

**PROMOTION OF ACCESS TO INFORMATION ACT MANUAL  
(PAIA MANUAL)**



Created: February 2026

Reviewed:

## **1. PURPOSE OF THIS MANUAL**

This PAIA Manual is useful for the public to-

- 1.1. access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access
- 1.2. have a sufficient understanding of how to make a request for access to a record of the body;
- 1.3. 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;
- 1.4. know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 1.5. know the description of the records of the body which are available in accordance with any other legislation;
- 1.6. know the recipients or categories of recipients to whom the personal information may be supplied;
- 1.7. 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
- 1.8. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.
- 1.9. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it.

## **2. COMPANY INFORMATION**

- 2.1. Name: Gole Cloud (PTY) LTD
- 2.2. Registration Nr: 2025/761627/07
- 2.3. Registered Address: Unit 10 Wild Fig Business Park  
1494 Cranberry Street  
Honeydew  
Gauteng  
2040
- 2.4. Email: hello@gole.africa
- 2.5. Website: <https://gole.africa>

## **3. INFORMATION OFFICER**

- 3.1. Full Names: Phumudzo Biscay
- 3.2. Email: biscay@gole.africa
- 3.3. Address: Use Company Address
- 3.4. Contact Number: Use company contact

## **4. DEPUTY INFORMATION OFFICER**

- 4.1. Full Names: Tshifhi Monica Mulaudzi
- 4.2. Email: monica@gole.africa
- 4.3. Address: Use Company address
- 4.4. Contact Number: Use company contact number

## **5. ACCESSING OF RECORDS**

- 5.1. Please note that unless you are requesting access to your own information, you are not automatically allowed access to the company records, and the Information Officer has the right to reject any request for information submitted in terms of Sections 62 to 70 of Chapter 4 of the PAIA Act.
- 5.2. Process
  - 5.2.1. The Requester must complete the relevant Form 02, which is available on the Information Regulator's Website, alternatively please request us to provide the form to you.

- 5.2.2. The requester shall submit the Form to the Information officer via electronic mail using the Company address and/or email address indicated.
- 5.2.3. The Information Officer may require the requester to pay the prescribed fee (if any) before further processing the request.
- 5.2.4. After the Information Officer has made a decision on the request, the requester shall be notified in the required form.
- 5.2.5. 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.
- 5.3. Appeal
- 5.3.1. Please note that the Company is not a public Company and as such does not have an internal appeal process.
- 5.3.2. If the Company therefore refuses your request and you are unhappy with the reason for the refusal to the access, you may either
- 5.3.2.1. lay a complaint at the Information Regulator; or
- 5.3.2.2. Apply to the relevant court within 30 days of such refusal.

## 6. CATEGORIES OF DATA SUBJECTS

<b>Data Subjects</b>	<b>Information Collected</b>	<b>Purpose of Processing Information</b>
Clients & Employees	POPIA Information	Management

## 7. RECORDS HELD BY THE COMPANY ITO LEGISLATION

Please note that these records are available on request, but not all these records are available to the public.

<b>Legislation</b>	<b>Type</b>
Companies Act	CIPC Registration Documents MOI Shareholder Agreements

	Financial Statements Resolutions / Minutes of Meeting Accounting records Records of Directors Securities Register Beneficial Ownership
Income Tax / VAT Act	Registration at SARS VAT Statements Income Tax Statements SARS Returns
POPIA	Internal Company POPI Policy Privacy Policy PAIA MANUAL
BCEA	Employee Records

## **8. DISTRIBUTION / SHARING OF INFORMATION**

- 8.1. The data subject information will only be shared as directed in terms of law or with the express consent.

## **9. PLANNED TRANSBORDER FLOWS**

- 9.1. The Company stores information on cloud-based business solutions and such third-party business solution servers are located outside of South Africa. There might therefore be transborder flow of personal information.
- 9.2. These third-party business solutions is Microsoft 365
- 9.3. The third-party business solutions are secure.

## **10. SECURITY MEASURES TO PROTECT INFORMATION**

- 10.1. The Company has implemented various technical ad organisational measures to secure the data subjects personal information, which security measures include the following:
- 10.1.1. ISO 27001/27017 Controls
- 10.1.2. Nist based framework.

## 11. **GUIDE ON HOW TO USE THE ACT**

11.1. 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.

11.2. The aforesaid Guide contains the description of-

11.2.1. the objects of PAIA and POPIA;

11.2.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

11.2.2.1. the Information Officer of every public body, and

11.2.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA ;

11.2.3. the manner and form of a request for-

11.2.4. access to a record of a public body contemplated in section 11 ; and

11.2.5. access to a record of a private body contemplated in section 50 ;

11.2.6. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;

11.2.7. the assistance available from the Regulator in terms of PAIA and POPIA;

11.2.8. 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

11.2.8.1. an internal appeal;

11.2.8.2. a complaint to the Regulator; and

11.2.8.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

11.2.8.4. the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

11.2.8.5. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

11.2.8.6. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and

11.2.8.7. the regulations made in terms of section 92

11.3. The Guide can be obtained from the Information Regulator Website.

## 12. **UPDATING OF THE MANUAL**

12.1. This Manual will be revised annually and updated, if necessary.

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