

MANUAL
IN TERMS OF
SECTION 51
OF THE
**PROMOTION OF ACCESS TO
INFORMATION ACT 2 OF 2000**
(PAIA)

Prosource Technologies (Pty) Ltd

Registration Number: 2014/267139/07

4 Sable Close, Strydom Park, Gauteng, 2169

Version 1.0 | 2026

This manual has been prepared by Prosource Technologies (Pty) Ltd in compliance with Section 51 of the Promotion of Access to Information Act 2 of 2000. The information contained herein is provided in good faith and on a best-efforts basis and is subject to change without notice.

TABLE OF CONTENTS

1. Introduction and Purpose.....	4
2. Company Information.....	4
3. Structure of the Company.....	5
4. South African Human Rights Commission Guide.....	5
5. Information Officer.....	6
6. Records Available Without a Formal Request.....	7
7. Categories of Records and How to Request Access.....	7
8. Protection of Personal Information (POPIA).....	8
9. Access to Records of Third Parties.....	9
10. Procedure for Requesting Access to Records.....	9
11. Fees Payable.....	11
12. Grounds for Refusal of Access to Records.....	12
13. Remedies Available if Request is Refused.....	13
14. Availability of this Manual.....	14
15. Interpretation.....	14

1. INTRODUCTION AND PURPOSE

This manual has been compiled in accordance with Section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA" or "the Act"). PAIA gives effect to the constitutional right of access to any information held by the State, and any information held by another person, that is required for the exercise or protection of any rights.

The purpose of this manual is to:

- Foster a culture of transparency and accountability;
- Provide a description of the categories of records held by Prosource Technologies (Pty) Ltd;
- Set out the procedure to be followed by any person wishing to request access to a record held by the Company.

NOTE: Access to records held by a private body is only available to requestors who require the information for the exercise or protection of a right. A request must motivate why the information is required for this purpose.

2. COMPANY INFORMATION

Company Name	Prosource Technologies (Pty) Ltd
Registration Number	2014/267139/07
Nature of Business	Software Development and related ICT services
Physical Address	4 Sable Close, Strydom Park, Gauteng, 2169
Postal Address	PO Box 307, Ferndale, 2160
Website	https://prosource.co.za/
Email	legal@prosource.co.za
Telephone	011 082 0000
Information Officer	Frederick Pierre Naude

3. STRUCTURE OF THE COMPANY

Prosource Technologies (Pty) Ltd is a private company incorporated under the laws of the Republic of South Africa, engaged in software development and related information and communications technology (ICT) services.

The Company provides, inter alia, the following services:

- Custom software development and application design
- Systems integration and technical consulting
- Software maintenance, support and managed services
- ICT project management
- Technology solutions and digital transformation services

4. SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE

In terms of Section 10 of PAIA, the South African Human Rights Commission ("SAHRC") must compile and make available a guide to assist persons wishing to exercise rights contained in PAIA.

Organisation	South African Human Rights Commission
Physical Address	29 Princess of Wales Terrace, Parktown, Johannesburg, 2193
Postal Address	Private Bag 2700, Houghton, 2041

Telephone	011 877 3600
Website	www.sahrc.org.za
Email	PAIA@sahrc.org.za

5. INFORMATION OFFICER

5.1 Information Officer

The following person has been designated as Information Officer responsible for handling all requests for access to records:

Name	Frederick Pierre Naude
Capacity / Title	Information Officer (appointed 2023-07-21)
Physical Address	4 Sable Close, Strydom Park, Gauteng, 2169
Postal Address	PO Box 307, Ferndale, 2160
Email Address	legal@prosource.co.za
Telephone Number	011 082 0000

5.2 Deputy Information Officer

The following person has been designated as Deputy Information Officer to handle requests in the absence of the Information Officer:

Name	Stephen Van Rooyen
Capacity / Title	Director / Deputy Information Officer (appointed 2023-07-21)
Physical Address	4 Sable Close, Strydom Park, Gauteng, 2169
Postal Address	PO Box 307, Ferndale, 2160
Email Address	legal@prosource.co.za
Telephone Number	011 082 0000

All requests for access to records must be directed to the Information Officer. In the absence of the Information Officer, requests may be directed to the Deputy Information Officer.

6. RECORDS AVAILABLE WITHOUT A FORMAL REQUEST

As a private company, Prosource Technologies (Pty) Ltd is not required to make records automatically available to the public, except where disclosure is expressly required by applicable legislation.

The only records accessible without a formal PAIA request are those required by law to be publicly available, held by or accessible from the relevant regulatory or public authority:

- Company registration information — available from the Companies and Intellectual Property Commission (CIPC) at www.cipc.co.za
- Memorandum of Incorporation (MOI) — available from CIPC
- B-BBEE certificate or affidavit — available from the Company upon written request to the Information Officer
- Employment Equity reports (where applicable) — available from the Department of Employment and Labour

All other records held by the Company are subject to a formal request process as set out in this manual. Where information is in the public domain and held by a public authority, the requestor is encouraged to approach that body directly.

This manual is published on the Company's website at <https://prosource.co.za/> and is available for download free of charge. No formal request is required to access this manual.

7. CATEGORIES OF RECORDS AND HOW TO REQUEST ACCESS

Prosource Technologies (Pty) Ltd holds records in the ordinary course of its business operations. These records may relate to, amongst others, corporate and statutory matters, human resources and employment, clients and service delivery, suppliers and procurement, intellectual property, technology and systems, and legal and compliance matters.

The Company does not publish a detailed inventory of all records held. The relevance and accessibility of any specific record depends on the nature and purpose of the request. All requests are considered on a case-by-case basis in accordance with PAIA.

Any person who requires access to a record must submit a formal written request to the Information Officer as set out in Section 10 of this manual. The Company will consider each request on its merits, having regard to:

- The nature and description of the record requested;
- The right that the requestor seeks to exercise or protect;
- Whether any grounds for refusal apply under PAIA;

- The interests of any third parties whose information may be contained in the record.

The Company will respond to all valid requests within the timeframes prescribed by PAIA and will provide reasons for any refusal. Where only part of a record is accessible, the Company will provide access to the severable portion.

If the information you require is in the public domain or held by a public authority (such as CIPC, SARS, or the Department of Labour), you are encouraged to approach that authority directly, as a formal PAIA request to the Company would not be necessary in such cases.

8. PROTECTION OF PERSONAL INFORMATION (POPIA)

Prosource Technologies (Pty) Ltd processes personal information in the course of providing software development and related ICT services. The Company is committed to processing personal information responsibly and in accordance with the Protection of Personal Information Act 4 of 2013 ("POPIA").

All personal information held by the Company is processed in good faith, for lawful purposes, and with appropriate technical and organisational safeguards in place to protect such information against loss, damage, or unauthorised access.

Requests relating to personal information held by the Company must be directed to the Information Officer. Where personal information is processed by the Company on behalf of a client, requests relating to that information should be directed to the relevant client as the responsible party.

For further information on how the Company processes personal information, please refer to the Company's Privacy Policy available on the website at <https://prosource.co.za/>

9. ACCESS TO RECORDS OF THIRD PARTIES

The Company may hold records relating to third parties, including clients, employees, suppliers or contractors. Access to such records may be restricted to protect the privacy and confidential information of those third parties.

Where a request involves records containing third-party information, the Company will:

- Take reasonable steps to notify the third party of the request;
- Afford the third party an opportunity to make representations;
- Consider those representations before making a decision.

Access to third-party records will only be granted where the third party has consented, disclosure is required by law, or the public interest outweighs the harm to the third party's privacy.

10. PROCEDURE FOR REQUESTING ACCESS TO RECORDS

10.1 Who May Request Access

Any person (a natural person, juristic person, or their duly authorised representative) may submit a request for access to records held by the Company, provided that the request is for the purpose of exercising or protecting a right.

10.2 How to Submit a Request

All requests must be made in writing using the prescribed Form C (as set out in Annexure B to the PAIA Regulations), submitted to the Information Officer by:

- Email: legal@prosource.co.za
- Hand delivery or post: 4 Sable Close, Strydom Park, Gauteng, 2169

Form C is available from the SAHRC at www.sahrc.org.za or from the Information Officer upon request.

10.3 What the Request Must Include

- Full name, address, and contact details of the requestor;
- Capacity in which the request is made;
- Description of the record(s) requested;
- Preferred form of access (e.g. copy, inspection);
- The right the requestor seeks to exercise or protect, and why the record is required for this purpose;
- Proof of authorisation if the request is made on behalf of another person.

10.4 Processing of Request

Upon receipt of a valid request, the Information Officer will acknowledge receipt, request payment of applicable fees, and notify the requestor of the decision within 30 days. This period may be extended by a further 30 days for large, complex requests or where third-party consultation is required. The requestor will be notified in writing of any extension.

10.5 Internal Appeal

A refused requestor may lodge an internal appeal with the head of the Company in writing within 60 days of the refusal. The head of the Company must decide the appeal within 30 days.

10.6 Application to Court

If the internal appeal is unsuccessful, the requestor may apply to the High Court for relief in terms of Section 82 of PAIA within 30 days of the appeal decision.

11. FEES PAYABLE

11.1 Request Fee

A non-refundable request fee of R50.00 is payable for each PAIA request. Persons unable to pay due to financial hardship may apply for a waiver in writing.

11.2 Access Fees

Type of Access	Fee
Photocopy (per page)	R1.10
Printed copy of computer-held record (per page)	R0.75
Electronic copy (per 24MB or part thereof)	R7.50
Transcription of visual images (per page)	R40.00
Copy of visual images	R60.00
Transcription of audio record (per page)	R20.00
Copy of audio record	R30.00
Records exceeding 20 pages	R50.00 deposit required
Postal/courier (if applicable)	Actual cost

Fees are subject to change by Ministerial Regulation. The Information Officer will confirm current applicable fees upon submission of a request.

12. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The Company may refuse access to records in terms of Chapter 4 of PAIA (Sections 63 – 69), including but not limited to:

12.1 Mandatory Grounds

- Records protected from disclosure under any other law;
- Records that would unreasonably disclose personal information about a third party;
- Records the disclosure of which would breach a duty of confidence owed to a third party;
- Records privileged from production in legal proceedings.

12.2 Discretionary Grounds

- Commercial information harmful to the financial interests of the Company or a third party;
- Records that could endanger the life or physical safety of an individual;
- Requests that are frivolous, vexatious, or an abuse of the right of access.

12.3 Severability

Where a record contains both refusable and accessible information, the Company will grant access to the severable accessible portions.

13. REMEDIES AVAILABLE IF REQUEST IS REFUSED

13.1 Internal Appeal

A requestor may appeal in writing to the head of the Company within 60 days of refusal. The head of the Company must decide within 30 days.

13.2 Application to the High Court

If the appeal is refused, the requestor may apply to the High Court under Section 82 of PAIA within 30 days of the appeal decision.

13.3 South African Human Rights Commission

The requestor may also approach the SAHRC for assistance:

Telephone	011 877 3600
Email	PAIA@sahrc.org.za

Website	www.sahrc.org.za
----------------	--

14. AVAILABILITY OF THIS MANUAL

This manual comprises 15 (fifteen) pages and is available through the following channels:

Channel	Details	Fee
Download from website	https://prosource.co.za/	Free of charge
By email (electronic copy)	Request via legal@prosource.co.za	Fee applicable
Printed copy	Request from the Information Officer at 4 Sable Close, Strydom Park, Gauteng, 2169	Fee applicable

This manual will be updated as and when necessary to reflect changes to the Company's structure, records, or legislative requirements. The current version supersedes all previous versions.

15. INTERPRETATION

Term	Meaning
"PAIA"	The Promotion of Access to Information Act 2 of 2000, as amended
"POPIA"	The Protection of Personal Information Act 4 of 2013
"the Company"	Prosource Technologies (Pty) Ltd (Registration No. 2014/267139/07)
"Information Officer"	The person designated by the Company to handle PAIA requests
"Record"	Any recorded information regardless of form or medium (as defined in PAIA)
"Requestor"	Any person who makes a request for access to a record
"SAHRC"	The South African Human Rights Commission
"CIPC"	The Companies and Intellectual Property Commission

This manual has been prepared by Prosource Technologies (Pty) Ltd in compliance with Section 51 of the Promotion of Access to Information Act 2 of 2000. The information contained herein is provided in good faith and on a best-efforts basis and is subject to change without notice.

Version 1.0 | 2026 | Reg No: 2014/267139/07