

# **PAIA MANUAL**

## **LAUTUS SOLUTIONS (PROPRIETARY) LIMITED**

**("Lautus Solutions")**

**Prepared in accordance with Section 51 of PROMOTION OF ACCESS TO INFORMATION  
ACT, ACT 2 OF 2000 and the PROTECTION OF PERSONAL INFORMATION ACT, Act 4 of  
2013**

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## 1 INTRODUCTION TO LAUTUS SOLUTIONS

The company was formed in 2002. The company develops software, hardware and technology solutions for financial institutions.

## 2 INFORMATION IN TERMS OF SECTION 51

### 2.1 **Contact details [Section 51(1)(a)]**

Lautus Solutions (Proprietary) Limited

Registration number 2002/031834/07

Postal address: PO Box 130218, Bryanston, 2021

Street address: 31 Portman Road, Bryanston, 2191,  
Johannesburg, South Africa

Phone number: 011 656 2288

Email address: llew@lautus.net

Website: www.lautus.net

#### **Information Officer**

**Name:** Llewellyn Janse van Rensburg

### 2.2 **The section 10 Guide on how to use the Act [Section 51(1)(b)(i)]**

The Guide will be available from the South African Human Rights Commission. Please direct any queries to:

The South African Human Rights Commission - PAIA Unit The Research and Documentation Department

Postal address: Private Bag 2700

Houghton

2041

Telephone: +27 11 484-8300

Fax: +27 11 484-7146

Website: [www.sahrc.org.za](http://www.sahrc.org.za)

### 2.3 **Categories of records which are available without a person having to request access in terms of the Act in terms of section 52(2) [Section 51(1)(b)(ii)]**

No notice of such records has been made to the Minister.

### 2.4 **Records available in terms of any other legislation [Section 51(1)(b)(iii)]**

Records are kept in accordance with the following legislation:

- Basic Conditions of Employment No. 75 of 1997
- Companies Act No. 71 of 2008
- Companies Amendment Act No 3 of 2011
- Compensation for Occupational Injuries and Health Diseases Act No.130 of 1993
- Income Tax Act No. 95 of 1967
- Promotion of Access of Information Act No 2 of 2000
- Skills Development Levies Act No. 9 of 1999
- Skills Development Act No. 97 of 1998
- Unemployment Contributions Act No. 4 of 2002
- Unemployment Insurance Act No. 63 of 2001
- Value Added Tax Act No. 89 of 1991

2.5 ***Access to the records held by the private body in question [Sections 51(1)(b)(iii)]***

Records that may be requested. A description of the subjects of the records held by the body and the categories in which these subjects are classed [Section 51(1)(b)(iii)]

**Administration:**

Company registers

Minutes of management meetings

Minutes of staff meetings

Correspondence

**Human Resources:**

Employment contracts

Remuneration records and policies

**Operations:**

Sales records

Clients registry

**Finances:**

Annual Financial statements

Vouchers and bank statements

## 2.6 ***Protection of Personal Information [Section 51(1)(c)]***

### 2.6.1 Purpose of Processing

Lautus Solutions collects and uses personal information to:

- send communications to data subjects;
- establish, manage, and maintain our business relationships;
- respond to enquiries and requests;
- develop, provide, and improve our services and products;
- inform data subjects about our services;
- obtain feedback from data subjects on our services;
- provide data subjects with a more personalised experience when they interact with us;
- conduct administrative and business functions;
- update our records and keep contact details up to date;
- enable data subjects effectively to use and to improve our website and systems;
- compile website and system usage statistics;
- assess the performance of our website and systems and to improve their operation;
- process and respond to privacy questions, concerns and complaints; and
- fulfil legal and contractual obligations.

### 2.6.2 A description of the categories of data subjects and of the information or categories of information relating thereto

Categories of data subjects and personal information processed by Lautus Solutions include the following

| <b>Categories of Data Subjects</b> | <b>Personal Information processed</b>   |
|------------------------------------|---|
| Customers and potential customers  | Personal information<br>Identification numbers<br>Contact details                 |
| Business partners                  | Contact details<br>Representative personal information                            |
| Suppliers                          | Supplier personal information<br>Personal information on supplier representatives |
| Employees                          | Contact details<br>Bank details   |

|                |   |
|----------------|---|
|                | Identification number<br>Tax details<br>Annual leave details<br>Sick leave details<br>Qualifications<br>Employment history<br>Ethnicity<br>Disability details |
| Job applicants | Contact details<br>Qualifications<br>Employment history<br>Criminal records<br>Credit history   |

2.6.3 The recipients or categories of recipients to whom the personal information may be supplied

Lautus Solutions may share the information we collect with:

o **Lautus Solutions affiliates**

We share information with our affiliates, who are similarly bound by our privacy policies and procedures to help provide our services or conduct data processing on our behalf.

o **Lautus Solutions service providers and partners**

Lautus may provide information to its vendors, consultants, marketing partners, research firms, and other service providers or business partners. This may include, for example:

- payment processors and facilitators;
  - cloud storage providers;
  - marketing partners and marketing platform providers;
  - data analytics providers.
  - research partners;
  - consultants, lawyers, accountants and other professional service providers;
- and
- insurance and financing partners

o **For legal reasons or in the event of a dispute**

Lautus Solutions may share your information if we believe it is required by applicable law, regulation, operating agreement, legal process or governmental request, or where the disclosure is otherwise appropriate due to safety or similar concerns.

- **With consent**

Lautus Solutions may share personal information other than as described herein if we notify the data subject and they consent to the sharing.

#### 2.6.4 ***Planned transborder flows of personal information***

Lautus Solutions will only transfer personal information outside of South African borders if the relevant business transactions or situation requires trans-border processing and will do so only in accordance with South African legislative requirements; or if the data subject consents to transfer of their personal information to third parties in foreign countries.

Lautus Solutions will take steps to ensure that operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information, in terms of the POPI Act.

#### 2.6.5 ***The suitability of the information security measures to be implemented to ensure confidentiality, integrity and availability of the information which is to be processed***

Lautus Solutions is committed to protecting personal information from misuse, loss, unauthorised access, modification or disclosure by using a combination of physical, administrative and technical safeguards and contractually requiring that third parties to whom we disclose your personal information do the same.

### 3 **THE REQUEST PROCEDURES**

#### 3.1 ***Form of request:***

3.1.1 The requester must use the prescribed form to make the request for access to a record. This must be made to the Lautus Solutions Information. This request must be made to the address, or electronic mail address of the body concerned [s 53(1)].

3.1.2 The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed [s 53(2)(a) and (b) and (c)].

3.1.3 The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s 53(2)(d)].

3.1.4 If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer [s 53(2)(f)].

3.2 **Fees:**

3.2.1 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, who is not a personal requester, must pay the required request fee:

3.2.2 The head of the private body must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request [s 54(1)].

3.2.3 The fee that the requester must pay to a private body is R50. The requester may lodge an application to the court against the tender or payment of the request fee [s 54(3)(b)].

3.2.4 After the head of the private body has made a decision on the request, the requester must be notified in the required form.

3.2.5 If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [s 54(6)].

4 **AVAILABILITY OF THE MANUAL [SECTION 51(3)]**

4.1 This manual is available from the South African Human Rights Commission (see details above), Lautus Solutions (Proprietary) Limited (see details above), and in electronic format at <http://www.lautus.net>.

4.2 Lautus Solutions will update this PAIA Manual at such intervals as may be deemed necessary.