

PAIA MANUAL

Prepared in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), as amended

Work That Matters (Pty) Ltd

Registration Number: 2015/359681/07

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1. Purpose of this Manual

This Manual has been prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2000 ("PAIA").

Its purpose is to:

- explain what records Work That Matters holds;

- describe how requests for information may be made;
 - provide sufficient information to enable members of the public to exercise their rights under PAIA; and
 - describe how personal information is processed in accordance with the Protection of Personal Information Act, 2013 ("POPIA").
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2. About Work That Matters

Work That Matters (Pty) Ltd is the authorised South African reseller and support partner for Asset-Map.

We provide:

- Software licensing
- Customer onboarding
- Training
- Customer success services
- Technical support
- Subscription management

Our customers consist primarily of financial advisers and financial planning practices throughout South Africa.

3. Company Details

Registered Name

Work That Matters (Pty) Ltd

Registration Number

2015/359681/07

Physical Address

69 Drommedaris Street

Van Riebeeckstrand

Western Cape

7441

Telephone

072 796 4508

Website

www.workthatmatters.co.za

General Email

admin@workthatmatters.co.za

4. Information Officer

In terms of POPIA and PAIA, the Information Officer for Work That Matters is:

Bennie Gouws

Email: bennie@workthatmatters.co.za

The Information Officer is responsible for:

- encouraging compliance with PAIA and POPIA;
 - handling requests for access to information;
 - dealing with privacy enquiries;
 - managing complaints relating to personal information.
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5. Guide Published by the Information Regulator

A guide explaining how to use PAIA is available from the Information Regulator.

Information Regulator (South Africa)

Website:

<https://www.inforegulator.org.za>

Email:

PAIAComplaints@inforegulator.org.za

6. Applicable Legislation

Records are maintained in accordance with legislation applicable to Work That Matters, including but not limited to:

- Promotion of Access to Information Act, 2000
- Protection of Personal Information Act, 2013
- Companies Act, 2008
- Electronic Communications and Transactions Act, 2002
- Income Tax Act
- Value Added Tax Act
- Basic Conditions of Employment Act
- Labour Relations Act
- Employment Equity Act
- Occupational Health and Safety Act
- Unemployment Insurance Act
- Skills Development Act

Additional legislation may apply depending on the nature of our operations.

7. Categories of Records Held

Corporate Records

- Incorporation documents
- Shareholder records
- Company resolutions
- Statutory registers
- Corporate governance records

Financial Records

- Accounting records
- Tax records
- VAT records
- Bank records
- Invoices
- Payment records
- Supplier records

Customer Records

- Subscriber details
- Contact information
- Contracts
- Licences
- Billing records
- Support records
- Training records
- Communications

Marketing Records

- Newsletter subscriptions
- Webinar registrations
- Website enquiries
- Marketing campaign records

Employee Records

- Employment contracts
- Payroll
- Leave records
- Performance records
- Training records

Supplier Records

- Agreements
- Contact information
- Invoices

- Payment records

Information Technology Records

- User accounts
 - Security logs
 - System configurations
 - Website records
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8. Records Automatically Available

The following records may be made available without a formal PAIA request, subject to availability:

- Privacy Notice
 - PAIA Manual
 - Website information
 - Marketing material
 - Product brochures
 - Contact information
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9. Processing of Personal Information

Work That Matters processes personal information in accordance with POPIA.

Categories of Data Subjects

- Prospective subscribers
- Subscribers
- Employees
- Suppliers
- Contractors
- Website visitors

Categories of Personal Information

We may process:

- Names
- Contact information
- Company details
- Billing information
- Employment information
- Communications
- Website usage information

Purpose of Processing

Personal information is processed to:

- provide subscriptions;
- administer customer accounts;
- provide customer support;
- process payments;
- communicate with customers;
- conduct marketing activities where permitted by law;
- comply with legal obligations.

Recipients

Information may be shared with:

- Asset-Map LLC
- Debit order and credit card payment collection providers
- Data processing and maintenance software
- Professional advisers such as accountants, auditors or legal advisers
- Government or regulatory authorities where legally required

International Transfers

Some service providers operate outside South Africa.

Where personal information is transferred internationally, Work That Matters takes reasonable steps to ensure appropriate safeguards are in place.

10. Requesting Access to Records

A requester wishing to obtain access to records must submit a written request to the Information Officer.

Requests should include:

- Full name and contact details
- Sufficient particulars of the requested record
- The reason for requesting access where required
- Preferred method of receiving the information

Work That Matters will respond within the timeframes prescribed by PAIA.

Where applicable, prescribed fees may be payable before access is granted.

11. Prescribed Fees

Fees applicable to requests for access to records are those prescribed under PAIA and its Regulations.

The Information Officer will advise a requester if any request fee, access fee or reproduction fee is payable before processing the request.

12. Remedies Available

Should a requester be dissatisfied with the outcome of a request, they may exercise any remedies available under PAIA.

Complaints relating to access to information or the processing of personal information may also be submitted to the Information Regulator.

Information Regulator (South Africa)

Website:

<https://www.inforegulator.org.za>

Email:

PAIAComplaints@inforegulator.org.za

13. Availability of this Manual

This Manual is:

- available on the Work That Matters website;
 - available from the Information Officer upon request; and
 - made available in accordance with PAIA.
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Approval

Approved by:

Bennie Gouws

Information Officer

Work That Matters (Pty) Ltd

Version: 1.0

Effective Date: 30 June 2026