

PAIA Manual Template: Private Body

ONLINE SYNERGY CC

(CK 2004/054474/23)

PAIA MANUAL

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

DATE OF COMPILATION: 01/10/2021

DATE OF REVISION: 25/09/2026

1. LIST OF ACRONYMS AND ABBREVIATIONS

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

1.8 'Republic': Republic of South Africa

2. PURPOSE OF PAIA MANUAL

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.

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.

2.5 Know the description of the guide on how to use PAIA, as updated by the Regulator.

2.6 Know if the body will process personal information and the purpose of processing.

2.7 Know the description of the categories of data subjects and relating information.

2.8 Know the recipients or categories of recipients to whom 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.

2.10 Know whether the body has appropriate security measures to ensure confidentiality and integrity of information.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF ONLINE SYNERGY

3.1. Chief Information Officer

Name: Mark Bellinger (The Member)
Tel: 0834410400 (No Landline Available)
Email: markb@onlinesynergy.net
Fax number: N/a

3.2. Deputy Information Officer

Name: N/a
Tel: N/a
Email: N/a
Fax Number: N/a

3.3 Access to information general contacts

Email: markb@onlinesynergy.net

3.4 National or Head Office

Postal Address: PO Box 938 Sea Point, 8060
Physical Address: 42 Gevonden Estate, Stellenbosch, 7600
Telephone: 0834410400
Email: markb@onlinesynergy.net
Website: onlinesynergy.net

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

4.1 The Regulator has updated and made available the revised Guide on how to use PAIA in an easily comprehensible form.

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

4.3 The Guide contains descriptions of the objects of PAIA/POPIA, contact details of Information Officers, the request forms, and available remedies in law.

4.4 Members of the public can inspect or make copies of the Guide from the offices of public/private bodies or the Regulator.

4.5 The Guide can be obtained upon request to the Information Officer or from the Regulator's website.

4.6 A copy of the Guide is available for inspection in **ENGLISH & AFRIKAANS**.

5. CATEGORIES OF RECORDS OF ONLINE SYNERGY WHICH ARE AVAILABLE WITHOUT REQUEST

Automatically available records that can be downloaded from the website or requested via email:

Category of records	Types of the Record	Available on Website	Available upon request
Marketing Material	Public website content / Information flyers	X	X

6. DESCRIPTION OF THE RECORDS OF ONLINE SYNERGY 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
Company Records	Companies Act 71 of 2008 / Close Corporations Act 69 of 1984
Tax Records	Income Tax Act 58 of 1962 / VAT Act 89 of 1991

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES HELD

Reflecting Digital Online Ad and Content operations:

Subjects on which the body holds records	Categories of records
Finance	Revenue & expenditure, invoices, receipts
Operations	Website traffic analytics, digital product sales logs, and advertising revenue reports

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose: Personal information is processed to provide digital product services, track advertising channels, communicate with users, and satisfy South African revenue obligations.

8.2 Categories of Data Subjects and Information:

Categories of Data Subjects	Personal Information that may be processed
Customers / Digital Buyers	name, address, email, telephone contact details
Website Visitors	IP addresses, cookie identifiers, analytics clickstream logs
Service Providers / Advertisers	names, registration details, bank account records

8.3 Recipients to whom personal information may be supplied:

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Financial / Payment details	Banking institutions, secure payment gateways, auditors, tax authorities
Identity verification	Verification agencies / South African Police Services (where required)

8.4 Planned transborder flows of personal information: Cloud storage backup networks, analytical tracking tools, or secure email dispatch services may process underlying operational data structures outside the borders of South Africa.

8.5 Information Security Measures: standard cryptographic data encryption, firewall layers, scheduled system parameter updates, anti-malware tracking scripts, and isolated access permissions.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available on **onlinesynergy.net**, at the head office for public inspection, to any person upon request and payment of the prescribed fee, and to the Information Regulator.

9.2 A fee for a copy of the Manual shall be payable per each A4-size photocopy made as outlined in Annexure B.

10. UPDATING OF THE MANUAL

The head of Online Synergy will on a regular basis update this manual.

Issued by:

Mark Bellinger (The Member)

11. ANNEXURE A: FORM 2

FORM 2: REQUEST FOR ACCESS TO RECORD

[Regulation 7]

Note:

1. Proof of identity must be attached by the requester.
2. If a request is made on behalf of another person, proof of authorization must be attached.

TO: The Information Officer

Address: _____

E-mail address: _____

Fax number: _____

Mark with an "X":

☐ Request is made in my own name ☐ Request is made on behalf of another person.

A. Particulars of Person Requesting Access

Full Name & Surname: _____

Identity Number: _____

Postal / Street Address: _____

Contact Number: _____ Email Address: _____

B. Particulars of Record Requested

Description of record or relevant part: _____

Reference number, if available: _____

12. ANNEXURE B: FEES IN RESPECT OF PRIVATE BODIES

Item	Description	Amount
1.	Request fee payable by every requester	R140.00
2.	Photocopy/print black & white A4 page	R2.00 / page
3.	Computer-readable form on Flash Drive	R40.00
4.	Computer-readable form on Compact Disc (CD)	R60.00
5.	Search & preparation fee (per hour after first)	R145.00

13. ANNEXURE C: FORM 3**FORM 3: OUTCOME OF REQUEST AND OF FEES PAYABLE***[Regulation 8]*

Reference number: _____

TO: _____

Kindly note that your request has been:

☐ Approved ☐ Denied, for the following reasons: _____**Total Estimated Costs Owed:** R_____**Bank Account for Fee Deposit:** Account Holder: Online Synergy CC | Bank: [Insert Bank]