

1. Introduction

This manual is published in accordance with Section 51 of the Promotion of Access to Information Act (PAIA), 2000 and the Protection of Personal Information Act (POPIA), 2013. It provides information on how to request access to records held by PS24 (Pty) Ltd.

2. Company Overview

Name: PS24 (Pty) Ltd

Website: <https://ps24.co.za>

Nature of Business: Information Security and Enterprise Architecture company that specialises in cloud migration, data protection and AI. There is also a focus on app development and modernization for the financial services and telecommunication sectors.

Company Registration Number: 2019/381281/07

Physical and Postal Address: 10 Wild Peach Crescent, Cedar Office Estate

Contact Email: consult@ps24.co.za

Contact Phone: Not provided

3. Information Officer

Name: Joeleen Anderson

Title: Chief Executive Officer

Email: consult@ps24.co.za

Phone: Not provided

Address: 10 Wild Peach Crescent, Cedar Office Estate

4. Guide on How to Use PAIA

The PAIA Guide is published by the Information Regulator and provides details on how to exercise rights under PAIA. It is available at <https://www.justice.gov.za/infoREG/> or can be requested from the Information Regulator directly.

5. Records Available Without a Request

The following records are automatically available:

- Company brochures
- Newsletters
- Public reports
- Marketing materials

6. Records Available on Request

Records held by PS24 (Pty) Ltd include:

- Human Resources records
- Financial records
- Operational records
- Client data

Requests must be made using Form C and may be subject to a fee. The process includes submitting the form to the Information Officer and awaiting approval.

7. Grounds for Refusal of Access

Access to records may be refused on the following grounds:

- Protection of personal information
- Confidentiality agreements
- Commercial harm
- Legal privilege

8. Remedies Available

If access is refused, the requester may:

- Appeal internally (if applicable)
- Lodge a complaint with the Information Regulator
- Approach the courts for relief

9. Processing of Personal Information

PS24 (Pty) Ltd processes personal information for the following purposes:

- Service delivery
- Client communication
- Legal compliance

Categories of data subjects include clients, employees, and suppliers. Security measures are in place to protect personal information. Cross-border transfers may occur in accordance with POPIA.

10. Availability of the Manual

This manual is available on the company website (<https://ps24.co.za>) and at the company's physical address: 10 Wild Peach Crescent, Cedar Office Estate.