

PAIA Manual

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

1. List of acronyms and abbreviations

- CEO - Chief Executive Officer
- DIO - Deputy Information Officer
- IO - Information Officer
- Minister - Minister of Justice and Correctional Services
- PAIA - Promotion of Access to Information Act No. 2 of 2000 (as Amended)
- POPIA - Protection of Personal Information Act No.4 of 2013
- Regulator - Information Regulator
- Republic - Republic of South Africa

2. Purpose of the 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 the Tilte Solutions SA (PTY) Ltd

3.1. Information Officer

Name: Stergios Saltas
Tel: (+27) 010 824 7849
Email: privacy@tilte.cx

3.2. Deputy Information Officer

Name: Jean Oosthuizen
Tel: (+27) 010 824 7849
Email: privacy@tilte.cx

3.3. Access to information general contacts

Email: privacy@tilte.cx

3.4. National or Head Office

Postal Address: 1st Floor, DQ Suites, Design Quarter, Cnr Leslie Ave & Winnie Mandela Dr, Magaliessig, Sandton, 2191

Physical Address: 1st Floor, DQ Suites, Design Quarter, Cnr Leslie Ave & Winnie Mandela Dr, Magaliessig, Sandton, 2191

Telephone: (+27) 010 824 7849

Email: engage@tilte.cx

Website: <https://tilte.cx>

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 the Information Officer and Deputy Information Officer;
 - 4.3.3)** the manner and form of a request for access to a record of a public and private body;
 - 4.3.4)** the assistance available from the IO and the Regulator;
 - 4.3.5)** 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;
 - 4.3.6)** the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual;
 - 4.3.7)** the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records;
 - 4.3.8)** the notices issued in terms of sections 22 and 54 regarding fees;
 - 4.3.9)** the regulations made in terms of section 92.
- 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 upon request to the Information Officer or from the website of the Regulator (<https://info regulator.org.za/>).

5. Categories of records of the body which are available without a person having to request access

Category of records	Types of the Record	Available on Website	Available upon request
Marketing	Public Product Brochures	X	X

6. Description of the records of the body which are available in accordance with any other legislation

Category of Records	Applicable Legislation
Memorandum of Incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Employee Records	Basic Conditions of Employment Act No. 75 of 1997
Tax Records	Income Tax Act No. 58 of 1962

7. Description of the subjects on which the body holds records and categories of records held on each subject

Subjects on which the body holds records	Categories of records
Human Resources	HR policies and procedures, Employees records, Advertised posts
Strategic Documents	Strategic Plan, Annual Performance Plan
Financial Records	Annual Financial Statements, Tax Returns, Invoices

8. Processing of personal information

8.1. Purpose of Processing Personal Information

Tilte will use your personal information only for the purposes for which it was collected and agreed with you. In addition, where necessary your information may

be retained for legal or research purposes.

For example:

- To gather contact information.
- To enable the execution of contracts.
- To confirm and verify your identity or to verify that you are an authorised user for security purposes.
- For the detection and prevention of fraud, crime, money laundering or other malpractice.
- To comply with legal obligations imposed on Tilte.
- To conduct market or customer satisfaction research or for statistical analysis.
- For audit and record keeping purposes.
- In connection with legal proceedings.

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

Tilte may possess records relating to suppliers, shareholders, contractors service providers, staff and clients:

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	Names of customer and contact persons; Physical and Postal address and contact details; Financial information; Bank details, Registration Number; Founding documents; Tax related information (for example VAT numbers); Authorised signatories, beneficiaries, ultimate beneficial owners; IP addresses assigned to customers, Tilte account IDs, usernames, email addresses, source and destination IP addresses
Service Providers	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial

	information; Registration Number; Founding documents; Tax related information; Authorised signatories, beneficiaries, ultimate beneficial owners
Employees / Directors	Gender, Pregnancy; Marital Status; Colour, Age, Language, Education information; Financial Information; Employment History; ID number; Physical and Postal address; Contact details

8.3. The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

8.4. Planned transborder flows of personal information

Where transborder flows of Personal Information is required Tilte will assure to:

- Take steps to determine whether you are entitled to transfer personal information about a data subject to a third party in a foreign country.
- Confirm that at least one of the additional requirements have been met.
- The third party is subject to a law, binding corporate rules or binding agreement which provides an adequate level of protection of personal information
- the data subject consented to the transfer of the personal information to the third party in a foreign country.
- The transfer is necessary for the performance of a contract between the data subject and your company, or for the implementation of pre-contractual measures taken in respect of a request by the data subject.

- The transfer is necessary for the conclusion or performance of a contract concluded between your company and the third party in the interests of the data subject, or
- The transfer is for the benefit of the data subject and it is not reasonably practical to obtain the consent of the data subject to that transfer and if it were practical, the data subject would have provided their consent.

8.5. General description of Information Security Measures

Tilte continuously establishes and maintains appropriate, reasonable technical and organisational measures to ensure that the integrity of the personal information in its possession or under its control is secure and that such information is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration or access by having regard to the requirements set forth in law, in industry practice and generally accepted information security practices and procedures within Tilte.

9. Availability of the manual

9.1) A copy of the Manual is available-

9.1.1) on <https://tilte.cx/privacy>

9.1.2) head office of the Tilte Solutions SA (PTY) Ltd for public inspection during normal business hours

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

9.1.4) to the Information Regulator upon request.

9.2) 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.

10. Updating of the manual

The Information Officer will on a regular basis update this manual.

Issued by

Stergios Saltas
Operation Director