

MUDU ADVISORY & CONSULTING (PTY) LTD

PAIA MANUAL

PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 200 (AS AMENDED)

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1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1. **“CEO”** means Chief Executive Officer
- 1.2. **“DIO”** means Deputy Information Officer;
- 1.3. **“IO”** means Information Officer;
- 1.4. **“Minister”** means Minister of Justice and Correctional Services;
- 1.5. **“Mudu”** means Mudu Advisory and Consulting (Pty) Ltd;
- 1.6. **“PAIA”** means Promotion of Access to Information Act No. 2 of 2000 (as Amended);
- 1.7. **“POPIA”** means Protection of Personal Information Act No.4 of 2013;
- 1.8. **“Regulator”** means Information Regulator; and
- 1.9. **“Republic”** means Republic of South Africa.

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to:

- 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 Mudu Advisory & Consulting (Pty) Ltd (**“us/we/body”**) by providing a description of the subjects on which the body hold records and the categories of records held on each data subject;
- 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 who will assist the public with the records they intend to access;
- 2.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6. 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;
- 2.7. know the description of the categories of data subjects and of the information or categories of information relating thereto;

- 2.8. know the recipients or categories of recipients to whom the 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 and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF MUDU

3.1. Chief Information Officer

Name:

Boitumelo Kgosana

Tell:

+27 (0) 82 729 3737

Email:

kgosana.s@muduadvisory.com

3.2. National or Head Office

Physical Address:

62309 Zone 17

Sebokeng

1983

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

- 4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2. The Guide is available in each of the official languages and braille.
- 4.3. The aforesaid Guide contains the description of:
 - 4.3.1. the objects of PAIA and POPIA;
 - 4.3.2. the postal and street address, phone number and, if available, electronic mail address of:

- 4.3.2.1. the Information Officer of every private body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA;
- 4.3.3. the manner and form of a request for:
 - 4.3.3.1. access to a record of a private body contemplated in section 11; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50;
- 4.3.4. the assistance available from the IO of a private body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 4.3.6.1. an internal appeal;
 - 4.3.6.2. a complaint to the Regulator; and
 - 4.3.6.3. an application with a court against a decision by the information officer of a private body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7. the provisions of sections 14 and 51 requiring a private body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a private body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92.

- 4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 4.5. The Guide can also be obtained:
- 4.5.1. upon request to the Information Officer;
- 4.5.2. from the website of the Regulator (<https://infoeregulator.org.za>).
- 4.6. A copy of the Guide is also available in English, for public inspection during normal office hours.

5. CATEGORIES OF RECORDS OF MUDU WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

CATEGORY OF RECORDS	AVAILABE ON WEBSITE	AVAILABLE UPON REQUEST
PAIA Manual	X	
Privacy Policy for website	x	
Terms and Conditions	x	

6. DESCRIPTION OF THE RECORDS OF MUDU 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
Privacy Notice	Protection of Personal Information Act 4 of 2013
Memorandum of Incorporation	Companies Act 71 of 2008

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE MUDU ADVISORY AND CONSULTING

SUBJECTS ON WHICH WE HOLD RECORDS	CATEGORIES OF RECORDS
Client records	Company Information

	• Billing details and invoices • Contact Information • Records provided by clients • Advice and records created for clients • Correspondence
Business records	• Operational records • Marketing collateral and plans • Internal correspondence • Financial records • Name, logo and intellectual property
Company documents	• Company registration documents • Director's information
Supplier records	• Company information • Billing details and invoices • Contact information • Correspondence

8. PROCESSING OF PERSONAL INFORMATION

8.1. Purpose of Processing Personal Information

CATEGORIES OF DATA SUBJECTS	PURPOSE FOR PROCESSING PERSONAL INFORMATION
Clients	• Provide our services • Establish, exercise or defend a right or obligation in terms of a contract • Manage relationships • Market our services • Comply with legislation

Service Providers	• Establish, exercise or defend a right or obligation in terms of a contract • Comply with legislation • Manage relationships
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8.2. Description of the categories of Data Subjects and of the information or categories of information relating thereto

CATEGORIES OF DATA SUBJECTS	PURPOSE FOR PROCESSING PERSONAL INFORMATION
Clients	• Provide our services • Establish, exercise or defend a right or obligation in terms of a contract • Manage relationships • Market our services • Comply with legislation
Service Providers	Name, registration number, banking details, identity or registration numbers

8.3. The recipients or categories of recipients to whom the personal information may be supplied

CATEGORIES OF PERSONAL INFORMATION	RECIPIENTS OR CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED
Tax and VAT information of clients, employees, and service providers	South African Police Services
Client and service providers' information cloud storage and operations	Microsoft 365
Client and service provider information for accounting purposes	Microsoft 365

Client and service provider information to manage projects	Microsoft 365
Meeting recordings and transcripts	Microsoft 365

8.4. Planned transborder flows of personal information

We use Microsoft 365 to do our work and store all our information, including our clients' information. Microsoft stores all our content in the European Union. We believe that Microsoft provides adequate protection for the personal information we store with them.

8.5. General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information.

We take reasonable steps to protect the integrity and confidentiality of personal information. We use internet security software to scan and block emails and websites with malicious content, block malware, detect incoming network attacks, and detect and block internet communication.

We also conduct and prepare training for our clients, thus keeping ourselves up to date with the latest developments in the data privacy space.

9. AVAILABILITY OF THE MANUAL

9.1. A copy of the Manual is available

9.1.1. on <https://www.muduadvisory.com>;

9.1.2. head office of the Mudu for public inspection during normal business hours;

9.1.3. to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4. to the Information Regulator upon request.

9.2. A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The head of a Mudu Advisory & Consulting will on a regular basis update this manual.

Issued by

Boitumelo Kgosa

Chief Executive Officer