

PAIA MANUAL

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000

(PAIA) for Digital Stream (Pty) Ltd

Registration Number: 2019/595080/07

Date Compiled: January 2025

1. Introduction

This manual is published in terms of Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (PAIA).

The Act gives effect to the constitutional right of access to information held by private bodies, required for the exercise or protection of any rights.

This manual is intended to provide information on the types and categories of records held by Digital Stream (Pty) Ltd ("the Company"), and how such information may be requested.

2. Company Details

- Name of Company: Digital Stream (Pty) Ltd
- Registration Number: 2019/595080/07
- Physical Address: 1039 Clifton Avenue,

Lyttleton Manor, Centurion 0157
- Postal Address: 1039 Clifton Avenue,

Lyttleton Manor, Centurion 0157
- Telephone Number: 011-268-2330
- Email Address: hello@digitalstream.co.za
- Website: www.digitalstream.co.za
- CEO / Managing Director: Dillion Adams
- Information Officer: Dillion Adams

3. The ACT and Contact Details of the Information Regulator

- Information Regulator: <https://www.justice.gov.za/inforeg/>
- Email: inforeg@justice.gov.za

- Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
- Telephone: 010 023 5200

4. Guide on How to Use PAIA

A guide has been compiled in terms of Section 10 of PAIA by the Information Regulator, containing information to assist persons wishing to exercise their rights under the Act. This guide is available from the Information Regulator's website or office.

5. Categories of Records Available Without a Formal Request

- Company brochures and marketing materials
- Website content
- Press releases
- Corporate social responsibility information
- Publicly accessible financial reports (if applicable)

6. Records Held by the Company

6.1 Statutory Company Records

- Memorandum of Incorporation (MOI)
- Company registration certificate
- Share register and shareholding details
- Directors' details and resolutions

6.2 Financial and Accounting Records

- Annual financial statements
- Tax records and returns
- Invoices and purchase orders
- VAT and PAYE records

6.3 Human Resources

- Employment contracts
- Employee records
- Payroll and leave records
- Disciplinary records

6.4 Operational Records

- Client contracts and service agreements
- Supplier and vendor contracts
- Project documentation
- Internal policies and procedures

6.5 Information Technology and Communications

- Software licenses
- IT usage policies
- System security protocols
- Email and internet usage records

6.6 POPIA Compliance

- POPIA policy and privacy notices
- Records of data subject consents
- Records of personal information held
- Records of processing activities

7. Request Procedure for Access to Records

Requests for access to records must be made in writing using the prescribed Form C, available from the Department of Justice's website or the Information Regulator.

Send the completed form to:

Information Officer

Email: dillion.adams@digitalstream.co.za

Address: 1039 Clifton Avenue Lyttelton Manor

Marked: "For Attention: Information Officer"

Fees:

A request fee of R140.00 may apply. Further access fees may be charged depending on the nature of the request and volume of information.

8. Grounds for Refusal of Access

Access to records may be refused under the following conditions:

- Protection of personal information of a third party
- Protection of commercial or confidential information
- Protection of safety of individuals and property
- Records that are legally privileged
- Protection of the company's proprietary information

9. Availability of Manual

This manual is available for inspection at the company's head office during business hours, free of charge.

It is also published on the company's website (if applicable).

10. Updates to This Manual

This manual will be updated as and when necessary to reflect changes in company structure or practices and/or in the applicable legislation.