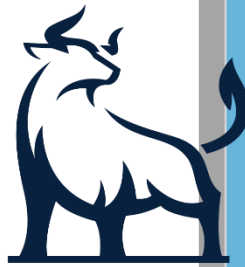


**MAKE THE MOVE
(PTY) LTD t/a
MAKE THE MOVE**

INFORMATION PAIA MANUAL



MAKE THE MOVE
RECRUITMENT
RESPECT • COLLABORATION • INNOVATION • PERFORMANCE

**MAKE THE MOVE
(PTY) LTD t/a MAKE THE MOVE
(PRIVATE LIMITED COMPANY)**

Registration No: 2022/725139/07

(Hereafter referred to in the rest of the
Information PAIA Manual as “the
Company”)

Prepared in accordance with Section
51 of the Promotion of Access to
Information Act, Number 2 of 200 (“the
Act”)

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1. **Background to the Promotion of Access to Information Act**

- 1.1 The Promotion of Access to Information Act, No 2 of 2000 ("the Act") was enacted on 3 February 2000, giving effect to the constitutional right in terms **Section 32** of the Bill of Rights contained in the Constitution of the Republic of South Africa 108 of 1996 ("the Constitution") of access to any information held by the state and any information that is held by another person and that is required for the exercise or protection of any rights.
- 1.2 **Section 32** of the Constitution states:

"Everyone has a 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."
- 1.3 The Promotion of Access to Information Act, No. 2 of 2000 (PAIA) was enacted to give effect to the constitutional right of access to information. PAIA came into operation on 9 March 2001. In terms of the Constitution and PAIA, all people in South Africa, including non-nationals, can request information from public and private bodies.
- 1.4 In terms of **Section 51** of the Act, all Private Bodies are required to compile an Information Manual ("PAIA Manual").
- 1.5 This PAIA Manual is useful for the public to
 - 1.5.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request
 - 1.5.2 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
 - 1.5.3 know the description of the records of the body which are available in accordance with any other legislation
 - 1.5.4 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
 - 1.5.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it
 - 1.5.6 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

- 1.5.7 know the description of the categories of data subjects and of the information or categories of information relating thereto
- 1.5.8 know the recipients or categories of recipients to whom the personal information may be supplied
- 1.5.9 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
- 1.5.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

2. **Scope**

The scope of the manual is limited to the records held by Make the Move (Pty) Ltd t/a Make the Move.

3. **Make the Move (Pty) Ltd t/a Make the Move**

- 3.1 Make the Move (Pty) Ltd, t/a Make the Move is a limited liability Company with registration number 2020/762894/07, duly incorporated in terms of the Companies Act, 71 of 2008. This PAIA Manual is relevant and has application for the major subsidiaries/portfolios/subgroups of Make the Move (Pty) Ltd, t/a Make the Move as set out in the list below.
- 3.2 In this PAIA Manual, any reference to “Make the Move (Pty) Ltd” (hereafter referred to as Make the Move) included any of the entities as listed below:
 - 3.2.1 Mass Staffing Projects (Pty) Ltd t/a MSP, registration number 2012/205333/07;
 - 3.2.2 Tumaini Consulting (Pty) Ltd, registration number 2013/232541/07;
 - 3.2.3 Together Staffing Group (Pty) Ltd, registration number 2013/108549/07;
 - 3.2.4 Stand-Out Staffing (Pty) Ltd, registration number 2018/348828/07;
 - 3.2.5 Goldman Tech Resourcing (Pty) Ltd, registration number 2012/076654/07;
 - 3.2.6 Attain Talent (Pty) Ltd t/a Attain People, registration number 2020/762894/07;

This PAIA Manual of Make the Move is available in two official languages and can be viewed at its premises: Make the Move, 18 Park Lane, Century City, Cape Town as well as on its website: www.make-move.co.za. A copy of this manual is available in two South African official languages and if reasonably practical and required, the manual can be explained in any other of the official languages of South Africa to any requester.

4. **Purpose of the PAIA Manual**

- 4.1 This PAIA Manual is intended to ensure that Make the Move complies with the Act and to foster a culture of transparency and accountability within Make the Move by giving effect to the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights.
- 4.2 In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of the Act in order for them to exercise their rights in relation to public and private bodies.
- 4.3 **Section 9** of the Act recognises that the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:
- 4.3.1 Limitations aimed at the reasonable protection of privacy;
 - 4.3.2 Commercial confidentiality; and
 - 4.3.3 Effective, efficient and good governance;

and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

- 4.4 This PAIA Manual has been drafted in accordance with the generic manual for the Financial Services Industry, which has been submitted to the Human Rights Commission by the Compliance Institute of South Africa, of which this body is a member.
- 4.5 In addition, this PAIA Manual complies with the requirements of **Section 10** of the Act and recognises that upon commencement of the Protection of Personal Information Act 4 of 2013, that the appointed Information Regulator will be responsible to regulate compliance with the Act and its Regulations by Public and Private Bodies.

5. **Contact details of the Information Officer and Deputy Information Officer (Section 51(1)(a))**

Make the Move fully supports the Protection of Personal Information Act and have therefore appointed the responsibility for administration of, and compliance with the Act has been delegated to the Information Officers and Deputy Information Officer. Requests pursuant to the provision of the Act should be directed as follows:

Persons delegated to deal with requests:

<u>Appointment</u>	<u>Name</u>	<u>Email Address</u>
Information Officer	John van Rooyen (Group Commercial Manager)	<u>john@together-sq.com</u>
Deputy Information Officer	Amor Pretorius (Capabilities & Division Manager)	<u>amor@together-sq.com</u>

We may collect personal information about you in the following ways:

- 5.1 Directly from you, such as through the application and hiring process (online or in person).
- 5.2 During your activities in the course of your employment, such as through your performance and interaction with other Employees, contractors, customers, or other individuals, or through your use of our systems, Intranet or the Human.
- 5.3 Resources services that we offer through our Intranet or Talent online service, and other similar applications.
- 5.4 From other parties, subject to the requirements of applicable law. These parties may include:
 - 5.4.1 References;
 - 5.4.2 Publicly available information of Former employers;
 - 5.4.3 Other Employees (for example, to nominate and celebrate a colleague for outstanding achievements), and;
 - 5.4.4 Other third parties, such as background check agencies, police departments, company approved third-party travel management systems, and third-party ride services (if and to the extent permitted by applicable law).

6. **The Information Officer (Section 51(1)(b))**

- 6.1 The Act prescribes the appointment of an Information Officer for Public Bodies where such Information Officer is responsible to, inter alia, assess requests for access to information. The Head of a Private Body fulfils such a function in terms of **Section 51**. Make the Move has opted to appoint an Information Officer to assess requests for access to information as well as to oversee its required functions in terms of the Act.
- 6.2 The Information Officer appointed in terms of the Act also refers to the Information Officer as referred to in the Protection of Personal Information

Act 4 of 2013. The Information Officer oversees the functions and responsibilities as required for in terms of both this Act as well as the duties and responsibilities in terms of **Section 55** of the Protection of Personal Information Act 4 of 2013 after registering with the Information Regulator.

- 6.3 The Information Officer may appoint, where it is deemed necessary, Deputy Information Officers, as allowed in terms of **Section 17** of the Act as well as **Section 56** of the Protection of Personal Information Act 4 of 2013. This is in order to render Make the Move as accessible as reasonably possible for requesters of its records and to ensure fulfilment of its obligations and responsibilities as prescribed in terms of **Section 55** of the Protection of Personal Information Act 4 of 2013. All requests for information in terms of the Act must be addressed to the Information Officer.

7. **Description of guide referred to in Section 10**

- 7.1 A Guide has been compiled in terms of **Section 10** of PAIA by Information Regulator. It contains information required by a person wishing to exercise any right, contemplated by PAIA. It is available in all of the official languages.

For further information please contact the Information Regulator:

Postal Address:	P.O Box 3153, Braamfontein, Johannesburg, 2017
Telephone Number:	+27- 10-023 5200
Website:	https://www.inforegulator.org.za
Email enquiries:	enquiries@inforegulator.org.za
Email complaints:	PAIAComplaints@inforegulator.org.za

8. **Records Automatically available**

No notice has been submitted by the practice to the Minister of Justice and Constitutional Development regarding the categories of records, which are available without a person having to request access in terms of **Section 52(2)** of PAIA. However, the information on the website of the business is automatically available without having to request access in terms of PAIA. Our ability to perform our obligations derived from your employment contract (or similar type of agreement) with Make the Move and our ability to comply with our legal and contractual obligations depend on occasion on Make the Move having access to and being able to use certain Personal Data. Therefore, and depending on the circumstances, if you do not provide us with the personal information we request or if you ask that we stop processing your Personal Data, we may not be able to perform our contractual obligations (such as paying you for your work), or we may be in breach of one or more legal obligations applicable to us. In some cases, if we are not allowed to process your personal information, this may result in us being required to terminate our work relationship with you.

9. **Categories of Records held by Make the Move**

The subjects on which the private body holds records and the categories on each subject in terms of **Section 51(1)(e)** are as listed below. Please note that a

requester is not automatically allowed access to these records and that access to them may be refused in accordance with **Sections 62 to 69** of the Act:

“Personnel” refers to any person who works for or provides services to or on behalf of Make the Move and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of Make the Move. This includes, without limitation, directors (executive and non-executive), all permanent, temporary, and part-time staff, as well as contract workers.

<u>Companies Act Records</u>	<u>Financial Records</u>
<ul style="list-style-type: none"> • Documents of Incorporation • Index of names of members of the company • Memorandum of Incorporation • Minutes of meeting of the Board of Directors • Minutes of meetings of Shareholders • Proxy forms • Register of debenture-holders • Register of directors' shareholdings • Research and development • Share certificates • Share Register and other statutory registers and/or records and/or documents • Special resolutions/Resolutions passed at and Class meetings 	<ul style="list-style-type: none"> • Accounting Records • Annual Financial Reports • Annual Financial Statements • Asset Registers • Bank Statements • Banking details and bank accounts • Banking Records • Debtors / Creditors statements and invoices • General ledgers and subsidiary ledgers • General reconciliation • Invoices • Paid Cheques • Policies and procedures • Rental Agreements • Tax Returns
<u>Records relating to the appointment of:</u>	
<ul style="list-style-type: none"> • Auditors • Directors • Prescribed Officer • Public Officer 	

<u>Income Tax Records Procurement Records</u>	<u>PAYE Records</u>
<ul style="list-style-type: none"> • Documents issued to employees for income tax purposes • Records of payments made to SARS on behalf of employees • All other statutory compliances: <ul style="list-style-type: none"> – VAT – Regional Services Levies – Skills Development Levies – UIF – Workmen's Compensation 	<ul style="list-style-type: none"> • Standard Terms and Conditions for supply of services and products • Contractor, client, and supplier agreements • Lists of suppliers, products, services, and distribution • Policies and Procedures

<u>Personnel Documents and Records</u>	<u>IT Records</u>
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<ul style="list-style-type: none"> • Accident books and records • Address Lists • Disciplinary Code and Records • Employee benefits arrangements rules and records • Employment Contracts • Employment Equity Plan • Forms and Applications • Grievance Procedures • Leave Records • Medical Aid Records • Payroll reports/ Wage register • Pension Fund Records • Safety, Health, and Environmental records • Salary Records • SETA records • Standard letters and notices • Training Manuals • Training Records • Workplace and Union agreements and records 	<ul style="list-style-type: none"> • Computer / mobile device usage policy documentation • Disaster recovery plans • Hardware asset registers • Information security policies/standards/procedures • Information technology systems and user manuals • Information usage policy documentation • Project implementation plans • Software licensing • System documentation and manuals
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<u>Sales & Marketing Records</u>	<u>Risk Management and Audit Records</u>
<ul style="list-style-type: none"> • Customer details • Credit application information • Information and records provided by a third party • Advertising and promotional material 	<ul style="list-style-type: none"> • Standard Terms and Conditions for supply of services and products • Contractor, client, and supplier agreements • Lists of suppliers, products, services, and distribution • Policies and Procedures

<u>Safety, Health, and Environment Records</u>	<u>Risk Management and Audit Records</u>
<ul style="list-style-type: none"> • Complete Safety, Health, and Environment Risk Assessment • Environmental Managements Plans • Inquiries, inspections, examinations by environmental authorities 	<ul style="list-style-type: none"> • And any other documents related to service delivery within Make the Move.

10. Planned Recipients of Personal Data

- 10.1 Statutory authorities
- 10.2 Law enforcement
- 10.3 Tax authorities
- 10.4 Financial institutions
- 10.5 Medical schemes
- 10.6 Employee pension and provident funds
- 10.7 Insurance bodies
- 10.8 Regulatory bodies

- 10.9 Accreditation bodies
- 10.10 Industry bodies

11. **Planned Trans – Border Flows of Personal Information**

- 11.1 Flows to service providers/operators
- 11.2 Flows to business partners
- 11.3 Flows to customers
- 11.4 Flows to suppliers
- 11.5 Flows through the use of social media

12. **Security Measures to Protect Personal Information**

- 12.1 Physical security measures
- 12.2 Cyber security measures
- 12.3 Training and awareness in Information Security
- 12.4 Policies, plans, registers, and procedures in Information Security
- 12.5 Audits of Information Security
- 12.6 Any particular security framework implemented

13. **Process of Making a Request for Access**

The requester must complete the Form C (at end of manual) and submit this form together with a request fee, to the Information Officer of Make the Move.

The form must be submitted to John van Rooyen.

Form of request:

- 13.1 The requester must use the prescribed form, as attached in terms of Article 8 of this manual, to make the request for access to a record. This must be made to the information officer. This request must be made to the electronic mail address of Make the Move.
- 13.2 The requester must provide sufficient detail on the request form to enable the information officer to identify the record and the requester.
- 13.3 The requester should indicate which form of access is required.
- 13.4 The requester should indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.
- 13.5 The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.

- 13.6 If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the designated head of the private body.
- 13.7 A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee.
- 13.8 Every other requester, who is not a personal requester, must pay the required request fee.
- 13.9 The Information Officer of the private body must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- 13.10 The fee that the requester must pay to a private body is currently R50,00. The requester may lodge an application to the court against the tender or payment of the request fees.
- 13.11 After the Information Officer of the private body has made a decision on the request, the requester must be notified in the required form.
- 13.12 If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

14. **Grounds for Refusing a Request**

Make the Move has the right to reject any request for information submitted in terms of **Sections 62 to 70** of Chapter 4 of PAIA.

15. **Remedies Available if Make the Move Refuses to Give Access**

15.1 **Internal Remedies**

As a Private Body, Make the Move does not have an internal appeal procedure. The decision made by the Information Officer is final. Requesters will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the Information Officer.

15.2 **External Remedies**

A requestor that is dissatisfied with the information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.

A third party dissatisfied with the Information Officer's decision to grant a request for information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.

For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of

similar status and a Magistrate's Court designated by the Minister of Justice and Constitutional Development, and which is presided over by a designated Magistrate.

16. **Timelines for Consideration of a Request for Access**

- 16.1 Requests will be processed within 30 (thirty) days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.
- 16.2 Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary

17. **Access to records held by Make the Move**

17.1 **Prerequisites for Access by Personal / Other Requester**

- 17.1.1 Records held by Make the Move may be accessed by requests only once the prerequisite requirements for access have been met.
- 17.1.2 A requester is any person making a request for access to a record of Make the Move. There are two types of requesters:

17.2 **Personal Requester**

- 17.2.1 A personal requester is a requester who is seeking access to a record containing personal information about the requester.
- 17.2.2 Make the Move will voluntarily provide the requested information or give access to any record with regard to the requester's personal information. The prescribed fee for reproduction of the information request will be charged.

17.3 **Other Requester**

- 17.3.1 The requester (or another requester acting on behalf of the requester) is entitled to request access to information on third parties. Refer to Form 2 in Annexure A hereto.
- 17.3.2 In considering such a request, Make the Move will adhere to the provisions of the Act. **Section 71** requires that the Information Officer take all reasonable steps to inform a third party to whom the requested record relates of the request, informing him / her that he /she may make a written or oral representation to the Information Officer why the request should be refused or, where required, give written consent for the disclosure of the Information.

Make the Move is not obliged to voluntarily grant access to such records. The requester must fulfil the prerequisite requirements, in accordance with the

requirements of the Act and as stipulated in Chapter 5; Part 3, including the payment of a request and access fee.

18. **How Make the Move Processes and Protects Personal Data**

18.1 Make the Move processes the personal information of various categories of people for various purposes.

18.2 Please refer to our website for our Privacy Policy or ask our information officer for a copy.

19. **Fees in Respect of Private Body**

The following is a breakdown of the fees structure for the purposes of determining the manner in which fees relating to a request for access to a record of a private body are to be calculated:

Part III of **Regulation 187** published in the Government Gazette on the 15 February 2002:

Item	Description	Amount
1.	The fee for a copy of the manual as contemplated in Regulation 9(2)(c) .	R1.10 for A4 page or part thereof.
2.	The fees for reproduction referred to in Regulation 11(1) are as follows:	R1.10 for A4 page or part thereof
	(a) For every photocopy of an A4-size page or part thereof;	R1.10 for A4 page or part thereof
	(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form;	R0.75
	(c) For a copy in a computer-readable form on - compact disc;	R70.00
	(i) For a transcription of visual images, for an A4-size page or part thereof;	R40.00
	(ii) For a copy of visual images;	R60.00
	(iii) For a transcription of an audio record, for an A4-size page or part thereof;	R20.00
	(iv) For a copy of an audio record	R30.00
3.	The request fee payable by a requester, other than a personal requester, referred to in Regulation 11(2) .	R50.00
4.	The access fees payable by a requester referred to in Regulation 11(3) are as follows:	
	(a) For every photocopy of an A4-size page or part thereof	R1.10
	(b) For every printed copy of an A4-size page or part; thereof held on a computer or in electronic or machine readable form	R0.75
	(c) For a copy in a computer-readable form on	R7.50
	(i) stiffy disc	R70.00

	(ii) compact disc (d) (i) For a transcription of visual images, for an A4-size page or part thereof (iii) For a copy of visual images (e) (i) For a transcription of an audio record, for an A4-size page or part thereof (ii) For a copy of an audio record (f) To search for and prepare the record for disclosure for each hour or part of an hour reasonably required for such search and preparation	R40.00 R60.00 R20.00 30.00 R30.00
5.	For purposes of Section 54(2) of the Act, the following applies: (a) Six hours as the hours to be exceeded before a deposit is payable; and (b) one third of the access fee is payable as a deposit by the requester.	
6.	The actual postage is payable when a copy of a record must be posted to a requester.	

20. Changes

We will update this processing notice from time to time. Any changes will be posted on this page with an updated revision date.

FORM C:

Request for Access to Record of Private Body

In terms of **Section 53 (1)** of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) [**Regulation 10**]

A. Particulars of private body

The Head (Name of Body) _____

B. Particulars of person requesting access to the record

- (a) The particulars of the person who requests access to the record must be given below.
- (b) The address and/or fax number in the Republic to which the information is to be sent must be given.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname: _____

Identity number: _____

Postal address: _____

Telephone number: _____

E-mail address: _____

Capacity in which request is made, when made on behalf of another person: _____

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname: _____

Identity number: _____

D. Particulars of record

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form.

The requester must sign all the additional folios.

1. Description of record or relevant part of the record:

2. Reference number, if available:

3. Any further particulars of record:

E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees: _____

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability: _____

Form in which record is required: _____

NOTES:

- (a) Compliance with your request in the specified form may depend on the form in which the record is available.
- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

Mark the appropriate choice with an X.

1. If the record is in written or printed form:
 - ☐ copy of record
 - ☐ inspection of record
2. If record consists of visual images (this includes photographs, slides, video recordings, computer generated images, sketches, etc.):
 - ☐ view the images copy of the images
 - ☐ transcription of the images
3. If record consists of recorded words or information which can be reproduced in sound:
 - ☐ listen to the soundtrack (audio file)
 - ☐ transcription of soundtrack (written or printed document)
4. If record is held on computer or in an electronic or machine-readable form:
 - ☐ printed copy of record
 - ☐ printed copy of information
 - ☐ derived from the record o copy in computer readable form
 - ☐ compact disc

If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.

- ☐ Yes
- ☐ No

G. **Particulars of right to be exercised or protected**

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected: _____

2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

H. **Notice of decision regarding request for access**

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ this _____ day of _____

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE