 22 and 54;
 (c) any notice required by this Act;
 (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
 (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

4.6 A copy of the Guide is also available in the following in English, for public inspection during normal office hours-

5. CATEGORIES OF RECORDS OF AWAKENING LEADERSHIP (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Available on Website	Available upon request
PAIA Manual	X	X
Promotion of Access to Information Policy	X	X
POPIA Privacy Notice	X	X

6. DESCRIPTION OF THE RECORDS OF AWAKENING LEADERSHIP (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
PAIA Manual	Promotion of Access to Information Act 2 of 2000
POPIA Privacy Notice	Section 18 of POPIA
Promotion of Access to Information Policy	Promotion of Access to Information Policy (Version 2) 2021.09

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY AWAKENING LEADERSHIP (PTY) LTD

Subjects on which the body holds records	Categories of records
Awakening Lead Team (Directors) Strategic Planning	Monthly plans, Attendance Registers, Feedback reports to clients, Affiliate performance records, Evaluation forms, Feedback from clients
Affiliate coaches	<ul style="list-style-type: none"> - Employee's contact details - Attendance registers - Employee Assessments - Employee's personal information - Employee's feedback and responses - Employee's progress reports
3rd Party Service Providers Neurozone, Enneagram International and Lumina	<ul style="list-style-type: none"> - Employee's contact details - Employee's results from assessments - Organisational results, team reports and heatmaps
Marketing and web design 3 rd party service provider	<ul style="list-style-type: none"> - Limited access to personal information - All contact details obtained through the website transfers directly to Awakening Leadership (PTY) LTD

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Performance, leadership training and support and business coaching

Awakening Leadership (PTY) LTD conducts personal and business coaching and training to improve personal and work performance, leadership ability and facilitate effective team dynamics and culture within organisations. To do so our clients (and their employees where relevant) will be required to share necessary information and data that will aid the coaching conversation and to improve on the coaching outcomes agreed upon. The personal information requested is to assist AWAKENING LEADERSHIP (PTY) LTD, its affiliates and partners to support the individual (and their employer where relevant) with professional and quality coaching, and to meet the client's needs and expectations.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Client Personal Information	<p>Personal Details</p> <ul style="list-style-type: none"> • Name and surname • Date of Birth <p>Contact Details</p> <ul style="list-style-type: none"> • Cell phone and/or Landline number • Email address • Physical work address <p>Work Information</p> <ul style="list-style-type: none"> • Employee code/ number • Role size • Responsibilities • Work experience and history • Team dynamics • Reporting lines <p>Education</p> <ul style="list-style-type: none"> • Qualifications • Courses completed • Career goals <p>Personal Information needed for the purposes of Financial Coaching (Only if Financial Coaching is requested by the client)</p> <ul style="list-style-type: none"> • Salary • Income and Expenses • Assets and liabilities • Financial portfolio • Marital status and contract type • Number and ages of dependents <p>Indirect Information: Information that may be shared to a coach indirectly through the consultancy process. This will not be requested by Awakening Leadership directly; but may form part of the collected data.</p> <ul style="list-style-type: none"> • Gender • Age • Language • Financial goals • Personal goals and challenges • Family goals and challenges • Medical history • Personality types • Physical and mental wellbeing

Categories of Data Subjects	Personal Information that may be processed
Information required by third-party service providers	<ul style="list-style-type: none"> • Full name and surname • Cell phone number • Email Address • Company Name • Employee Number
Client/Company/Organisation	<ul style="list-style-type: none"> • Physical Address • Relevant contact details • Roles and responsibilities of key personnel • Specific challenges being faced • Organisational needs • Relevant employee information • Relevant results from surveys and data • Reporting lines and structures • Vision and goals

8.3 Planned transborder flows of personal information

AWAKENING LEADERSHIP (PTY) LTD will not transfer personal information about a data subject to any third party who is in a foreign country unless-

8.3.1 the third party who is the recipient of the information is subject to a law, binding corporate rules or binding agreement which provide an adequate level of protection that—

- a) effectively upholds principles for reasonable processing of the information that are substantially similar to the conditions for the lawful processing of personal information relating to a data subject who is a natural person and, where applicable, a juristic person; and
- b) includes provisions, that are substantially similar to this section, relating to the further transfer of personal information from the recipient to third parties who are in a foreign country.

8.3.2 the data subject consents to the transfer

8.3.3 the transfer is necessary for the performance of a contract between the data subject and the responsible party, or for the implementation of pre-contractual measures taken in response to the data subject's request.

8.3.4 the transfer is necessary for the conclusion or performance of a contract concluded in the interest of the data subject between the responsible party and a third party.

8.3.5 the transfer is for the benefit of the data subject, and—

- a) it is not reasonably practicable to obtain the consent of the data subject to that transfer; and
- b) if it were reasonably practicable to obtain such consent, the data subject would be likely to give it.

8.4 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity, and availability of the information

Access Controls

Awakening Leadership has security measures in place to manage and control the physical access to the premises in which it operates, and at which all information relating to Awakening Leadership and its clients is hosted. Access to the offices is limited to authorised personnel only. This is controlled by security personnel on site, access controlled through support staff and no visitors have access to our offices and client information. All client information, relevant client data, PC passwords and any other information that is meant to be protected, will be kept safely and securely. Awakening Leadership (PTY) LTD will always act responsibly and mindfully when it comes to the protection of personal information and client data.

Technical Controls

During the configuration of personal computers (PC), portable devices, servers, hardware and operating systems, standardised security measures are applied. These measures include:

- Antivirus
- Security updates
- Firewalls
- Secure passwords and access controls
- Network security

Depending on the requirements of our clients, additional technical controls may be implemented upon request, such as media encryption, disk encryption and secure data transfer.

AVAILABILITY OF THE MANUAL

8.5 A copy of the Manual is available-

8.5.2 on www.awakeningleadership.co.za if any;

8.5.3 head office of Awakening Leadership (PTY) LTD for public inspection during normal business hours;

8.5.4 to any person upon request and upon the payment of a reasonable prescribed fee; and

8.5.5 to the Information Regulator upon request.

8.6 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

9 UPDATING OF THE MANUAL

The head of Awakening Leadership (PTY) LTD will on a regular basis update this manual.

Issued by



Sivanasan Govender

Chief Executive Officer – Awakening Leadership (PTY) LTD