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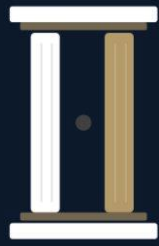
PAIA MANUAL

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

DATE OF COMPILATION: 06/04/2026

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1. Preamble

The Promotion of Access to Information Act No. 2 of 2000 (the Act) came into operation on 23 November 2001. Section 51 of this Act requires that we, as a Private Company, compile a manual giving information to the public regarding the procedure to be followed by requesting information from us for the purpose of exercising or protecting rights. We as a Private Company have compiled this manual, not only to comply with the provisions of the Act, but also to foster a culture of transparency and accountability in our environment and to ensure that members of the public have effective access to information in our possession which will assist them in the exercise and protection of their rights.

2. Particulars in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000

CONTACT DETAILS	
Name of Business	Lexsolve Consulting (Pty) Ltd
Designated contact person	Luttie Jacobs (Information Officer)
Physical address	6 Swarthout Street, Vredeklouf, Brackenfell, 7560
Telephone number	063 367 0620
Email address	luttie@lexsolve.co.za

3. Information Regulators Guide

An official Guide has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA. This Guide is made available by the Information Regulator. Copies of the updated Guide are available from the Information Regulator free of charge. Members of the public can inspect or make copies of the Guide from the offices of the private body, including the office of the Information Regulator during normal business hours. The Guide can be obtained upon request to the Information Officer or from the website of the Information Regulator (<https://inforegulator.org.za/>).



4. Who May Request Information in Terms of the Act

Any person, who requires information for the exercise or protection of any rights, may request information from a Private Company.

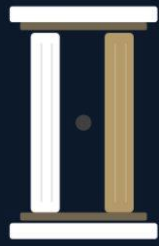
Section 50 of the Act states that:

- That record is required for the exercise or protection of any rights.
- That person complies with the procedural requirements in this Act 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 the PAIA Act.

The subject on which the Company holds records, and the categories of records are listed below.

Records Available in terms of any other Legislation

Basic Conditions of Employment Act, 97 of 1997
Companies Act, 71 of 2008
Compensation for Occupational Injuries and Health Diseases Act, 130 of 1993
Conduct of Financial Institution Bill
Consumer Protection Act, 68 of 2008
Electronic Communications and Transactions Act No 25 of 2002



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Employment Equity Act, 55 of 1998

Financial Advisory and Intermediary Services Act, 37 of 2002

Financial Intelligence Centre Act, 38 of 2002

Financial Services Board Act no 97 of 1990

Financial services Ombud Schemes Act, 37 of 2004

Income Tax Act No 58 of 1962

Insurance Act No 18 of 2017

Insurance Laws Amendment Act No 27 of 2008

Labour Relations Act No 66 of 1995

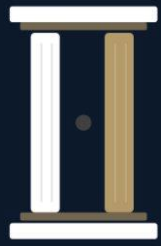
Occupational Health and Safety Act No 85 of 1993

Promotion of Access to Information Act No 2 of 2000

Protection of Personal Information Act 4 of 2013

Protected Disclosure Act No 26 of 2000

Short-Term Insurance Act No 53 of 1998



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Skills Development Act No 97 of 1998

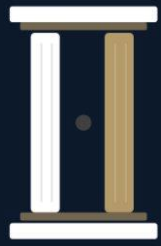
Unemployment Contributions Act, 4 of 2002

Unemployment Insurance Act, 63 of 2001

Categories of records and subjects respectfully of which records are held

Administration:	
Incorporation documents	Not available automatically
Minutes of general meetings	Not available automatically
Employment Equity Plans and Reports	Not available automatically
Any other records required to be kept in terms of the Companies Act or other legislation	Not available automatically

Regulatory:	
Permits, Licenses or Authorities	Not available automatically

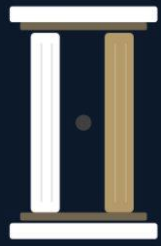


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Human Resources:	
Employment contracts	Not available automatically
Policy and Procedures	Not available automatically
Training	Not available automatically
Safety and Security Documents	Not available automatically
Disciplinary Records	Not available automatically
Leave Records	Not available automatically

Finances:	
Accounting and audit records	Not available automatically
Financial statements	Not available automatically



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Assets Inventory

Not available
automatically

Operations:

Service Level Agreements

Not available
automatically

5. The Request Procedure

- The prescribed form must be used to make the request for access to a record.
- A request may be made to the Information officer.
- Sufficient details of the request made must be provided on the request form to enable the Information Officer to clearly identify the record as well as the requester's specific identity and proof of identification must be provided to the Information Officer.
- A requester must indicate which form of access they require.
- A requester must indicate if they wish to be informed in any manner and if so, they must state the necessary particulars required to be so informed.
- A requester must identify the right that they are seeking to protect or that they wish to exercise, and they must provide an explanation as to why the requested record is required for the protection or exercise of that right.
- If a requester is making the request on behalf of another person, they must submit proof, to the satisfaction of the Information Officer, of their authority to make such a request, by means of a legally binding Power of Attorney in their favor. Failure to do so will result in the request being rejected.



6. Prescribed Fees

The prescribed fee of R 140.00 must be paid before a request is processed. Payment of this fee is to be made as directed by the Information Officer. There is no payment of a request fee if the request is a request for the requester's personal information. The Information Officer will then decide in respect of the request and will notify the requested of his decision. Should the request be refused, the requested may lodge an application at court against the tender of payment of the requested fee. If a request is granted then the requested will have to pay a further access fee for the search, reproduction, and preparation of the record as well as for any time, which has exceeded the prescribed hours to search and to prepare the record(s) for disclosure.

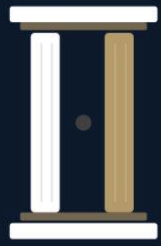
7. Grounds to refuse access to Information

There are various grounds under which access to information request may or must be refused by an Information Officer or Deputy Information Officer, these grounds are as follows:

7.1 *Protection of privacy of the third party*

An Information Officer must not allow access to personal information of a natural person, including a deceased individual. PAIA states that to protect the right to privacy of a third party who is a natural person, the Information Officer must assess whether releasing the information in question to the requester would involve the unreasonable disclosure of personal information. The Information Officer must also consider whether the personal information in question falls into the following categories of personal information which may be disclosed:

- Personal information of an individual who has given consent for this information to be released.
- Personal information which has already been made public.
- Personal information about a child under the age of 18 where the disclosure of such information is in the best interest of the child, and the requester is the child's carer (i.e., parent or guardian).



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- Personal information of a deceased person to a requester who is the individual's next of kin, or who has been authorised (written consent) by the next of kin.
- Personal information of a deceased person who has been deceased for a period of more than 20 years.
- Personal information of an individual who is or was an official of a public or private body and where the information relates to their position as an official.

7.2 Protection of commercial information of a third party

The Information Officer must refuse access to information if releasing such information would cause harm to the commercial or financial interests of the business. The following commercial information cannot be disclosed by an Information Officer:

- Trade secrets.
- Financial, commercial, scientific, scientific, research or technical information about a third party which, if released, would cause harm to the third party.
- Information which has been supplied in confidence by the third party.

7.3 Protection of confidential information

An Information Officer must refuse access to a record if the release of the record will amount to a breach of a duty of confidence owing to a third party in terms of an agreement or contract.

7.4 Protection of safety of individuals and property

An Information Officer must refuse access to a record if the disclosure of the record could reasonably be expected to compromise the safety of an individual or property.



7.5 Protection of information in legal proceedings

This refers to the protection of information required in legal and law enforcement processes.

7.6 Protection of research information

An Information Officer must refuse access to records which contain information relating to research which is or will be undertaken by the company or a third party. This refusal of access to information is in circumstances where the disclosure of the record will expose the research of the third party or company, the individual or institution carrying out the research, or the subject matter of the research to a serious disadvantage.

7.7 Manifestly frivolous or vexatious request, or substantial and unreasonable diversion of resources

An Information Officer may refuse a request for information if he is of the opinion that processing requests will be unreasonably time-consuming and lead to waste of resources. In addition, an Information Officer may refuse access to a record if the request is seen to be made by a requester to unnecessarily annoy or provoke.

8. Decision making process

The Information officer will take all the reasonable steps to find a record that has been requested. If the record cannot be found or does not exist, the Information officer must notify the requester by way of affidavit or affirmation, that it is not possible to give access to the record. This is deemed to be a refusal of the request. If, however, the record is later found, the requester must be given access if the requester has otherwise been granted. The Information Officer must, within 30 days of receipt of a correctly completed request, notify the requester of the decision as to whether to grant the request.



If the request is:

- **Granted:** The notification must state the applicable access fee required to be paid, together with the procedure to be followed should the requester wish to apply to court against such fee, and the form in which access will be given.
- **Declined:** The notification must include adequate reasons for the decisions, together with the relevant provisions of the Act relied upon and provide the procedure to be followed should the requester wish to apply to court against the decision.

9. Availability of PAIA Manual

A copy of this manual is available on the Lexsolve Consulting (Pty) Ltd website.

Website: www.lexsolve.co.za

10. Request for access to records of Lexsolve Consulting (Pty) Ltd

Please refer to Form 2.

Issued by

**Luttie Jacobs – Information Officer
Director**