T +27 (0) 68 904 3525
WhatsApp +27 (0) 82 901 0812
E werner@redbeard.co.za
W www.redbeard.co.za

PAIA MANUAL

Access to information at Redbeard Group (Pty) Ltd.

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

Registration number 2026/404979/07. Date of compilation: 25 November 2026. Date of last revision: 25 November 2026.

1. Acronyms and abbreviations

Term	Meaning
IO	Information Officer
DIO	Deputy Information Officer
PAIA	Promotion of Access to Information Act 2 of 2000, as amended
POPIA	Protection of Personal Information Act 4 of 2013
Regulator	The Information Regulator
Minister	Minister of Justice and Correctional Services
Republic	Republic of South Africa
Redbeard	Redbeard Group (Pty) Ltd

2. Purpose of this manual

This manual helps you to:

- check which categories of records Redbeard makes available without a formal PAIA request;
- understand how to request access to a record held by Redbeard, from the descriptions of our subjects and record categories;
- see which records are available under other legislation;
- find the contact details of our Information Officer;
- learn about the Regulator’s Guide on how to use PAIA and how to get it;
- learn whether and why we process personal information, whose, what kinds, who receives it, whether it leaves South Africa, and how we protect it.

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3. Key contact details

Item	Details
Head of the private body and Information Officer	Werner Terblanche, Director. Registered with the Information Regulator, registration number 2026-073153 (24 November 2026).
Deputy Information Officer	None designated at the date of this manual.
Telephone	+27 (0) 68 904 3525
Email for access to information requests	werner@redbeard.co.za
Physical and postal address	Plot 39 Agricultural Holdings, Mbombela
Website	www.redbeard.co.za
Fax	Redbeard does not use a fax number.

4. The Regulator’s Guide on how to use PAIA

The Information Regulator has taken over from the South African Human Rights Commission the duty to publish a guide on how to use PAIA, under section 10 of PAIA. The Guide is written in an easily understood form. It describes, among other things:

- the objects of PAIA and POPIA;
- how to make a request for access to a record of a private body, and the form to use (section 50);
- the assistance available from the Regulator;
- the remedies available if a request is refused, including a complaint to the Regulator and an application to court;
- the duty on a private body to compile a manual (section 51), the voluntary disclosure of categories of records (section 52), and the fees (section 54).

You can get the Guide from the Regulator’s website, www.inforegulator.org.za, or from the Regulator: enquiries@inforegulator.org.za, 010 023 5200. Our Information Officer can also point you to it. The Guide can be inspected during normal working hours at the Regulator’s office.

5. Records available without a request

These records are available without a formal PAIA request. Download them from our website, or ask our Information Officer by email or telephone.

Category	Types of records	How to get them
Company information	Company name, registration number, contact details, description of services, solutions and industries served.	Website
Company profile	Redbeard company profile (PDF).	Website

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Category	Types of records	How to get them
Legal notices	Privacy notice and terms of use.	Website
This manual	PAIA manual prepared under section 51.	Website, and on request
Product information	Public descriptions of the platforms we implement and support, such as Quantum WFM and Smart Guard.	Website, and on request

The records above are free to read and download. If you ask us to copy or print them, the fees in Annexure A apply.

6. Records available under other legislation

Records are available as the following laws require, to the extent they apply to Redbeard.

Category of records	Legislation
Company incorporation and governance records	Companies Act 71 of 2008
This manual	Promotion of Access to Information Act 2 of 2000
Personal information records and processing	Protection of Personal Information Act 4 of 2013
Tax records	Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011; Value-Added Tax Act 89 of 1991
Electronic communications and transactions	Electronic Communications and Transactions Act 25 of 2002

We list these laws so that you know where to look. Having a law on this list does not mean that Redbeard holds records of every type it covers.

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7. Subjects on which we hold records, and the categories of records

Subject	Categories of records held
Corporate and governance	Registration documents, memorandum of incorporation, director and shareholder records, resolutions, policies, the PAIA manual, the Information Officer registration.
Finance and tax	Accounting records, invoices, quotations, bank and payment records, tax and payroll records, annual financial statements.
Sales and clients	Enquiries and demo requests, proposals, quotations, contracts, correspondence, client contact details, support requests.
Projects and service delivery	Project plans, configuration and set-up records, training material, reports, meeting notes, operator or data-processing agreements with clients.
Suppliers and partners	Supplier and partner agreements, quotations, correspondence, contact details, registration and compliance documents.
Human resources	Employment and contractor agreements, payroll and leave records, and related correspondence, for the people who work for Redbeard.
IT and security	Access and user records, system and security logs, backups, incident records.
Marketing and website	Website content, brochures, presentations, forms submitted through the website, consent records.

A record being listed here does not mean that you will get access to it. PAIA sets grounds on which access must or may be refused, for example to protect the privacy of another person, confidential or commercial information, safety, or legally privileged material.

8. Processing of personal information

8.1 Purpose of processing

Redbeard processes personal information to respond to enquiries and demo requests; to quote for, sell and deliver services; to manage client, supplier and partner relationships; to run the business, including accounting, tax and payroll; to keep our website and systems secure; and to meet legal obligations. More detail is in our privacy notice at www.redbeard.co.za/privacy/.

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8.2 Categories of data subjects and of personal information

Data subjects	Personal information we process
People who contact us or ask for a demo	Name, company, job title, email address, phone or WhatsApp number, the number of employees and sites they tell us about, the content of their message, and a record of their consent.
Client contacts	Name, job title, work contact details, correspondence, and records of services supplied.
Suppliers and partners	Name, company, contact details, banking details for payment, registration and tax details.
People who work for Redbeard	Identity and contact details, employment or contract terms, payroll, tax and leave records, banking details for payment.
Website visitors	Technical information that our website host may record automatically, such as IP address, browser type and pages visited.

8.3 Recipients or categories of recipients

Information	Recipients
Contact and enquiry information	Service providers that help us run the business: website hosting and form handling, email and messaging, and cloud storage.
Accounting, payroll and tax information	Our accountants and bookkeepers, our bank, and the South African Revenue Service.
Information required by law	Courts, the Information Regulator, and other authorities, where the law requires or allows disclosure.
Client platform records, where we act as operator	The client who owns the records, and the platform provider that hosts them, under written agreements.

Redbeard does not sell personal information.

8.4 Planned transborder flows of personal information

Our website host and the service that receives website form submissions are based in the United States, so information you send through the website may be processed or stored there, and in other countries where those providers or their sub-processors operate. Some of our email, messaging and cloud providers may also store information outside South Africa. Before we rely on a provider abroad, we take reasonable steps to make sure the information is protected to a standard substantially similar to POPIA, as section 72 of POPIA requires.

8.5 Information security measures

We take reasonable technical and organisational steps to protect the confidentiality, integrity and availability of personal information. These include, where applicable:

- encrypted (HTTPS) connections on our website;
- password protection on our devices and accounts, and access to personal information limited to the people who need it;

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- confidentiality terms with service providers and written operator agreements with clients;
- security-updated devices and software, and backups of important records;
- a duty to tell the affected people and the Regulator if there is a security compromise, as POPIA requires.

9. Availability of the manual

This manual is available:

- on our website, www.redbeard.co.za, as a PDF;
- at our office, Plot 39 Agricultural Holdings, Mbombela, for inspection during business hours, by arrangement with the Information Officer;
- to any person on request to the Information Officer. A copy or printout is charged per A4 page at the rate in Annexure A;
- to the Information Regulator, on request.

10. Updating of the manual

Redbeard will update this manual regularly, and whenever our records, contacts or the law change. The date of the latest revision is on the first page.

11. How to request access to a record

- **Use the prescribed form.** Complete Form 2 of the PAIA Regulations, 2021 (request for access to a record). It is on the Regulator's website, or we can send it to you.
- **Send it to our Information Officer** at werner@redbeard.co.za, or deliver or post it to the address in section 3.
- **Give enough detail** to identify the record, who you are, which form of access you want, and how to reach you. If you ask for a record that is not about yourself, say which right you want to exercise or protect and why you need the record. If you ask on behalf of someone else, attach proof of your authority.
- **Pay the request fee.** Every requester except a personal requester (someone asking for records about themselves) pays the request fee in Annexure A before we process the request. If your request is granted, an access fee for searching, copying and preparing the record may follow. We may ask for a deposit if the search will take more than six hours.
- **Our answer.** We will decide and tell you within 30 days of receiving your request. We may extend this once, by up to 30 more days, in the cases PAIA allows, and we will tell you if we do.
- **If we refuse.** We will give our reasons and the grounds in PAIA. A private body has no internal appeal. You may complain to the Information Regulator within 180 days of our decision. You may apply to a court only after you have used the Regulator's complaints procedure, and a 180-day limit applies to a court application too.

To correct, delete or object to the processing of your personal information, or to withdraw consent, email our Information Officer. If you are not satisfied you may complain to the Information Regulator at eservices.inforegulator.org.za.

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Annexure A: Fees for access to records of a private body

These are the fees prescribed under the Regulations relating to the Promotion of Access to Information, 2021 (Government Notice R757 of 2021), as published by the Information Regulator. Private bodies may not charge more than these amounts.

Item	Description	Amount
1	Request fee, payable by every requester other than a personal requester	R140.00
2	Photocopy or printed black-and-white copy, per A4 page or part of a page	R2.00
3	Computer-readable copy: flash drive (supplied by the requester)	R40.00
4	Computer-readable copy: CD (supplied by the requester)	R40.00
5	Computer-readable copy: CD (supplied by Redbeard)	R60.00
6	Transcription of visual images, and copy of visual images	Outsourced: the service provider's quotation
7	Transcription of an audio record, per A4 page	R24.00
8	Copy of an audio record: flash drive or CD supplied by the requester	R40.00
9	Copy of an audio record: CD supplied by Redbeard	R60.00
10	Search for and preparation of a record, per hour or part of an hour, after the first hour. Maximum R435.00	R145.00
11	Deposit, where the search will take more than six hours	One third of the amount calculated under items 2 to 9
12	Postage, email or other electronic transfer	Actual expense, if any

Source: Information Regulator, PAIA fee structure for private bodies, www.inforegulator.org.za.

Issued by

Werner Terblanche
Director and Information Officer, Redbeard Group (Pty) Ltd
25 November 2026