

Promotion of Access to Information Manual

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000, and incorporating the relevant requirements of the Protection of Personal Information Act 4 of 2013.

Private body	Wired IT Specialists (Pty) Ltd
Registration number	2023/267841/23
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Information Officer	Stuart Withers
Deputy Information Officer	Julian Kruger

Public document. This manual describes categories of records. It does not disclose confidential records or create an automatic right of access to them.

Document control

Document owner	Information Officer
Approved by	Head of Private Body
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Public availability	Wired IT website, principal place of business, and electronically upon request

Important. The inclusion of a subject or record category in this manual does not mean that the record exists, that Wired IT still holds it, or that access will be granted. Every request is assessed under PAIA, POPIA and other applicable law.

1. Definitions and abbreviations

TERM	MEANING
Data subject	The person to whom personal information relates.
Head of Private Body	The person contemplated in PAIA who is responsible for decisions on access requests; for Wired IT, this function is performed by the Information Officer.
Information Officer	The head of the private body for purposes of PAIA and POPIA, responsible for overseeing compliance and access-to-information requests.
Operator	A person or organisation that processes personal information for a responsible party under a mandate or contract, without acting under the direct authority of that responsible party.

PAIA	Promotion of Access to Information Act 2 of 2000, as amended.
Personal information	Information relating to an identifiable living natural person and, where applicable, an identifiable existing juristic person, as defined in POPIA.
POPIA	Protection of Personal Information Act 4 of 2013.
Private body	Wired IT Specialists (Pty) Ltd for purposes of this manual.
Record	Recorded information, regardless of form or medium, in the possession or under the control of Wired IT, whether created by Wired IT or another person.
Requester	A person making a request for access to a record of Wired IT, or a person acting on behalf of another person.
Responsible party	The person or organisation that determines the purpose of and means for processing personal information.
Wired IT	Wired IT Specialists (Pty) Ltd, registration number 2023/267841/23.

2. Purpose and scope of this manual

This manual is intended to help members of the public understand:

- how to request access to records held by Wired IT;
- which categories of records Wired IT may hold;
- which limited records are available without a formal PAIA request;
- how Wired IT processes personal information for purposes of section 51(1)(c) of PAIA, as amended by POPIA;
- the circumstances in which access may lawfully be refused; and
- the remedies available where a requester is dissatisfied with a decision or receives no response.

Under section 50 of PAIA, a requester seeking a record from a private body must show that the record is required for the exercise or protection of a right, comply with the procedural requirements, and not be subject to a lawful ground of refusal.

This manual is not a catalogue of individual files, client systems, cybersecurity configurations, passwords, credentials, source code, pricing models, trade secrets or other confidential operational information.

3. About Wired IT

Wired IT is a South African information technology services business providing managed IT, technical support, cloud, infrastructure, network, data-protection and cybersecurity-related services to business clients.

Depending on the service arrangement, Wired IT may act:

- as a responsible party for personal information processed for its own business, employment, marketing, supplier, website and administrative purposes; and
- as an operator when processing client-controlled personal information in the course of delivering managed IT or related services under a client agreement.

A client that determines the purpose and means of processing its own information remains responsible for its obligations under POPIA. Wired IT's operator obligations may be supplemented by a managed-services agreement, service schedule, confidentiality undertaking or data-processing agreement.

4. Contact details and access points

Private body	Wired IT Specialists (Pty) Ltd
Registration number	2023/267841/23
Head of Private Body / Information Officer	Stuart Withers
Deputy Information Officer	Julian Kruger
PAIA and privacy email	privacy@wired-it.co.za
General email	info@wired-it.co.za

Telephone	011 262 6386
Physical and postal address	Unit 9, High Tech Village, Superior Road, Halfway House, Midrand, 1685, South Africa
Website	https://www.wired-it.co.za
Normal business hours	Monday to Friday, excluding South African public holidays, during Wired IT's published business hours

All formal PAIA requests should be addressed to the Information Officer and sent to privacy@wired-it.co.za or delivered to the physical address above.

5. The Information Regulator's PAIA Guide

The Information Regulator has published a Guide explaining how to use PAIA and POPIA, including how to make access requests, which forms to use, the applicable fees and the remedies available.

The Guide and prescribed forms can be obtained from the [Information Regulator's PAIA resources page](#).

A copy or assistance in locating the Guide may also be requested from Wired IT at privacy@wired-it.co.za.

INFORMATION REGULATOR	CONTACT DETAILS
Physical address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Postal address	PO Box 31533, Braamfontein, Johannesburg, 2017
Telephone	010 023 5200
Toll-free	0800 017 160
General enquiries	enquiries@inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za
Website	https://inforegulator.org.za

6. Records available without a formal PAIA request

The following categories of records may be available without completing Form 2, provided that the record is public, current and not subject to a legal restriction:

CATEGORY	EXAMPLES	METHOD OF ACCESS
Corporate and contact information	Registered name, registration number, business address and published contact details	Wired IT website or request to info@wired-it.co.za
PAIA and privacy documents	This PAIA Manual, Privacy Policy and public privacy notices	Wired IT website or request to privacy@wired-it.co.za
Website terms	Published website terms, promotional offer terms and cookie notices	Wired IT website
Public service information	High-level descriptions of services, service categories and public marketing materials	Wired IT website or published material
Public communications	Published articles, notices, newsletters, case studies approved for public release and social-media content	Relevant public channel
Public opportunities	Vacancies, requests for quotations or other opportunities expressly published for public response	Wired IT website or relevant advertised channel

Confidentiality safeguard. Client names, client agreements, pricing, quotations, employee records, security reports, technical configurations, credentials, vulnerability information, incident records and internal procedures are not automatically available merely because their general category appears elsewhere in this manual.

7. Records available under other legislation

Wired IT holds records that may be created, retained, inspected or disclosed under legislation other than PAIA. Access depends on the relevant statute, the requester's legal standing and any confidentiality restrictions. The following list applies only to the extent that the legislation is relevant to Wired IT:

LEGISLATION	RELEVANT RECORDS
Companies Act 71 of 2008	Company incorporation, governance, securities, director and accounting records as required by law; certain CIPC records may be publicly obtainable from CIPC.
Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011	Tax registrations, returns, assessments, supporting schedules and records made available to SARS or other authorised persons as required by law.
Value-Added Tax Act 89 of 1991	VAT registration, tax invoices, returns and supporting records.
Basic Conditions of Employment Act 75 of 1997	Employment particulars, leave, remuneration and prescribed employment records.
Labour Relations Act 66 of 1995	Employment, disciplinary, dispute and collective-relations records where applicable.
Employment Equity Act 55 of 1998	Employment-equity plans, reports and related records where applicable.
Skills Development Act 97 of 1998 and Skills Development Levies Act 9 of 1999	Training, skills-development and levy records where applicable.
Unemployment Insurance Act 63 of 2001 and Unemployment Insurance Contributions Act 4 of 2002	UIF registrations, declarations and contribution records.
Compensation for Occupational Injuries and Diseases Act 130 of 1993	Registration, incident and compensation records where applicable.
Occupational Health and Safety Act 85 of 1993	Health-and-safety appointments, procedures, inspections and incident records where applicable.
Consumer Protection Act 68 of 2008	Consumer-facing terms, transaction and complaint records where the Act applies.
Electronic Communications and Transactions Act 25 of 2002	Electronic transaction, website and communication records where applicable.
Electronic Communications Act 36 of 2005	Records required for regulated electronic communications activities, to the extent applicable.
Cybercrimes Act 19 of 2020	Cybercrime reporting, preservation, cooperation and evidential records where legally required.
Protection of Personal Information Act 4 of 2013	Records concerning personal information, data-subject requests, objections, corrections, security safeguards and security compromises.
Promotion of Access to Information Act 2 of 2000	PAIA Manual, request register, access requests, notices, decisions, fee records and complaint-related records.

This list is not exhaustive. Records will be made available only where the applicable legislation creates a right of access and the requester complies with its requirements.

8. Subjects and categories of records held by Wired IT

Wired IT may hold records in the categories below. Access is not automatic and is subject to PAIA, POPIA, legal privilege, contractual confidentiality, intellectual-property rights, security considerations and the rights of third parties.

SUBJECT	EXAMPLES OF RECORDS
Corporate and governance	Incorporation documents; company registers; director and shareholder records; resolutions; governance policies; statutory filings; licences and registrations; organisational and authority records.
Finance, accounting and tax	Management accounts; financial statements; budgets; banking records; invoices; purchase orders; debtor and creditor records; tax records; asset registers; expense records; audit and insurance records.
Human resources	Employment applications; employment contracts; payroll; leave; attendance; performance; training; disciplinary and grievance records; health-and-safety records; benefit and statutory employment records.
Clients and prospective clients	Enquiries; proposals; quotations; contracts; onboarding records; authorised contacts; service schedules; billing records; meeting notes; correspondence; complaints; client relationship and account-management records.
Service delivery and support	Service tickets; maintenance records; change records; system inventories; licence records; service reports; project records; implementation documents; support communications; operating procedures.
Cybersecurity and information security	Risk assessments; security policies; vulnerability and incident records; monitoring and audit records; access-control records; security testing records; business continuity and disaster-recovery records; security awareness records.
Technical and ICT records	Network, cloud, endpoint, identity, backup, software and infrastructure records; configurations; diagrams; logs; source materials; technical documentation; system-generated records.

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Suppliers, operators and contractors	Supplier onboarding; contracts; confidentiality agreements; service-level terms; due diligence; invoices; purchase records; contact details; performance and compliance records.
Legal, regulatory and compliance	Legal opinions; correspondence with advisers; disputes; claims; litigation; regulatory submissions; compliance assessments; PAIA and POPIA records; policies; registers; investigations.
Marketing and website	Campaign records; mailing lists; consent records; event records; website analytics; content; advertising reports; subscriber preferences; social-media and public-relations records.
Physical premises and security	Visitor registers; access-control records; CCTV records where used; key and asset control; facilities, lease and maintenance records; incident records.
Intellectual property	Trade marks; copyright works; domain names; software and documentation; methodologies; templates; designs; know-how; brand and marketing assets.
Insurance and risk management	Insurance policies; claims; risk registers; incident reports; business continuity and recovery plans; internal control records.

Security-sensitive records. The description of technical and cybersecurity categories is deliberately high level. Wired IT will not publish or disclose information that would create an unreasonable security risk, reveal credentials or access methods, expose client environments, compromise legal privilege, or unlawfully reveal third-party confidential information.

9. Processing of personal information under POPIA

9.1 Purposes of processing

PURPOSE	DESCRIPTION
Business enquiries and sales	Responding to enquiries, qualifying requirements, arranging assessments, preparing quotations and managing prospective relationships.
Contracting and client administration	Concluding and administering agreements, onboarding clients, managing authorised contacts, billing, credit control and relationship management.
Managed services and support	Providing IT support, monitoring, maintenance, cloud, backup, security, projects and related managed services.
Security and risk	Protecting systems and information, authenticating users, detecting threats, investigating incidents, preventing fraud and supporting legal or insurance claims.
Employment and recruitment	Recruitment, employment administration, payroll, benefits, performance, training, access management, safety and statutory reporting.
Suppliers and contractors	Onboarding, contracting, due diligence, payment, performance management and security or privacy compliance.
Marketing and communications	Sending consented marketing, managing subscriptions, measuring campaigns and communicating about Wired IT services where legally permitted.
Legal and regulatory compliance	Meeting statutory, tax, accounting, labour, corporate, privacy, cybersecurity and access-to-information obligations.
Business operations	Record keeping, auditing, quality management, reporting, insurance, business continuity and improvement of services.

9.2 Categories of data subjects and personal information

DATA SUBJECT CATEGORY	PERSONAL INFORMATION OR CATEGORIES
Clients and prospective clients	Names; job titles; employer or business details; contact details; communications; service requirements; billing and transaction records; authorised-representative information; support and technical information.
Client users and personnel	Identity and contact information; usernames and identifiers; device and system information; authentication and access records; support records; logs and information processed through managed client systems.
Employees, applicants and former employees	Identity; contact; employment; qualification; payroll; tax; banking; performance; leave; training; access; disciplinary; health-and-safety and statutory information.
Directors and shareholders	Identity, contact, governance, statutory, financial-interest and transaction information.
Suppliers, contractors and professional advisers	Identity; contact; company; banking; tax; contract; performance; due-diligence; access and communication information.
Website visitors and subscribers	Contact-form information; subscription preferences; IP addresses; browser and device information; cookies; page interaction; referral and campaign information.

Visitors to premises	Name; organisation; host; visit details; access logs and CCTV information where applicable.
Regulators, authorities and other third parties	Official contact, correspondence, case, request, complaint and compliance information.

9.3 Recipients or categories of recipients

Personal information may be supplied, where lawful and necessary, to:

- authorised Wired IT personnel and contractors;
- the client or responsible party on whose behalf Wired IT processes information;
- companies within the same group where appropriate and subject to access controls;
- cloud, hosting, data-centre, telecommunications and software providers;
- cybersecurity, monitoring, backup, identity and support-platform providers;
- email marketing, analytics and advertising service providers where lawful;
- banks, payment providers, accountants, auditors, insurers and professional advisers;
- debt collectors, attorneys, courts, regulators, law-enforcement bodies and public authorities where permitted or required by law;
- prospective purchasers, investors or advisers involved in a bona fide corporate transaction, subject to appropriate safeguards; and
- other persons authorised by the data subject or permitted by law.

9.4 Transborder flows of personal information

Wired IT may use cloud, software, communications, analytics, cybersecurity and other service providers that process or store information outside South Africa. International processing may include service locations in the European Union, the United Kingdom, the United States and other jurisdictions used by relevant providers or their subprocessors.

Wired IT will take reasonably practicable steps to ensure that international transfers are made under section 72 of POPIA or another lawful basis, including through adequate legal protection, binding contractual safeguards, consent where appropriate, or necessity for the conclusion or performance of a contract.

9.5 General description of information-security safeguards

Wired IT applies risk-appropriate technical and organisational safeguards. Depending on the information and service, these may include:

- information-security and acceptable-use policies;
- role-based access controls and least-privilege principles;
- authentication controls, including multi-factor authentication where appropriate;
- encryption or secure transmission protocols where appropriate;
- endpoint, email, network and cloud security controls;
- logging, monitoring, alerting and security-event review;
- backup, recovery, resilience and business-continuity measures;
- vulnerability, patch and configuration management;
- confidentiality obligations and workforce awareness training;
- supplier and operator due diligence and contractual safeguards;
- incident-response, investigation and security-compromise notification procedures; and
- periodic reviews of safeguards, risks and access rights.

This description is intentionally general. Detailed security configurations, procedures and controls are confidential and may be withheld where disclosure would create a security risk or fall within another ground of refusal under PAIA.

10. How to request access to a record

A formal request for access to a Wired IT record must be submitted using the prescribed Form 2: Request for Access to Record. The form is available from the [Information Regulator's PAIA Forms page](#) or may be requested from Wired IT.

1. Complete Form 2 in sufficient detail to identify the requester and the specific record or records requested.
2. Identify the right that the requester seeks to exercise or protect and explain why the requested record is required for that purpose.
3. Indicate the preferred form of access, such as inspection, an electronic copy or a printed copy.
4. Provide an address or contact details in South Africa through which notices can be delivered.

5. Attach proof of identity. Where the request is made for another person or organisation, attach proof of authority or capacity.
6. Submit the completed request to privacy@wired-it.co.za or deliver it to Wired IT's physical address.
7. Pay any prescribed request fee after Wired IT issues the required fee notice. Do not send payment before receiving instructions.

Wired IT may contact the requester for clarification where a request is too broad, does not identify the record, does not explain the right involved, or lacks required proof of identity or authority.

11. Fees

Request, search, preparation, reproduction and delivery fees are prescribed under PAIA and may change from time to time. Wired IT will apply the fee structure and exemptions in force when the request is processed.

- A prescribed request fee may be required before the request is processed further.
- Where the search and preparation are expected to exceed the prescribed free time, Wired IT may require a deposit of up to the prescribed portion of the anticipated access fee.
- If access is granted, reproduction, search, preparation and delivery fees may be payable before the record is released.
- If a required deposit has been paid and the request is refused, the deposit will be refunded as required by PAIA.
- Wired IT may withhold access until the applicable lawful fees have been paid.
- Fee exemptions and limits prescribed by law will be honoured.

The latest official fee schedule is available from the Information Regulator: [PAIA Fees Structure](#).

12. Decision periods and notices

Wired IT will decide a properly submitted request as soon as reasonably possible and ordinarily within 30 days after receiving the request or the outstanding particulars required to process it.

The period may be extended once for up to a further 30 days where PAIA permits, including where:

- the request covers a large number of records or requires an extensive search;
- records must be collected from another location;
- consultation is reasonably necessary to decide the request;
- more than one of these circumstances applies; or
- the requester agrees in writing to an extension.

The requester will be notified of an extension and the reasons for it. A failure to decide within the applicable statutory period may be treated as a deemed refusal under PAIA.

If the request is granted, the notice will state the form of access and any fees payable. If refused, the notice will provide adequate reasons without disclosing the protected content and will explain the available complaint or court process.

13. Grounds on which access may be refused

Wired IT will grant access only where PAIA's requirements are met. Depending on the record and circumstances, access may be required to be refused or may lawfully be refused to protect:

PROTECTED INTEREST	EXAMPLES
Privacy	Personal information of a third party where disclosure would be unreasonable or unlawful.
Third-party commercial information	Trade secrets, financial, commercial, scientific or technical information, or information whose disclosure could cause commercial harm.
Confidential information	Information supplied in confidence or protected by a contractual or legal duty of confidence.
Safety and property	Information whose disclosure could endanger an individual, compromise a building, system or property, or undermine security measures.
Legal privilege	Records privileged from production in legal proceedings, including attorney-client communications where applicable.
Wired IT commercial information	Trade secrets; financial, commercial, scientific or technical information; strategies; pricing; contractual negotiations; intellectual property; software; source materials and confidential know-how.
Research information	Research information whose disclosure would expose Wired IT or a third party to serious disadvantages.

Research information	Research information whose disclosure would expose Wired IT or a third party to serious disadvantage.
Other lawful restrictions	Records protected by another PAIA ground, court order, statute or lawful confidentiality obligation.

Where only part of a record is protected and the remainder can reasonably be separated, Wired IT will consider granting access to the non-protected part.

PAIA's public-interest override will be considered where applicable, including where disclosure would reveal evidence of a substantial contravention of the law or an imminent and serious public-safety or environmental risk and the public interest clearly outweighs the harm.

14. Third-party records and notifications

Where a request concerns a record containing information about another person or organisation, Wired IT may be required to notify that third party and allow it an opportunity to make representations or consent to disclosure.

Third-party notification may extend the time required to process the request. Access to a record may be delayed while a third party exercises a right to complain to the Information Regulator or apply to court.

15. Remedies and complaints

There is no internal appeal against a decision of a private body under PAIA. A requester or affected third party may, subject to PAIA:

- submit a complaint to the Information Regulator using prescribed Form 5; or
- apply to a competent court for appropriate relief.

A complaint may relate to a refusal, deemed refusal, fee, extension, form of access or other decision under PAIA. Complaints should ordinarily be lodged within the period prescribed by PAIA, currently generally 180 days, unless the Regulator allows otherwise.

INFORMATION REGULATOR COMPLAINT CHANNEL	DETAILS
Complaint form	Form 5: Complaint Form
Email	PAIAComplaints@info regulator.org.za
Website	https://info regulator.org.za/complaints/
Telephone	010 023 5200
Toll-free	0800 017 160

Before lodging a complaint, the requester should provide Wired IT with a reasonable opportunity to respond or correct the issue, unless doing so is not required or would be inappropriate in the circumstances.

16. Availability and publication of this manual

This manual is made available:

- on Wired IT's website at <https://www.wired-it.co.za>;
- for public inspection during normal business hours at Unit 9, High Tech Village, Superior Road, Halfway House, Midrand, 1685;
- electronically to any person who requests a copy from privacy@wired-it.co.za; and
- to the Information Regulator upon request.

A reasonable reproduction or delivery charge may be requested where permitted by PAIA. An electronic copy will ordinarily be supplied without charge where it is readily available and no exceptional preparation is required.

17. Updating the manual

The Information Officer will review this manual regularly and update it where there is a material change to Wired IT's contact details, record categories, personal-information processing, service providers, legal obligations or access procedures.

The current version published by Wired IT replaces earlier versions from its effective date.

Annexure A: PAIA request checklist

- Use the current prescribed Form 2.
- State the requester's full details and attach proof of identity.
- Where acting for someone else, attach proof of authority or capacity.
- Identify the exact record or a sufficiently narrow category of records.
- Identify the right to be exercised or protected.
- Explain why the requested record is required for that right.
- Select the preferred form of access.
- Provide contact details in South Africa for notices.
- Submit to privacy@wired-it.co.za or deliver to Wired IT's address.
- Wait for a fee notice before making payment.

Annexure B: Key official resources

- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Information Regulator PAIA resources and Guide
- Prescribed PAIA forms
- PAIA fees structure
- Information Regulator complaints

Approved for publication by the Head of Private Body / Information Officer.

NAME	ROLE	DATE
Stuart Withers	Information Officer / Head of Private Body	17 July 2026