

WAMTECH SYSTEMS (PTY) LTD

PAIA manual

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

LEGAL ENTITY	WAMTech Systems (Pty) Ltd
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1. Introduction

WAMTech Systems (Pty) Ltd is a South African software development and professional services company. It develops, hosts, integrates, maintains and supports systems used in public health, municipal services, agriculture, finance, payroll and other regulated work.

This manual is prepared under section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA), read with the Protection of Personal Information Act 4 of 2013 (POPIA). It explains the records held by the company, how to request access, and how personal information is processed.

2. Company and Information Officer

Item	Details
Private body	WAMTech Systems (Pty) Ltd
Registration number	2019 / 228354 / 07
Information Officer	Louis Johannes van Wyk
Deputy Information Officer	Audrey Lewin alewin@wamtechsystems.co.za
Postal and physical address	De Wagenweg Office Park, Stellantia Road, Stellenbosch, 7600
Telephone	+27 (0)21 887 7161
Email	jvanwyk@wamtechsystems.co.za
Website	https://www.wamtechsystems.co.za

3. Purpose of this manual

This manual enables a person to identify records that may be available without a formal request, understand the categories of records held, find the Information Officer, understand the request procedure and prescribed fees, and understand the company's processing of personal information.

A right of access is balanced against privacy, confidentiality, privilege, commercial interests, safety and the other grounds for refusal in PAIA.

4. The Information Regulator's PAIA Guide

The Information Regulator publishes a guide explaining PAIA and POPIA, the available remedies, the prescribed forms and the applicable fees. The guide is available in all official languages and may be inspected or requested from the Regulator or from an information officer as provided by the PAIA Regulations.

Resource	Details
PAIA guide and manual templates	inforegulator.org.za/paia-guidelines/
PAIA forms	inforegulator.org.za/paia-forms/
Regulator contact	enquiries@inforegulator.org.za 010 023 5200 0800 017 160
Regulator address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191

5. Records available without a formal PAIA request

Information published on the company website may be accessed without a formal PAIA request. This includes company and contact information, descriptions of products and services, selected project information, downloadable product material, this PAIA manual and the privacy notice. Access to other records remains subject to PAIA and any applicable fee.

6. Categories of records held

Category	Examples
Corporate and governance	Incorporation records, memorandum of incorporation, shareholder and director records, resolutions, minutes, policies and statutory registers.
Financial and tax	Accounting records, financial statements, management accounts, invoices, statements, banking records, asset registers, VAT, income tax, PAYE, UIF and SDL records.
Clients, suppliers and sales	Contracts, proposals, contact records, service specifications, orders, support records, schedules, delivery records, supplier records and correspondence.
Software and intellectual property	Source code, computer programs, system documentation, designs, licences, product and service manuals, work instructions, test records and technical correspondence.
Hosting, operations and security	Infrastructure records, access and audit logs, service records, incident records, configuration records, connectivity reports and security policies.
Human resources	Employment contracts, payroll, leave, performance, disciplinary, training, qualification, medical, tax, employment equity, skills development and safety records.
Legal and compliance	Policies, legal advice, litigation records, regulatory correspondence, PAIA and POPIA records, health and safety records and compliance evidence.

7. Records kept under legislation

Records may be kept under the following legislation, where applicable, including amendments and subordinate legislation:

- Promotion of Access to Information Act 2 of 2000;
- Protection of Personal Information Act 4 of 2013;
- Companies Act 71 of 2008;
- Income Tax Act 58 of 1962, Tax Administration Act 28 of 2011 and Value-Added Tax Act 89 of 1991;
- Labour Relations Act 66 of 1995, Basic Conditions of Employment Act 75 of 1997 and Employment Equity Act 55 of 1998;
- Skills Development Act 97 of 1998, Unemployment Insurance Act 63 of 2001 and Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- Occupational Health and Safety Act 85 of 1993;
- Electronic Communications and Transactions Act 25 of 2002, Consumer Protection Act 68 of 2008 and Cybercrimes Act 19 of 2020; and
- Broad-Based Black Economic Empowerment Act 53 of 2003.

8. Processing of personal information

WAMTech Systems processes personal information for client projects and services, software development, hosting and support, employment, accounting, record keeping, legal and regulatory compliance, service delivery, safety, quality management, information security and debt recovery.

Data subjects	Information categories
Clients, prospective clients and suppliers	Names, identity and contact details, organisation details, registration and tax details, banking and payment information, contracts and correspondence.
Directors and shareholders	Identity, contact, demographic, tax, financial and company or trust information.
Employees and applicants	Identity, contact, nationality, qualifications, employment, payroll, tax, banking, leave, performance, next-of-kin, medical and statutory records.
Users and data subjects in client systems	Account, access, audit and support information, and the operational or special personal information required by the relevant client system.
Website visitors and correspondents	Email and telephone correspondence and ordinary technical logs such as IP address, request time, requested page and browser information.

Recipients may include employees, contracted service providers, professional advisers, regulators, law-enforcement authorities and other recipients authorised by law, contract or the responsible party. Identity and qualification checks may involve the South African Police Service, the South African Qualifications Authority or a credit bureau where justified and permitted.

Some client-authorised hosting or support arrangements may involve transfers to the United States of America, including business contact information and information in a client's medical software database. Appropriate safeguards are applied where section 72 of POPIA requires them.

Security measures include encryption where appropriate, firewalls, anti-virus and anti-malware controls, access restrictions, confidentiality measures and physical security for offices and paper records.

9. How to request access

A requester seeking a record of this private body must submit the prescribed PAIA Form 2 to the Information Officer. The request must identify the requester and record, state the form of access required, identify the right to be exercised or protected, and explain why the record is required for that purpose. Proof of identity and, where applicable, authority to act for another person must be attached.

Send requests to jvanwyk@wamtechsystems.co.za or to the postal or physical address in section 2. A person who cannot complete the form because of illiteracy or disability may make the request orally and ask the Information Officer for assistance.

Current prescribed form

[Form 2: Request for access to record \[Regulation 7\]](#)

10. Fees

The Information Officer will notify the requester of any prescribed request fee, access fee or deposit. A record may be withheld until the applicable fee has been paid. If a deposit is paid and access is refused, the deposit must be repaid.

Item	Current private-body fee
Request fee	R140.00
A4 photocopy or printed black-and-white copy	R2.00 per page or part
Flash drive supplied by requester	R40.00
Compact disc supplied by requester	R40.00
Compact disc supplied by the private body	R60.00
Transcription of visual images or copy of visual images	Outsourced at the service provider's quoted cost
Transcription of an audio record	R24.00 per A4 page
Search and preparation after the first hour	R145.00 per hour or part, capped at R435.00
Deposit where search exceeds six hours	One third of the applicable amount
Postage or electronic transfer	Actual expense, if any

Fees are based on the Information Regulator's published private-body fee structure current at the revision date. The prescribed fee in force when a request is made applies.

11. Grounds for refusal

Access may or must be refused on the grounds in PAIA. These include protection of a third party's privacy; commercial, confidential or legally privileged information; safety and security; the commercial activities, trade secrets, technical information, computer programs or research of WAMTech Systems or a third party; and requests that are manifestly frivolous, vexatious or would unreasonably divert resources. Where possible, a severable part of a record may be disclosed even when another part is refused.

12. Decision, extension and remedies

WAMTech Systems will ordinarily decide a request within 30 days after receiving a compliant request, subject to a permitted extension of no more than a further 30 days. The requester will be notified of the decision, applicable fees and reasons where required. The prescribed Form 3 may be used for the outcome and fees.

A person dissatisfied with a decision or non-response by a private body may lodge a complaint with the Information Regulator using PAIA Form 5, or approach a court as permitted by PAIA.

Resource	Link or contact
Form 3: Outcome and fees	Official Form 3
PAIA complaints and Form 5	infoeregulator.org.za/complaints/
Complaint email	PAIAComplaints@infoeregulator.org.za

13. Availability and document control

This manual is available on the WAMTech Systems website and from the Information Officer. It should be reviewed when the company's records, processing, contact details or applicable legal requirements materially change.

Document control: First compiled 19 October 2023; current revision 27 August 2026; document owner: Information Officer; published at wamtechsystems.co.za.