

**LAVANA BEAUTY DELUXE SPA (PROPRIETARY) LIMITED**

**PAIA and POPI Manual**

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THIS MANUAL WAS PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (“The Act”) AND TO ADDRESS REQUIREMENTS OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (“POPI”)

This manual applies to the following:

- Lavana Deluxe Spa (Proprietary) Limited (Registration number: 2021/349123/07) (“the Company”)

Registered office address:

3<sup>rd</sup> Floor Suite 7  
West Tower Nelson Mandela Square  
Sandton  
Gauteng  
2196

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**Table of Contents**

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<b>1 Introduction.....</b>	<b>4</b>
Nature Of Business.....	4
Contact Details .....	4
<b>2 Guide Of The South African Human Rights Commission .....</b>	<b>5</b>
<b>3 Access To Records Held By The Company .....</b>	<b>6</b>
Request Procedure .....	6
Decision.....	6
<b>4 Fees .....</b>	<b>8</b>
<b>5 Categories Of Records Held By The Company: Section 51(1)(E).....</b>	<b>9</b>
Companies Act Records.....	9

Financial Records .....9  
Tax Records .....9  
Personnel Documents and Records .....9  
**6 Processing Of Personal Information..... 10**  
Purpose of Processing .....10  
Categories of Data Subjects and of their Personal Information.....10  
Categories of Recipients for Processing the Personal Information .....10  
Actual or Planned Transborder Flows of Personal Information .....11  
General Description of Information Security Measures.....11  
**7 Remedies Available If Request for Information Is Refused..... 12**  
Internal Remedies .....12  
External Remedies.....12  
**8 List of Applicable Legislation..... 13**  
**9 Availability Of The Manual..... 14**  
**10 Approval ..... 14**  
**11 Appendix 1: Prescribed Form C To Be Completed By A Requester..... 15**

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**Document Management**

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## **1 Introduction**

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The promotion of Access to Information Act, 2000 (the “Act”) gives third parties the right to approach private bodies and the overnment to request information held by them, which is required in the exercise and/or protection of any rights. On request, the private body or government is obliged to release such information unless the Act expressly states that the records containing such information may or must not be released. This manual informs requestors of procedural and other requirements which a request must meet as prescribed by the Act.

### **Nature Of Business**

The Company offers massage services.

### **Contact Details**

Name of Business : Lavana Deluxe Spa (Proprietary) Limited

Head of Private Body : George Kiros

Information Officer : George Kiros

Street Address : 3<sup>rd</sup> Floor Suite 7  
West Tower Nelson Mandela Square  
Sandton  
Gauteng  
2196

Postal Address : Postnet Suite 252  
Melrose Arch  
Sandton  
Gauteng  
2076

Telephone : 011 783 3840

Email : [privacy@lavana.co.za](mailto:privacy@lavana.co.za)

Website : [www.lavana.co.za](http://www.lavana.co.za)

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## **2 Guide Of Human Rights Commission / Information Regulator**

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A guide to the Act (as contemplated under section 10 of the Act) is available from the South African Human Rights Commission. The guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act.

Any enquiries regarding this guide and its contents should be directed to:

**The South African Human Rights Commission:**  
PAIA Unit (the Research and Documentation Department)  
Postal address: Private Bag 2700, Houghton, 2041  
Telephone: +27 11 484-8300  
Fax: +27 11 484-7146  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

Alternatively, its successor,  
**The Information Regulator (South Africa)**  
SALU Building, 316 Thabo Sehume Street, Pretoria  
Ms Mmamoroke Mphelo  
Tel: 012 406 4818  
Fax: 086 500 3351  
[infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

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## **3 Access To Records Held By The Company**

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Records held by the Company may be accessed on request only once the requirements for access have been met. A requester is any person making a request for access to a record of the Company and in this regard, the Act distinguishes between two types of requesters:

#### **Personal Requester**

A personal requester is a requester who is seeking access to a record containing personal information about the requester. Subject to the provisions of the Act and applicable law, the Company will provide the requested information, or give access to any record with regard to the requester's personal information. The prescribed fee for reproduction of the information requested will be charged by the Company.

#### **Other Requester**

This requester (other than a personal requester) is entitled to request access to information pertaining to third parties. However, the Company is not obliged to grant access prior to the requester fulfilling the requirements for access in terms of the Act. The prescribed fee for reproduction of the information requested will be charged by the Company.

#### **Request Procedure**

A requester must comply with all the procedural requirements contained in the Act relating to a request for access to a record. A requester must complete the prescribed form enclosed herewith in Appendix 1 and submit same as well as payment of a request fee and a deposit, if applicable to the information officer at the postal or physical address, fax number or electronic mail address stated herein. The prescribed form must be filled in with enough particularity to at least enable the information officer to identify:

- The record or records requested;
- The identity of the requester;
- What form of access is required; and
- The postal address or fax number of the requester.

A requester must state that he or she requires the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. The requester must also provide an explanation of why the requested record is required for the exercise or protection of that right.

The Company will process a request within 30 days, unless the requestor has stated special reasons which would satisfy the information officer that circumstances dictate that the this time period not be complied with.

The requester shall be informed in writing whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he or she must state the manner and the particulars so required. If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the information officer.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally to the information officer.

#### **Decision**

The Company will, within 30 days of receipt of a request, decide whether to grant or decline a request and give notice with reasons (if required) to that effect. The 30 day period within which the Company has to decide whether to grant or refuse a request, may be extended for a further period of not more than 30 days if the request is for a large quantity of information, or the request requires a search for information held at another office of the Company (other than the head office) and the information cannot reasonably be obtained within the original 30 day period. The information officer will notify the requester in writing should an extension be necessary.

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## 4 Fees

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The Act provides for two types of fees:

A request fee, (which will be a standard fee) and an access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs where applicable. When a request is received by the information officer of the Company, the information officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee (if any), before further processing of the request. If a search for the record is necessary and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the information officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

The information officer shall withhold a record until the requester has paid the fee or fees as indicated. A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form. If a deposit has been paid in respect of a request for access, which is refused, then the information officer shall repay the deposit to the requester.

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## **5 Categories Of Records Held By The Company: Section 51(1)(E)**

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### **Companies Act Records**

- Documents of incorporation
- Memorandum of Incorporation
- Minutes of Board of Directors meetings
- Records relating to the appointment of directors / auditor / secretary / public officer and other officers
- Share Register and other statutory registers

### **Financial Records**

- Annual Financial Statements
- Tax Returns
- Accounting Records
- Banking Records
- Bank Statements
- Electronic banking records
- Asset Register
- Rental Agreements
- Invoices

### **Customer Records**

- Company Registration Records
- Contact Information
- Personnel information
- Financial Information
- Legal Agreements
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### **Service Provider Records**

- Company Registration Records
- Contact Information
- Personnel information
- Financial Information
- Legal Agreements

### **Tax Records**

- PAYE Records
- Documents issued to employees for income tax purposes
- Records of payments made to SARS on behalf of employees
- All other statutory compliances:
  - o VAT
  - o Skills Development Levies
  - o UIF
  - o Workmen's Compensation

### **Personnel Documents and Records**

- Employment contracts
- Trade Union Information
- Employment Equity Plan (if applicable)
- Disciplinary records
- Salary records
- Disciplinary code
- Leave records
- Training records
- Training Manuals



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## 6 Processing Of Personal Information

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### Purpose of Processing

The Company uses the Personal Information under its care in the following ways:

- Rendering service according to instructions given by customers
- Staff administration
- Keeping of accounts and records
- Complying with tax laws

### Categories of Data Subjects and their Personal Information

The Company may possess records relating to suppliers, shareholders, contractors, service providers, staff and customers:

Entity Type	Personal Information Processed
Customers – Juristic Persons / Entities	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners
Intermediary / Advisor	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners
Contracted Service Providers	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners
Employees / Directors	Gender, Pregnancy; Marital Status; Colour, Age, Language, Education information; Financial Information; Employment History; ID number; Physical and Postal address; Contact details; Opinions, Criminal behaviour; Well-being;

### Categories of Recipients for Processing the Personal Information

The Company may supply the Personal Information to service providers who render the following services:

- Any function within the group of companies;
- Capturing and organising of data;
- Storing of data;
- Sending of emails and other correspondence to customers
- Conducting due diligence checks;
- Administration of the Collective Investment Schemes;

### Actual or Planned Transborder Flows of Personal Information

The Company may transfer data trans-border in order to store data with other group companies and third party cloud storage providers.

### General Description of Information Security Measures

The Company employs appropriate safety, organisational methods and up to date technology to ensure the confidentiality, integrity and availability of the Personal Information under its care. Measures include:

- Firewalls;
- Virus protection software and update protocols
- Logical and physical access control;
- Secure setup of hardware and software making up the IT infrastructure;
- Outsourced Service Providers who process Personal Information on behalf of the Company are contracted to implement security controls.

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## **7 Remedies Available If Request for Information Is Refused**

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### **Internal Remedies**

The Company does not have internal appeal procedures. As such, the decision made by the information officer pertaining to a request is final, and requestors will have to exercise such external remedies at their disposal if a request is refused, and the requestor is not satisfied with the response provided by the information officer.

### **External Remedies**

A requestor that is dissatisfied with the information officer's refusal to disclose information, may within 30 days of notification of the decision, apply to a court for relief. Likewise, a third party dissatisfied with the information officer's decision to grant a request for information, may within 30 days of notification of the decision, apply to a court for relief. For purposes of the Act, courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status.

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## **8 List of Applicable Legislation**

Records of the Company's and other legal entities in which the Company has a direct controlling interest or an indirect controlling interest through its subsidiaries may be kept by or on behalf of the Company in accordance with the following legislation (some of which legislation may not be applicable to the Company), as well as with other legislation that may apply to the Company and/or its subsidiaries from time to time:

Basic Conditions of Employment Act 57 of 1997  
Broad-based Black Economic Empowerment Act 53 of 2003  
Companies Act 71 of 2008  
Compensation for Occupational Injuries and Diseases Act 130 of 1993  
Copyright Act 98 of 1978  
Currencies and Exchanges Act 9 of 1993  
Electronic Communications and Transactions Act 25 of 2002  
Employment Equity Act 55 of 1998  
Financial Intelligence Centre Act 38 of 2001  
Financial Institutions (Protection of Funds) Act 28 of 2001  
Financial Services Board Act 97 of 1990  
Income Tax Act 58 of 1962  
Inspection of Financial Institutions Act 80 of 1998 Labour  
Relations Act 66 of 1995  
Occupational Health and Safety Act 85 of 1993  
Regulation of Interception of Communications and Provision of Communication-Related Information Act 70 of 2002  
Prevention of Organised Crime Act 121 of 1998  
Prevention and Combating of Corrupt Activities Act 12 of 2004  
Promotion of Access to Information Act 2 of 2000  
Protected Disclosures Act 26 of 2000  
Protection of Constitutional Democracy against Terrorist and Related Activities Act 33 of 2004 Skills  
Development Act 97 of 1998  
Skills Development Levy Act 9 of 1999  
Securities Transfer Tax Act 25 of 2007  
Securities Transfer Tax Administration Act 26 of 2007 Trade  
Marks Act 194 of 1993  
Trust Property Control Act 57 of 1988  
Unemployment Insurance Act 30 of 1966  
Unemployment Insurance Contributions Act 4 of 2002 Value  
Added Tax Act 89 of 1991

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**9 Availability Of The Manual**

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The manual is available for inspection, on reasonable prior notice, at the office of the company free of charge. Copies of the manual of the Company are also available from the SAHRC.

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**10 Approval**

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ASSENTED TO ON BEHALF OF THE COMPANY ON THIS 27th DAY OF April 2022.

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**11 Appendix 1: Prescribed Form C To Be Completed By A Requester**

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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: George Kiros

**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.<br>Proof of the capacity in which the request is made, if applicable, must be attached. |
| (c) |   |

Full names and surname: Identity

number:

Postal address: Fax

number:

Telephone 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 <i>ONLY</i> if a request <i>for information</i> is made on behalf of <i>another</i> person.
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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:

2 Reference number, if available:

3 Any further particulars of record:

**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:

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

Disability:	Form in which record is required
Form in which record is required:	
Mark the appropriate box with an X.	
<p>NOTES:</p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(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.</p> <p>(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.</p>	

<b>1. If the record is in written or printed form:</b>					
	copy of record*		inspection of record		
<b>2. If record consists of visual images</b> this includes photographs, slides, video recordings, computer-generated images, sketches, etc)					
	view the images	copy of the images"	transcription of the images*		
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>					
	listen to the soundtrack audio cassette		transcription of soundtrack* written or printed document		
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>					
	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.			<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">YES</td> <td style="width: 50%; text-align: center;">NO</td> </tr> </table>	YES	NO
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:

**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? Signed  
at.....Sandton..... This...27th..... day of April 2022



SIGNATURE OF REQUESTER / PERSON ON WHOSE  
BEHALF REQUEST IS MADE