

Multiply Training (Pty) Ltd

PAIA MANUAL

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

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1. LIST OF ACRONYMS AND ABBREVIATIONS

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

2. AN INTRODUCTION TO PAIA

- 2.1.** The Promotion of Access to Information Act, No. 2 of 2000 ("PAIA") gives effect to the constitutional right 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. This manual serves as Multiply Training's framework to facilitate the public's right to request such records from a private body.

3. COMPANY CONTACT DETAILS (SECTION 51(1)(a))

3.1. Chief Information Officer

Name:	Andre Von Mollendorff
Tel:	079 282 2085
Email:	andre@multiplytraining.co
Fax number:	N/A

3.2. Deputy Information Officer (NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.

Name: N/A
Tel: N/A
Email: N/A
Fax Number: N/A

3.3 Access to information general contacts

Email: *andre@multiplytraining.co*

3.4 National or Head Office

Postal Address: 28th on 2nd Avenue
Melkbosstrand, Cape Town
Western Cape
7441

Physical Address: 28th on 2nd Avenue
Melkbosstrand, Cape Town
Western Cape
7441

Telephone: 079 282 2085

Email: *andre@multiplytraining.co*

Website: <https://www.multiplyhub.io/>

4. THE PAIA GUIDE (SECTION 51(1)(b)(i))

4.1. Overview of the Guide: The Information Regulator has compiled a comprehensive guide in each of the official languages of South Africa to assist members of the public on how to exercise their rights under PAIA.

4.2. How to Access the Guide: The official guide can be inspected or obtained directly from the office or online repository of the Information Regulator:

- **Website:** <https://inforegulator.org.za>
- **Physical Address:** JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
- **Email:** enquiries@inforegulator.org.za

5. RECORDS AVAILABLE WITHOUT FORMAL REQUEST (SECTION 51(1)(b)(ii))

5.1. Voluntarily Disclosed Records: The Company does not currently have any notices published in terms of Section 52(2) of PAIA.

5.2. Publicly Accessible Information: The following records are automatically available to the public and do not require a formal PAIA request via Form 2:

- a. Product brochures, marketing materials, and newsletters.
- b. Information publicly displayed on our official website.
- c. Public statutory disclosures filed with the Companies and Intellectual Property Commission (CIPC).

6. RECORDS HELD IN ACCORDANCE WITH OTHER LEGISLATION (SECTION 51(1)(b)(iii))

6.1. The Company maintains regulatory records in accordance with the provisions of applicable South African legislation, which includes but is not limited to:

- Basic Conditions of Employment Act No. 75 of 1997
- Broad-Based Black Economic Empowerment Act No. 53 of 2003
- Companies Act No. 71 of 2008
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- Consumer Protection Act No. 68 of 2008
- Electronic Communications and Transactions Act No. 25 of 2002
- Employment Equity Act No. 55 of 1998
- Income Tax Act No. 58 of 1962
- Labour Relations Act No. 66 of 1995
- Occupational Health and Safety Act No. 85 of 1993
- Skills Development Levies Act No. 9 of 1999
- Unemployment Insurance Act No. 63 of 2001
- Value Added Tax Act No. 89 of 1991

7. SUBJECTS AND CATEGORIES OF RECORDS HELD (SECTION 51(1)(b)(iv))

The Company maintains physical and digital records across the operational fields listed below. *Note: Access to these records is not automatic and is subject to the review of the Request for Access and the legal grounds for refusal.*

7.1. Corporate Governance & Secretarial: Memorandum of Incorporation, CIPC registration certificates, minutes of board and shareholder meetings, register of directors, share registers, and internal policies.

7.2. Financial & Tax Records: Audited financial statements, management accounts, tax returns (VAT, corporate income tax, PAYE), accounting ledgers, banking records, invoices, asset registers, and auditor correspondence.

7.3. Human Resources: Employment contracts, payroll and salary slip, performance evaluations, disciplinary records, UI-19 forms, leave logs, training records, and medical aid or pension scheme details.

7.4. Commercial & Operations: Vendor and supplier contracts, client databases, service level agreements (SLAs), terms and conditions, business insurance policies, and procurement records.

7.5. Information Technology: Software licenses, hardware asset inventories, network architecture maps, data backup logs, and internal IT policies.

8. MANDATORY DATA PROCESSING DISCLOSURES (SECTION 51(1) (c))

As required by Section 51(1)(c), the Company discloses the following overview of its personal data processing environment:

8.1 Purpose of Processing: Data is processed to fulfil customer contracts, administer staff payroll, manage vendor agreements, comply with tax laws, and protect business infrastructure.

8.2 Data Subjects & Categories: The Company processes information relating to Employees (IDs, payroll, contacts), Clients (registration info, banking details, history), and Suppliers (contracts, account numbers).

8.3 Recipients: Data may be shared with statutory bodies (SARS), professional advisors (auditors), and outsourced IT/cloud infrastructure service operators.

8.4 Cross-Border Transfers: Corporate data may be safely hosted or backed up on international cloud platforms (e.g., Microsoft 365, AWS, or

Google Workspace) where security frameworks mirror South African standards.

8.5 Information Security Safeguards: The Company deploys technical controls including firewalls, data encryption, anti-malware software, multi-factor authentication (MFA), and physical access controls to secure its records.

9. ACCESS REQUEST PROCEDURE & PRESCRIBED FEES

- 9.1. Submission of Request:** A requester seeking access to records held by the Company must complete the official **Form 2 (Request for Access to Record)** as prescribed by the Information Regulator.
- 9.2. Delivery Method:** The completed Form 2 must be emailed to the Designated Information Officer at the address listed in Section 3 of this manual. The request must describe the record sought with enough detail to allow the Information Officer to locate it.
- 9.3. Prescribed Fees:** A standard, non-refundable Request Fee is payable upon submission of Form 2. If the request is granted, additional Access Fees apply for reproduction, formatting, or time spent searching for the record. Records will not be released until all statutory fees are paid.
- 9.4. Timelines:** The Information Officer will notify the requester of their decision within **30 calendar days** of receiving the request. This timeframe may be extended once for an additional 30 days if the request is complex or requires an extensive record search.

10. AVAILABILITY OF THE MANUAL

10.1 A copy of the Manual is available-

- 10.1.1 On <https://www.multiplyhub.io/>, if any;
- 10.1.2 head office of the Multiply Training (Pty) Ltd for public inspection during normal business hours;
- 10.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

10.1.4 to the Information Regulator upon request.

10.2 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.

11. UPDATING OF THE MANUAL

The head of Multiply Training (Pty) Ltd will on a regular basis update this manual.

Issued by

Andre Von Mollendorff
Managing Director