

EMERGE CUSTOMER FLOW MANAGEMENT (PTY) LTD
MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE
PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

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**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF
ACCESS TO INFORMATION ACT 2 OF 2000**

1 INTRODUCTION

Emerge Customer Flow Management (Pty) Ltd, registration number 2009/015933/07, is a duly incorporated private company in the business Information Technology sector specializing in Customer Journey Management Systems.

2 INCORPORATION CONTACT DETAILS

2.1 Name of body:

Emerge Customer Flow Management (Pty) Ltd

2.2 Directors:

E.T. Swanepoel
K.J. Stocks

2.3 Physical address:

Unit D3
Carpe Diem
26 Quantum Road
Techno Park
Stellenbosch, 7600
Cape Town

2.4 Postal address:

Unit D3
Carpe Diem
26 Quantum Road
Techno Park
Stellenbosch, 7600
Cape Town

2.5 Telephone:

021 880 1119

Fax:

021 880 1108

2.6 Contact person:

Kevin James Stocks

2.7 Information officer:

Eugene Theunis Swanepoel



2.8 Email:
Kevin@emergequeue.com

2.9 Website:
www.emergequeue.com

3 GUIDE IN TERMS OF SECTION 10 OF THE ACT

3.1 The section 10 Guide on how to use the Promotion of Access to Information Act No. 2 of 2000 ("**Act**") is available from the Information Regulator and is available on their website at:

https://www.justice.gov.za/inforeg/docs/misc/PAIA-Guide-English_20210905.pdf

3.2 Enquiries can be directed to:

The Information Regulator

Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg.

Website: <https://www.justice.gov.za/inforeg/index.html>

Email: enquiries@inforegulator.org.za

4 RECORDS AVAILABLE IN TERMS OF LEGISLATION OTHER THAN THE ACT

Documents are held in accordance with statutory provisions that include those in the following Acts. This list is not exhaustive.

- 4.1** Basic Conditions of Employment Act 75 of 1997
- 4.2** Companies Act 71 of 2008
- 4.3** Compensation for Occupational Injuries and Diseases Act 130 of 1993
- 4.4** Consumer Protection Act 68 of 2008
- 4.5** Employment Equity Act 55 of 1998
- 4.6** Financial Intelligence Centre Act 38 of 2001
- 4.7** Income Tax Act 58 of 1962
- 4.8** Insolvency Act 24 of 1936
- 4.9** Occupational Health and Safety Act 85 of 1993
- 4.10** Pension Funds Act 24 of 1956



- 4.11 Skills Development Act 97 of 1998
- 4.12 Unemployment Insurance Act 30 of 1966; Act 4 of 2002
- 4.13 Value-Added Tax Act 89 of 1991

5 CATEGORIES OF RECORDS HELD BY THE COMPANY

- 5.1 The Company records contain information relating to the areas of work in which the Company specialises.
- 5.2 Other records held by the Company include:
- 5.2.1 Statutory company information;
- 5.2.2 Financial records;
- 5.2.3 Employee records;
- 5.2.4 Records required by law to verify identity of clients;
- 5.2.5 Records relating to fixed and movable property;
- 5.2.6 Commercial contracts;
- 5.2.7 Insurance contracts;
- 5.2.8 Debt collection records;
- 5.2.9 Records and information required for the exercise or protection of any rights will be made available subject to the provisions of the Promotion of Access to Information Act 2 of 2000.
- 5.3 Records and information required for the exercise or protection of any rights will be made available subject to the provisions of the Act.
- 5.4 Access to records may be refused on grounds specified in the Act.

6 PROCESSING OF PERSONAL INFORMATION

- 6.1 The Company is a responsible party in accordance with the Protection of Personal Information Act 4 of 2013 and accordingly processes the following personal information

Data Subjects	Information Categories	Purpose of processing	Recipients of supply of personal information
Employees	<ul style="list-style-type: none"> Financial information 	Human resources	<ul style="list-style-type: none"> Accountants/Auditors

Data Subjects	Information Categories	Purpose of processing	Recipients of supply of personal information
	<ul style="list-style-type: none"> • Tax information • Identity numbers • Contact information • Human resources information 		<ul style="list-style-type: none"> • Payroll • Recruitment • Attorneys
Clients	<ul style="list-style-type: none"> • Financial information • Tax information • Identity/registration numbers • Contact information • Address 	Provision of services	<ul style="list-style-type: none"> • Accountants/Auditors • Attorneys • Employees • Directors • Banks • External service providers
Service Providers	<ul style="list-style-type: none"> • Financial information • Tax information • Identity/registration numbers • Contact information 	Provision of services	<ul style="list-style-type: none"> • Accountants/Auditors • Attorneys • Directors • Employees • Banks • External service providers
Shareholders	<ul style="list-style-type: none"> • Financial information • Tax information • Identity/registration numbers • Contact information • Company structures 	Compliance	<ul style="list-style-type: none"> • Accountants/Auditors • Attorneys • Directors • Employees • Banks
Directors	<ul style="list-style-type: none"> • Financial information • Tax information • Identity numbers • Contact information 	Compliance	<ul style="list-style-type: none"> • Accountants/Auditors • Attorneys • Employees • Banks • CIPC

- 6.2 There are no planned trans-border flows of information at this stage.
- 6.3 General information security measures relating to the personal information includes (but is not limited to) –

- 6.3.1 server is backed-up daily and backups are kept for 30 days;
- 6.3.2 are stored in a secure access-controlled data centre;
- 6.3.3 email access requires 2-factor authentication;
- 6.3.4 external access to the server is locked down;
- 6.3.5 business continuity plans and disaster recovery testing plans are in place;
- 6.3.6 antivirus software is updated regularly;
- 6.3.7 remote monitoring of access activity; and
- 6.3.8 employees are under an obligation to keep information confidential.

7 FORM OF REQUEST

- 7.1 The requester must use the prescribed form to make the request for access to a record. Request forms can be obtained on the Information Regulator's website at <https://www.justice.gov.za/infoereg/docs/forms/InfoRegSA-PAIA-Form02-Reg7.pdf>.
- 7.2 The request must be made to the contact person at the address, fax number of electronic mail address given in paragraph 2 of this Manual.

8 PRESCRIBED FEES

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester must pay the required request fee of R50.00. The fee structure can be obtained on the Information Regulator's website at <https://www.justice.gov.za/infoereg/index.html>.

9 AVAILABILITY OF THE MANUAL

- 9.1 This Manual is available for inspection at the offices of Emerge Customer Flow Management (Pty) Ltd at no cost.

- 9.2 Copies of the Manual may be obtained, subject to the prescribed fees, from these offices.

SIGNED at CAPE TOWN on 17 NOVEMBER 2021.



Signature

KEVIN STOCKS

Name of Signatory

FINANCIAL DIRECTOR

Designation of Signatory