

## **PAIA MANUAL**

for Korridor South Africa Proprietary Limited as a private body in terms of section 51  
of the Promotion of Access to Information Act 2 of 2000.

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## 1. INTRODUCTION

- 1.1. Korridor South Africa Proprietary Limited with company registration number 2014/002948/07 (“**Korridor**”) facilitates the required operation of the procurement solutions and platform provided through Korridor Holdings (Mauritius).
- 1.2. This manual (“**Manual**”) is published in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (“**PAI Act**”) and provides an outline of the type of records and personal information which Korridor holds and processes. The Manual also explains how requests for access to these records in terms of the PAI Act must be submitted.
- 1.3. The objective of the PAIA Act is to give effect to the constitutional right to access to information, which information is held by a public or private body and which information is required for the exercise or protection of any rights. The PAI Act recognises the right entrenched in section 32 of the Constitution of the Republic of South Africa, 1996 and aims to foster a culture of transparency and accountability in public and private bodies by giving effect to the right of access to information.
- 1.4. Section 9 of the PAI Act dictates that the right to access to information is not an unlimited right. The right may be weighed up against limitations aimed at protecting the fundamental right to privacy and maintaining commercial confidentiality and effective, efficient and good governance of the public or private body concerned.
- 1.5. **Availability and Purpose of this Manual**
  - 1.5.1. This Manual, as updated from time to time can be requested from the Head of Korridor, Information Officer and/or Deputy Information Officer of Korridor, whose details are set out in in section 2 below. A copy of this Manual may also be inspected at Korridor’s physical address set out in section 2 below.
  - 1.5.2. The primary purpose of this Manual is to facilitate requests for access to information held by Korridor, which requests shall be made in accordance with the prescribed procedures and at the rates provided for in section 5 of this Manual. In addition to the above, the further purposes of this Manual, are to describe the records held by Korridor and to articulate the grounds upon which access to any such records may be refused

## 2. CONTACT DETAILS

- 2.1. Contact details in terms of section 51 of the PAI Act:

### **General Information:**

Name of private body:	Korridor South Africa Proprietary Limited
Industry:	Logistics, Transport, Technology
Registration number:	2014/002948/07
Postal address:	Block C, 2nd Floor, Irene Link Commercial, 5 Impala Ave, Doringkloof, Centurion, 0157

Physical address / Place of business:	Block C, 2nd Floor, Irene Link Commercial, 5 Impala Ave, Doringkloof, Centurion, 0157
Telephone:	+27 71 828 1773 +27 73 067 9385 +27 82 324 6442
Website:	<a href="https://korridor.com/">https://korridor.com/</a>

### **Head of Korridor**

Chief Executive Officer:	Mr. Alistair Potgieter
Postal address:	Block C, 2nd Floor, Irene Link Commercial, 5 Impala Ave, Doringkloof, Centurion, 0157
Registered address:	Block C, 2nd Floor, Irene Link Commercial, 5 Impala Ave, Doringkloof, Centurion, 0157
Cell phone:	+27 79 525 2537
E-mail address:	<a href="mailto:alistair@korridor.com">alistair@korridor.com</a>

### **Information Officers**

The Head of Korridor is supported in his functions prescribed under the PAI Act by the following officers who are the duly appointed Information Officers of Korridor in terms of the requirements of the Protection of Personal Information Act No. 4 of 2013:

Information Officer:	Deputy Information Officer:
Mr. Ashveer Rajcoomar – Chief Information Officer	Mrs. Christina Botha - Head: Legal and Compliance
E-mail: <a href="mailto:ashveer@korridor.com">ashveer@korridor.com</a>	E-mail: <a href="mailto:christi.botha@korridor.com">christi.botha@korridor.com</a>

## **3. APPLICABLE LEGISLATION:**

- 3.1. The following legislation, amongst others which may become applicable from time to time including any subsequent amendment thereto, is applicable to and observed by Korridor pursuant to undertaking its day-to-day operations:

Item No:	Legislative Reference:	Act:
1	No. 75 of 1997	The Basic Conditions of Employment Act
2	No. 53 of 2003	The Broad-Based Black Economic Empowerment Act
3	No. 71 of 2008	The Companies Act
4	No. 130 of 1993	Compensation for Occupational Injuries and Diseases Act
5	No. 25 of 2002	The Electronic Communications and Transactions Act
6	No. 55 of 1998	The Employment Equity Act
7	No. 37 of 2002	The Financial Advisory and Intermediary Services Act
8	No. 58 of 1962	The Income Tax Act
9	No. 66 of 1995	The Labour Relations Act
10	No. 2 of 2000	The Promotion of Access to Information Act

11	No. 4 of 2013	The Protection of Personal Information Act
12	No. 63 of 2001	The Unemployment Insurance Act
13	No. 89 of 1991	The Value Added Tax Act
14	No. 85 of 1993	The Occupational Health and Safety Act
15	No. 97 of 1998	The Skills Development Act
16	No. 9 of 1999	The Skills Development Levies Act
17	No. 4 of 2000	Promotion of Equality and Prevention of Unfair Discrimination Act

#### 4. COMPANY RECORDS

##### 4.1. Availability of Records

4.1.1. The provisions of the PAI Act, specifically the provisions of section 50 of the Act, dictate that a requester for access to information must be afforded access to any record of Korridor if the following requirements are met:

- 4.1.1.1. where a particular record is required for the exercise or protection of any rights (Section 50(1)(a) of PAI Act);
- 4.1.1.2. where a requester complies with the procedural requirements set forth in the PAI Act relating to a request for access to particular records (Section 50(1)(b) of PAI Act); and
- 4.1.1.3. where access to that particular record is not refused in terms of any of the grounds for refusal to access contemplated in terms of Chapter 4 of the PAI Act (Section 50(1)(c) of PAI Act).

##### 4.2. Categories of records

4.2.1. The below table sets forth the categories and subcategories of records and/or information which Korridor holds. Each category and subcategory of records set out below may be subject to any one (or a number) of the grounds upon which Korridor may refuse access to records. These grounds for refusal are set out in Chapter 4 of the PAI Act, as well as described in the table at 3.2 below.

<b>Customer and/or Vendor Related Records</b>
Customer or Vendor records may include the following:
<ul style="list-style-type: none"> <li>Any records a customer or Vendor has provided to Korridor or a third party acting for or on behalf of Korridor</li> <li>Contractual information</li> <li>Customer needs assessments</li> <li>Personal records of customers, their employees and contractors</li> <li>Credit information and other research conducted in respect of customers</li> <li>Any records a third party has provided to Korridor about customers or vendors</li> <li>Confidential, privileged, contractual and quasi-legal records of customers and vendors</li> </ul>

<ul style="list-style-type: none"> <li>• Customer or vendor evaluation/review records</li> </ul>
<ul style="list-style-type: none"> <li>• Customer or vendor profiling</li> </ul>
<ul style="list-style-type: none"> <li>• Performance research conducted on behalf of customers or suppliers or about customers or suppliers</li> </ul>
<ul style="list-style-type: none"> <li>• Any records a third party has provided to Korridor either directly or indirectly</li> </ul>
<ul style="list-style-type: none"> <li>• Records generated by or within Korridor pertaining to customers or supplier, including transactional records</li> </ul>
<b>Personnel Records</b>
<p>For purposes of this Manual “Personnel” refers to any person who works for or provides services to or on behalf of Korridor and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of Korridor. This includes, without limitation, directors, executive directors, non-executive directors, all permanent, temporary and part-time staff as well as contract workers. Personnel records include the following:</p>
<ul style="list-style-type: none"> <li>• Any personal records provided to Korridor by our Personnel</li> </ul>
<ul style="list-style-type: none"> <li>• Any records a third party has provided to Korridor about any of their Personnel</li> </ul>
<ul style="list-style-type: none"> <li>• Conditions of employment and other Personnel-related contractual and quasi-legal records</li> </ul>
<ul style="list-style-type: none"> <li>• Internal evaluation records</li> </ul>
<ul style="list-style-type: none"> <li>• Training schedules and materials</li> </ul>
<ul style="list-style-type: none"> <li>• Other internal records and correspondence related to a particular individual</li> </ul>
<b>Other Records</b>
<p>Further records are held including:</p>
<ul style="list-style-type: none"> <li>• Any information referred to in Korridor Group’s privacy notice accessible at <a href="https://korridor.com/privacy-notice/">https://korridor.com/privacy-notice/</a></li> </ul>
<ul style="list-style-type: none"> <li>• Information relating to Korridor’s own business activities</li> </ul>
<ul style="list-style-type: none"> <li>• Research information belonging to Korridor, whether carried out itself or commissioned from a third party</li> </ul>

#### 4.3. Grounds for refusal of access to records

- 4.3.1. Upon receipt of a request for access to information, Korridor will be required to consider such a request in light of the provisions of section 50 of the PAI Act. Subject to such consideration, Korridor will be required to either grant such a request or refuse such a request. If Korridor elects to refuse access to a particular record, such refusal will be subject to Korridor’s interpretation of the various prescribed grounds for refusal as set forth in Chapter 4 of the PAI Act and in the table below:

Ground(s) for refusal	Description and explanation of ground(s) for refusal
Mandatory protection of privacy of third party who is a natural person (Section 63)	Korridor may refuse access to a record if the disclosure of that record would involve the unreasonable disclosure of personal information relating to a third party, including a deceased individual.
Mandatory protection of commercial information of a third party (Section 64)	<p>Korridor may refuse a request for access to a record if the record comprises of or is constituted by the following information relating to a third party:</p> <ul style="list-style-type: none"> <li>• Trade secrets of a third party;</li> <li>• Financial, commercial, scientific or technical information, other than trade secrets, of a third party, which if disclosed is likely to cause harm to the commercial or financial interests of the third party; or</li> <li>• Information which has been supplied in confidence by a third party, the disclosure of which could reasonably be expected to place the third party at a disadvantage in contractual or other negotiations or is likely to prejudice the third party in commercial competition.</li> </ul>
Mandatory protection of certain confidential information of a third party [Section 65]	Korridor may refuse access to a record which if disclosure would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement or contractual relationship.
Mandatory protection of safety of individuals and protection of property (Section 66)	<p>Korridor may refuse a request for access to record if its disclosure could reasonably be expected to endanger the life or physical safety of an individual, or if its disclosure would be likely to prejudice or impair the security of:</p> <ul style="list-style-type: none"> <li>• a building, structure or system, including but not limited to a computer or communication system, a means of transport or any other property;</li> <li>• method(s), system(s), plans or procedures for the protection of an individual in accordance with a witness protection scheme, the safety of the public, or any part of the public or the security of property.</li> </ul>
Commercial information of Korridor (Section 68)	<p>Korridor may refuse a request for access to a record if the record contains (or comprises of):</p> <ul style="list-style-type: none"> <li>• Trade secrets of Korridor;</li> <li>• Financial, commercial, scientific or technical information, other than trade secrets of the Private Body, the disclosure of which would be likely to cause harm to the commercial or financial interests of Korridor;</li> </ul>

	<ul style="list-style-type: none"> <li>• Information, the disclosure of which could reasonably be expected to put the Korridor at a disadvantage in contractual or other negotiations or prejudice Korridor in commercial competition; or</li> <li>• A computer programme (as defined in section 1(1) of the Copyright Act 98 of 1978 as amended) owned by Korridor, except insofar as it is required to give access to a record to which access is granted in terms of the PAI Act.</li> </ul>
Mandatory protection of research information of third party, and protection of research information of Korridor (Section 69)	Korridor may refuse a request for access to a record if the record contains information about research being or to be carried out by or on behalf of a third party/private body, the disclosure of which would be likely to expose the third party/private body, a person that is (or will be) carrying out the research on behalf of the third party/private body, or the subject matter of the research to serious disadvantage.

#### 4.4. Access to health or other records

- 4.4.1. If a request for access to health or other records provided by a health practitioner, in their capacity as such, relates to the physical, mental health, or well-being of the requester, or if the request has been made on behalf of the person to whom the record relates (“the relevant person”), and the Head of Korridor is of the opinion that the disclosure of the record to the relevant person might cause harm to his or her physical, mental health or well-being, the Head of Korridor may, before giving access to such record consult with a health practitioner who has been nominated by the relevant person.
- 4.4.2. If the relevant person is below the age of 16 years, a person having parental responsibilities for the relevant person must make the above nomination and if the relevant person is incapable of managing his or her affairs, a person appointed by the court to manage those affairs must make that nomination.
- 4.4.3. If, after being given access to the relevant record, the health practitioner consulted is of the opinion that the disclosure of the record to the relevant person, would be likely to cause serious harm to his or her physical, mental health or well-being, the Head of Korridor may only grant access to the relevant record if the requester proves that adequate provision is made for such counselling or arrangements as are reasonably practicable before, during or after the disclosure of the record to limit, alleviate or avoid such harm to the relevant person. Before access to the record is given to a requester, the person responsible for such counselling or arrangement must be given access to the record.



## **5. PROCESSING OF PERSONAL INFORMATION**

- 5.1. Pursuant to promoting responsible information processing practices within its organisation, as well as in its capacity as responsible party contemplated in terms of the provisions of the POPI Act, Korridor takes any activities relating to the protection and processing of personal information (as defined in terms of the provisions of section 1 of the POPI Act) very seriously. To promote the constitutional right to privacy, as well as to play its part in promoting the rights protected in terms of the POPI Act, Korridor undertakes to, in so far as is required of it, observe the requirements and conditions for the lawful processing of personal information.
- 5.2. Korridor Group's privacy notice which is accessible at <https://korridor.com/privacy-notice/> sets out, among other things:
- 5.2.1. The purposes for which personal information is processed by Korridor.
  - 5.2.2. Categories of data subjects and personal information processed.
  - 5.2.3. Categories of recipients with whom personal information may be shared.
  - 5.2.4. Information security measures to protect personal information.
  - 5.2.5. Trans-border flows of personal information

## **6. PRESCRIBED REQUEST FORMS AND FEES**

### **6.1. How to gain access to records held**

- 6.1.1. Records which are held by Korridor may be accessed by requests for such access to information in the prescribed manner and subject to certain requirements being met. In this regard a requester is any person making a request for access to a record held by Korridor. There are two types of requesters:

#### A personal requester

- 6.1.1.1. A personal requester is a requester who is seeking access to a record containing personal information about the requester and Korridor will voluntarily provide the requested information, or give access to any record with regard to the requester's personal information. In this regard, the prescribed fees for the reproduction of the information requested may be charged.

#### Other requester

- 6.1.1.2. This requester (other than a personal requester) may request access to information on third parties. Korridor is, however, not obliged to voluntarily grant access and the requester must fulfil the procedural requirements for access in terms of the PAI Act, including the payment of a request and access fee.

- 6.1.2. Requests for access to records must be made by completing the prescribed Form A (attached hereto as Annexure A) and paying the requester's fee. Where such access is granted in terms of this Manual, the information and documentation will be made available at the offices of Korridor (the particulars of which appear in section 2 above) or in the manner requested, should this be reasonable and possible. The manner of access will include:
  - 6.1.2.1. Perusal with copying of material if needed and at the prescribed fee for copies; and/or
  - 6.1.2.2. Access to visual, audio-visual material with a transcription or copying, if required.
- 6.1.3. To facilitate the processing of any request by a requester for information or documentation in terms of this Manual, requesters are required to follow the procedure set forth herein below:
  - 6.1.3.1. Complete the prescribed Form A;
  - 6.1.3.2. Address the request to the Head of Korridor; and
  - 6.1.3.3. Provide sufficient detail to enable any authorised person dealing with a request to identify:
    - a) The record(s) requested;
    - b) The form of access required;
    - c) The requestor (and, lodging the request on behalf of someone, proof of capacity and authorisation);
    - d) If the requester wishes to be informed of the decision in any manner (in addition to being informed in writing) the manner and particulars thereof;
    - e) The right which the requestor is seeking to exercise or protect with an explanation of the reason the record is required in order to exercise or protect the right; and
    - f) The contact details of the requester, including a South African postal address and cell phone number, email address or fax number of the requestor.

## **6.2. Prescribed fees**

- 6.2.1. The following applies to requests (other than personal requests):
  - 6.2.1.1. A requestor is required to pay the prescribed fees before a request will be processed.
  - 6.2.1.2. If the preparation of the record requested requires more than the prescribed hours, a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted).
  - 6.2.1.3. A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.
  - 6.2.1.4. Records may be withheld until the fees have been paid.
- 6.2.2. The detailed fee structure as prescribed in terms of section 54 of the PAI Act is attached hereto marked Annexure B.

## **7. REMEDIES & DECISION**

### **7.1. Internal Remedies**

- 7.1.1. Korridor does not have an internal appeal procedure regarding PAI Act requests for access to information. As such, the decision made by the Head of Korridor, is final.
- 7.1.2. If a request is denied and the requester is dissatisfied with the decision, the requestor will be required to exercise external remedies at their disposal.

### **7.2. External Remedies**

A requestor who is dissatisfied with a refusal to disclose the information requested may, within 30 (thirty) days of notification of the decision, apply to a competent court with jurisdiction for appropriate relief.

### **7.3. Time Afforded to respond**

- 7.3.1. Korridor is required to, within 30 (thirty) days of receipt of a request, decide whether to grant or decline the request and, if required, provide the requester with reasons to that effect.
- 7.3.2. The 30 (thirty) day period stipulated in paragraph 6.3.1 above, may be extended for a further period of not more than 30 (thirty) days if the request is for a large amount of information, or the request requires an extensive search for information which cannot reasonably be obtained within the originally stipulated 30 (thirty) day period.
- 7.3.3. In circumstances contemplated in paragraph 6.3.2, Korridor will notify the requester in writing should an extension be sought.

... end ...

## **ANNEXURE A**

## FORM 2

### REQUEST FOR ACCESS TO RECORD

[Regulation 7]

**NOTE:**

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

**TO:** The Information Officer


(Address)

E-mail address:

--

Fax number:

--

Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<b>TYPE OF RECORD</b> (Mark the applicable box with an "X")			
Record is in written or printed form			
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

<b>FORM OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

  

<b>MANNER OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

  

<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b> <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	A request fee must be paid before the request will be considered.
b)	You will be notified of the amount of the access fee to be paid.
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	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_

**Signature of Requester / person on whose behalf request is made**

-----  
**FOR OFFICIAL USE**

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

\_\_\_\_\_

**Signature of Information Officer**



## PREScribed FEE TARIFF

### GENERAL

The following applies to requests (other than personal requests):

1. A requester is required to pay the prescribed fees before a request will be processed;
2. If the preparation of the record requested requires more than the prescribed hours determined by Korridor's Information Officer, a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
3. A requester may lodge an application with a court against the tender/payment of the request fee and/or deposit;
4. Records may be withheld until the fees have been paid. Payments should be made to the business account of Korridor, the particulars of which account details will be made available to a requestor upon lodging a request for access to information.

#### Fees in Respect of Private Bodies

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on:	
	(iii) Flash drive (to be provided by requestor)	R40.00
	(iv) Compact disc	
	• If provided by requestor	R40.00
	• If provided to the requestor	R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on:	
	(v) Flash drive (to be provided by requestor)	R40.00
	(vi) Compact disc	
	• If provided by requestor	R40.00
	• If provided to the requestor	R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R145.00  R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any."