

Reference: PAIA & POPIA
Annexure: N/A
Revision No.: 02
Date: 30/06/2021
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Quality Management System
PAIA and POPIA
Procedure Manual



PAIA AND POPIA MANUAL

Of

FIDELITY SERVICES GROUP

(“FIDELITY”)

Registration Number: 2002/030292/07

and its subsidiaries

in terms of Section 51 of the Promotion of Access to Information Act No 2 of 2000 as amended (“PAIA”) and Section 55 of the Protection of Personal Information Act No. 4 of 2013 (“POPI 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 (PAIA) was enacted on 3 February 2000, to give effect to the constitutional right to access to information held by the State and any information that is held by any other private body that is required for the exercise or protection of any right, as guaranteed in Section 32 in the Bill of Rights in the Constitution of the Republic of South Africa, 108 of 1996.
- 1.2 In terms of Section 51 of PAIA, all private bodies are required to compile an Information Manual generally referred to as a "PAIA Manual".
- 1.3 Where a request for information is made in terms of PAIA, the body to whom the request is made is obliged to release the information, subject to applicable legislative and /or regulatory requirements and the justifiable limitations set out in section 9 of the Act.

2. Fidelity Services Group ("Fidelity")

- 2.1 Fidelity is Southern Africa's largest integrated security solutions provider and the industry leader in protection innovation. Excellence in service delivery and implementation are fundamental to our impressive record of accomplishments.
- 2.2 By keeping abreast of the latest trends and technological developments globally, and continuously evolving and innovating, the Group remains a front-runner in the security solutions market. Through a bouquet of services and related products, the Group can tailor make a solution for any requirements.

3. Details of the Information Officer

- 3.1 PAIA prescribes the appointment of an Information Officer for public bodies, which Information Officer is, inter alia, responsible for the assessment of requests made for information. The head of a private body fulfills this function in terms of Section 51 of the Act. The details of our CEO are as follows:

CEO: Wahl Justice Bartmann

Registered Address: 104D Mimosa Street, Helderkruin, Roodepoort, 1724

Postal Address: P.O Box X5, Westgate, 1734

Telephone Number: 011 763 9000

Website: www.fidelity-services.com

- 3.2 Fidelity has opted to appoint a Deputy Information Officer that oversees Fidelity's responsibility in this regard. The Deputy Information Officer also refers to the Deputy Information Officer as referred to in the Protection of Personal Information Act, No 4 of 2013. Our Deputy Information Officer will oversee our obligations in terms of PAIA as well as in terms of POPIA. All request for access to information in terms of PAIA needs to be directed to:

Deputy Information Officer: Marinda Mellett

Physical Address: 104D Mimosa Street, Helderkruin, Roodepoort, 1724

Telephone: 011 763 9112

Email: MarindaM@fidelity-services.com

4. Guide compiled by the Information Regulator of South Africa

- 4.1 PAIA grants a requester access to records held by a private body if the record is required to exercise or protect a right. If the request is lodged by a public body the public body must be acting in the public interest.
- 4.2 A request for information needs to comply with the procedural requirements laid down in PAIA and at the rates provided.
- 4.3 Requesters should take note that the Information Regulator of South African has taken over the regulatory mandate functions relating the PAIA with effect from 30 June 2021 and can be contacted as follows:

THE INFORMATION REGULATOR OF SOUTH AFRICA

JD HOUSE, 27 SIEMENS STREET

BRAAMFONTEIN

JOHANNESBURG

P.O Box 31511, BRAAMFONTEIN, JOHANNESBURG, 2017

EMAIL: inforeg@justice.gov.za / complaints.IR@justice.gov.za



5. Subjects and Categories of Records available in terms of legislation, on request or without request

5.1 Records held by Fidelity which are available in terms of other Legislation (Section 51(1)(d))

5.1.1 Where applicable to its operations, Fidelity also retains records and documents in terms of the legislation below. Unless disclosure is prohibited in terms of relevant legislation, regulation or otherwise, these records are available on a request has been made in accordance with the prescripts of PAIA.

No	Act	Reference
1	<i>Arbitration Act</i>	42 of 1965
2	<i>Basic Conditions of Employment Act</i>	75 of 1997
3	<i>Broad-Based Black Economic Empowerment Act</i>	75 of 1997
4	<i>Companies Act</i>	71 of 2008
5	<i>Compensation of Occupational Injuries & Diseases Act</i>	130 of 1993
6	<i>Copyright Act</i>	98 of 1978
7	<i>Competition Act</i>	71 of 2008
8	<i>Criminal Procedure Act</i>	51 of 1977
9	<i>Cybercrimes Act</i>	19 of 2020
10	<i>Currency and Exchanges Act</i>	9 of 1933
11	<i>Debt Collectors Act</i>	114 of 1998
12	<i>Employment Equity Act</i>	55 of 1998
13	<i>Electronic Communications Act</i>	36 of 2005
14	<i>Financial Intelligence Centre Act</i>	38 of 2001
15	<i>Financial Relations Act</i>	65 of 1976
16	<i>Financial Sector Regulations Act</i>	9 of 2017
17	<i>Firearms Control Act</i>	60 of 2000
18	<i>Harmful Business Practices Act</i>	23 of 1999
19	<i>Income Tax Act</i>	95 of 1967
20	<i>Insolvency Act</i>	24 of 1936
21	<i>Intellectual Property Laws Amendments Act</i>	38 of 1997
22	<i>Labour Relations Act</i>	66 of 1995
23	<i>Long Term Insurance Act</i>	52 of 1998



24	<i>National Credit Act</i>	34 of 2005
25	<i>Occupational Health & Safety Act</i>	85 of 1993
26	<i>Pension Funds Act</i>	24 of 1956
27	<i>Prevention of Organised Crime Act</i>	121 of 1998
28	<i>Private Security Industry Regulation Act</i>	56 of 2001
29	<i>Promotion of Access to Information Act</i>	2 of 2000
30	<i>Protection of Personal Information Act</i>	4 of 2013
31	<i>Protection of Businesses Act</i>	99 of 1978
32	<i>Regional Services Councils Act</i>	109 of 1985
33	<i>SA Reserve Bank Act</i>	90 of 1989
34	<i>Short Terms Insurance Act</i>	53 of 1998
35	<i>Skills Development Levies Act</i>	9 of 1999
36	<i>Stamp Duties Act</i>	77 of 1968
37	<i>Stock Exchange Control Act</i>	1 of 1985
38	<i>Tax on Retirement Funds Act</i>	38 of 1996
39	<i>Trade Marks Act</i>	194 of 1993
40	<i>Unemployment Contributions Act</i>	4 of 2002
41	<i>Unemployment Insurance Act</i>	63 of 2001
42	<i>Usury Act</i>	73 of 1968
43	<i>Value Added Tax Act</i>	89 of 1991

5.2 Records held by Fidelity that is available on request (Section 51(1)(e))

CATEGORY	RECORDS
Administration	Licenses Correspondence
Financial Records	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 Reconciliations Invoices


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	<ul style="list-style-type: none"> Policies and Procedures Rental Agreements Tax Returns
Income Tax Records	<ul style="list-style-type: none"> PAYE Records Documents issued to employees for income tax purposes Records of payments made to SARS on behalf of employees Records of Payments made to SARS for VAT purposes Documents relating to all other statutory requirements Skills Development Levies UIF Workmen's Compensation
Human Resources	<ul style="list-style-type: none"> Recruitment Policies Employment Contracts Remuneration, Benefits and Policies Conditions of Employment Labour & Industrial Relations Pension Fund benefits and contributions Provident Fund benefits and contributions Employment Equity Records of Accidents on duty Medical Aid Records Salary Records Payroll reports / Wage Registers SETA Records Training Manuals Training Records Workplace and Union agreements and records Records relating to the vetting of an employee in terms with company policy
Procurement	<ul style="list-style-type: none"> Standard Terms and Conditions for supply Supplier Agreements Policies and Procedures Details of Suppliers including general business name, address, contract person, email address, postal address and bank account details
Sales Department	<ul style="list-style-type: none"> Customer Details Credit Applications and Records Sales Records Customer Agreements
Risk Management and Reports	<ul style="list-style-type: none"> Audit Reports (internal and external) Risk Management Frameworks Risk Management Plan Risk Management Policies & Procedures
Health and Safety	<ul style="list-style-type: none"> Health and Safety Policies and Procedures

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	Inquiries, inspections, IOD and related reports
IT Department	Computer / mobile device usage policy Disaster recovery plans Hardware asset register Information Security policies, standards and procedures Information usage policy Software licensing
Operations	Production Records OB reports
Corporate Social Responsibility	Schedule of projects/ organisations that receive funding Reports, books, publications and general information related to corporate social responsibility spend Records and contracts with organisations receiving funding

5.2.1 Please note that a request made for records listed above may be refused on grounds set out in this PAIA manual. If the information relates to a third party, we will require consent to disclose, in addition to the other requirements when a request is made.

5.3 Records held by Fidelity that is available without a request to access

5.3.1 Records of a public nature and that is available on our website, is available without submitting a formal request.

5.3.2 This includes, but is not limited to:

5.3.2.1 Product Guides

5.3.2.2. Marketing Material

5.3.2.3 Statutory Records

6. The request procedure

6.1 The request for information must comply with the procedural requirements of the Act.

6.2 The request must be made on the prescribed form attached hereto for ease of reference, and submit same along with the proof of payments of the prescribed fee (in any) to the CEO or

Deputy Information officer at the postal, physical or electronic email address as contained in Clause 3.1 and 3.2 above.

6.3 The prescribed form must be filled in with sufficient detail to enable the Information Officer to:

6.3.1 Identify the records; and

6.3.2 Establish the identity of the requester.

6.4 To enable the information officer to respond to the request the requester needs to advise how he would prefer to be granted access and provide a postal or physical address within the Republic of South Africa.

6.5 The requester must advise that the request is made in order to protect or exercise a right and clearly state what the nature of the right is that the requester seeks to exercise or protect. The requester must also specify why the record sought is necessary to exercise or protect the right in question (refer to Section 53(2)(d)).

6.6 If the request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of CEO or Deputy Information Officer.

6.7 The prescribed fee must be paid before Fidelity can process the request.

6.8 Fidelity will process the request within 30 (thirty) days.

6.9 All information listed in this Clause 6 must be provided failing which the request will be delayed. The time frame as set out above shall not commence until all the necessary and required information has been received.

7. Fees

7.1 A requester who seeks access to a record containing personal information about the requester is not required to pay any fees.

7.2 If an application for information is made on behalf of another person, the requester must pay a fee of R50.00. The Information Officer shall advise the requester if a fee is payable and will do so before processing the request. A requester may lodge an application to court against the tender or payment of a fee.

8. Refusal of an Application for Information

8.1 In terms of PAIA, Fidelity **must refuse** an application for information if (subject to certain exclusions):

- 8.1.1 The disclosure would unreasonably disclose personal information about a third party, including a deceased individual;
- 8.1.2 The disclosure contains trade secrets of a third party;
- 8.1.3 The disclosure is likely to cause harm to the commercial or financial interests of a third party;
- 8.1.3 The disclosure would put a third party at a disadvantage during contractual negotiations;
- 8.1.4 The disclosure would be prejudicial to a third party in terms of commercial competition;
- 8.1.5 The disclosure would constitute a breach of a duty of confidence owed to a third party;
- 8.1.6 The disclosure could reasonably endanger the life or physical safety of an individual;
- 8.1.7 The information is protected by legal privilege;
- 8.1.8. The disclosure would seriously disadvantage research carried by or on behalf of third party, and would identify the third party, a person carrying out the research and/or the subject matter of the research.


8.2 Fidelity **may refuse** an application for information if (subject to certain exclusions):

- 8.2.1 The disclosure is likely to prejudice or impair the security of a building, structure or system, including a computer or communication system;
- 8.2.3 The disclosure may compromise the methods, systems, plans or procedures of **an** individual that is included in a witness protection scheme;
- 8.2.3 The disclosure will compromise the safety of the public, or any part of the public;
- 8.2.4 The disclosure contains trade secrets of Fidelity;
- 8.2.5 The disclosure is likely to cause harm to the commercial or financial interest of Fidelity;
- 8.2.6 The disclosure would put Fidelity at a disadvantage during contractual negotiations;
- 8.2.7 The disclosure would be prejudicial to Fidelity in terms of commercial competition;

- 8.2.8 The disclosure relates to a computer program, as defined in Section 1 (1) of the Copyright Act, No 98 of 1978, owned by Fidelity;
- 8.2.9 The disclosure would seriously disadvantage research carried by Fidelity or would identify the identity of a person carrying out the research on behalf of Fidelity and/or the subject matter of the research.
- 8.3 All applications will be assessed on their own merits and in accordance with the applicable legislation.
- 8.4 If a requested record cannot be found alternatively does not exist, the Information Officer shall, by way of an affidavit, notify the requester that access to the record cannot be provided. Such a notice shall be deemed refusal of a request but should the record be found at a later stage access shall be given to the requester unless the application refused on other allowable grounds.
- 8.5 In the event that a requester or third party being dissatisfied with a refusal to grant access, he/she may, within 30 (thirty) days of notification of the decision, apply to the appropriate Court for relief.

9. Protection of Personal Information processed by Fidelity

- 9.1 The purpose of processing your personal information:
- 9.1.1 We will only use your personal information when the law also us to use the information.
- 9.1.2 Most commonly we use your personal information in the following circumstances:
- 9.1.2.1 Consent: Where you have given us your consent to use the information;
- 9.1.2.2 Contract Performance: We the information is necessary to enter into a contract;
with you and during our contract performance to you;
- 9.1.2.3 Legal Obligation: We it is necessary for us to use your personal information to
comply with a legal obligation;
- 9.1.2.4 Legitimate interest: Where we as a Responsible Party has established a legitimate interest to process the information and our reasons for using the information outweighs the prejudice to your rights as a data subject;

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9.1.2.5 Legal Claim: Where your information is necessary to prosecute, defend or make a claim against you or another third party;


9.1.2.6 Your Interest: In the instances where it becomes necessary to use your personal information to protect your instances or someone else’s interest;

9.1.2.7 Public Interest: Where it is in the public interest to use your personal information

10. The categories of data subjects and the information we process

10.1 We process the personal information of the following categories of data subjects:

Category of Data Subject	Personal Information Processed
Employees	Name & Surname Contact Details Gender Age Race Marital Status Details of Spouse and Dependents Address Identity Number and copy of your Identity Documents / passport / work permit Employment History and references Banking details Details of third parties in whose favour deductions are made Employment Contract Employment Equity Details Medical Aid Records Pension and/or Provident Fund details Salary & Benefit Details Performance Appraisals Disciplinary Records Injuries of Duty Records Pertaining to your leave Training Records Proof of educational and professional memberships Proof of Firearms Licenses Biometric data (fingerprints) Criminal Records

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	Polygraphs Test Results Drug and/or alcohol tests CCTV recordings / images Psychometric Testing
Prospective Employees	Name Surname Contact Details Scolastic, Educational and other training done Employment History Current Employer Current Salary
Clients	Name Registration Number Identity Number (if in the case of a natural person) Details of Contact person Contact Details including phone & fax number, postal address, email address Physical Address Banking Details
Prospective Clients (which may include employees)	Name Contact Details Location
Vendors/ Suppliers / Sub-contractors / Consultants and other professional business advisors	Name Registration Number Identity Number (natural persons) Contact Person Details Contact Details including phone & fax number, postal address, email address Physical Address Banking Details
Members of the Public	Information collected via CCTV monitoring and investigations as a security service provider

11. With whom we share your personal information

- 11.1 Fidelity Services Group comprise of various business and we share and process your information within our group of companies.
- 11.2 We also share your information, to the extent necessary, with the following third parties:
 - 11.2.1 Our professional service advisors including legal, financial, risk management, bankers, auditors and other advisors used in the ordinary course our business;



- 11.2.2 Information collected is from time to time shared with our customers as part of our service offering;
- 11.2.3 Our insurers and insurance brokers;
- 11.2.4 Other third party external service providers and or advisers including marketing and Information Technology service providers;
- 11.2.5 Regulators and law enforcement agencies to the extent required by any law and or regulation.

12. Cross-Border flows of Personal Information

- 12.1 Personal information we hold about you may in certain circumstance be transmitted transborder to other counties as some of the technology solutions we use are hosted outside of South Africa. We endeavor to only transfer personal information to countries that have adequate data protection law and if not ensure that all reasonable efforts are made by these service providers, as processors, to secure the confidentiality and integrity of the data.

13. A Description of the information security measures to be implemented by Fidelity

- 13.1 As a service provider that aims to secure your assets, we will also take all reasonable physical, technical and managerial measures to protect your personal information for unlawful access, use, disclosure or destruction.
- 13.2 Our measures include but is not limited to implementing appropriate access controls, investing in our information security capabilities, and keeping into consideration best industry practices.
- 13.3 To this end Fidelity is in the process of implementing ISO270001 standards and obtaining certification.
- 13.4 Access to your personal data is only permitted amongst our employees and agents on a need-to-know basis and subject to contractual confidentiality obligations. Our staff receive regular communications relating to POPIA and the role that they play when processing personal information. Staff receive various face to face training as well as training via a e-learning platform on a ongoing basis.

APPENDIX A: SUBSIDIARIES OF THE FIDELITY SERVICES GROUP

FIDELITY SECURITY INVESTMENTS (PTY) LIMITED

(Registration Number: 2006/030029/07)

CSG GUARDING (PTY) LIMITED

(Registration Number: 1964/008829/07)

FIDELITY CORPORATE SERVICES (PTY) LIMITED

(Registration Number: 1949/033763/07)

FIDELITY SECURITY SERVICES (PTY) LIMITED

(Registration Number: 1997/013274/07)

KHULANI FIDELITY SERVICES GROUP (PTY) LIMITED

(Registration Number: 1989/002384/07)

SECURECO (PTY) LIMITED

(Registration Number: 1999/005688/07)

UMSUKA WEMALI FINANCE (PTY) LIMITED

(Registration Number: 1995/003068/07)

WESGUARD SECURITY SERVICES (PTY) LIMITED

(Registration Number: 2001/002479/07)

SECURECO KZN (PTY) LIMITED

(Registration Number: 2003/000687/07)

SECURITY PAYROLL EASTERN CAPE (PTY) LIMITED

(Registration Number: 1995/000060/07)

SECURITY PAYROLL MPUMALANGA (PTY) LIMITED

(Registration Number: 1993/006247/07)

UNITY PRIDE SECURITY SERVICES (PTY) LIMITED

(Registration Number: 2002/030253/07)

FIDELITY BHAMBATHA SECURITY SERVICES (PTY) LIMITED

(Registration Number: 2002/029260/07)

FIDELITY CASH SOLUTIONS (PTY) LIMITED

(Registration Number: 2000/025082/07)

FIDELITY NOKHUL SECURITY SERVICES (PTY) LIMITED

(Registration Number: 2002/031017/07)

FIDELITY THREE SECURITY (PTY) LIMITED

(Registration Number: 2004/033223/07)

INDLU IKHAYA MABILI (PTY) LIMITED

(Registration Number: 2004/032931/07)

MOSSGUARD PROTECTION SERVICES (PTY) LIMITED
(Registration Number: 1995/002021/07)

AVE AFRICA SECURITY SOLUTIONS (PTY) LIMITED
(Registration Number: 2003/000670/07)

SECURITY PAYROLL-KWAZULU NATAL (PTY) LIMITED
(Registration Number: 1990/002253/07)

SECURITY PAYROLL-LIMPOPO (PTY) LIMITED
(Registration Number: 1991/003773/07)

UTHUNGULU FIDELITY SERVICES (PTY) LIMITED
(Registration Number: 2002/030689/07)

BRYGRO SECURITY SERVICES (PTY) LIMITED
(Registration Number: 1997/000910/07)

TEDSARJAY REACTION SERVICES (PTY) LIMITED
(Registration Number: 1971/010338/07)

INDLU IKHAYA PROPERTIES (PTY) LIMITED
(Registration Number: 2004/032962/07)

FIDELITY SERVICES GROUP SWAZILAND (PTY) LIMITED
(Registration Number: 431/1998)

SIYASITANA (PTY) LIMITED

(Registration Number: 976/2007)

FIDELITY ADT (PTY) LIMITED

(Registration Number: 2000/029929/07)

FIDELITY SENTRY (PTY) LIMITED

(Registration Number: 1996/017820/07)

FIDELITY ADT AND TECHNICAL (PTY) LIMITED

(Registration Number: 1992/000731/07)

ADT KUSELA (PTY) LIMITED

(Registration Number: 2002/013172/07)

ANALYTICAL RISK MANAGEMENT (PTY) LTD

(Registration Number: 2000/003054/07)

FIDELITY FIRE SOLUTIONS (PTY) LTD

(Registration Number: 2002/030253/07)

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REPUBLIC OF SOUTH AFRICA

FORM C
REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
(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:

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: (.....) Fax 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:

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2. Reference number, if available:

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3. Any further particulars of record:

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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:

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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 below, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:
Mark the appropriate box with an X .	
NOTES:	
(a) Compliance with your request for access 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.	

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 cassette)		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*		copy in computer readable form* (stiffy or 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:

.....

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.....

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?

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Signed at this day..... ofyear
.....

.....
SIGNATURE OF REQUESTER /
PERSON ON WHOSE BEHALF REQUEST IS MADE