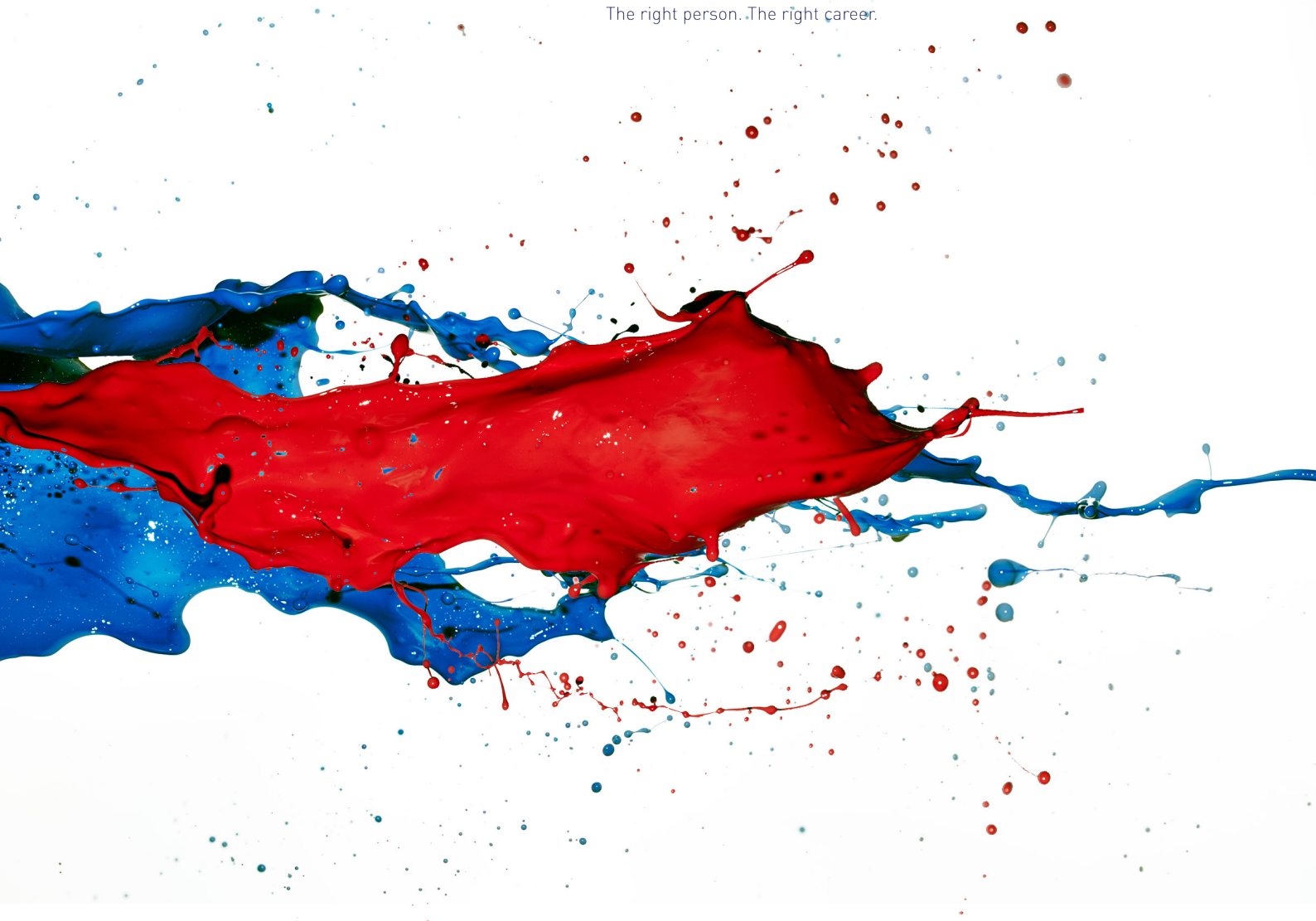




The right person. The right career.



PAIA Manual



# PAIA MANUAL

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2 of 2000 for Status Staffing

This Manual applies to Status Staffing.

## 1. Applicability and availability of this Manual

1.1 The Promotion of Access to Information Act, 2 of 2000 (“the Act”) gives effect to the Constitutional right of access to any information in records held by public or private bodies that is required for the exercise or protection of any rights. The Act sets out the procedural requirements attached to request for information, the requirements which requests must meet as well as the grounds for refusing requests. This Manual informs requesters of procedural and other requirements which a requester must meet.

1.2 The Act also recognizes that the right to access to information must be balanced with other rights and should be subject to limitations including, but not limited to, limitations aimed at the reasonable protection of privacy and commercial confidentiality.

1.3 This manual is available for inspection, free of charge, at Status Staffing’s office (see details below).

## 2. Status Staffing’s contact details & Information Officer

Isabel Roy

Postal address  
Po Box 4657  
Cape Town  
8000

## 3. South African Human Rights Commission Guide

The South African Human Rights Commission (“SAHRC”) is required, in terms of Section 10 of the Act, to compile a guide containing information that may reasonably be required by a person who wish to exercise any right contemplated in the Act. The guide can be obtained from the SAHRC. Enquiries should be directed to:  
The South African Human Rights Commission

Telephone Number:  
(011) 484 8300

Fax Number:  
(011) 403 0625

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

## 4. Section 52(2) Notice

Not applicable.

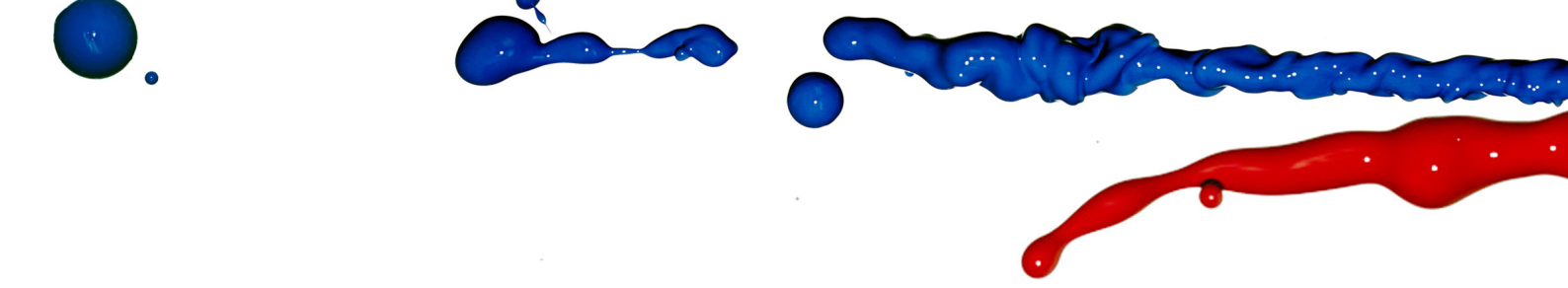
## 5. Status Staffing’s records subject to the grounds of refusal

Access to documents listed below may be subject to the grounds of refusal set out in this Manual:

### 5.1 Personnel Records

“Personnel” refers to any person who works for or provides services to or on behalf of Status Staffing and who





receives or is entitled to receive remuneration, and any person who assists in carrying out or conducting Status Staffing's business and includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff as contract workers. Personnel records include:

- 5.1.1 Personnel records (provided by personnel themselves);
- 5.1.2 Records provided by a third party relating to personnel;
- 5.1.3 Conditions of employment and other personnel-related contractual and quasi-legal records;
- 5.1.4 Internal evaluation records and other internal records;
- 5.1.5 Correspondence relating to personnel; and
- 5.1.6 Training schedules and material.

## 5.2 Client Records

A "Client" refers to any natural or juristic entity that receives services from Status Staffing. Client records include:

- 5.2.1 Records pertaining to the Sourcing and Assessment process conducted during the recruitment procedure including, without limitation, online and printout documentation;
- 5.2.2 Records provided by a client to a third party acting for or on behalf of Status Staffing;
- 5.2.3 Records provided by a third party acting for or on behalf of Status Staffing to a client;
- 5.2.4 Records generated by or within Status Staffing relating to its clients, including transactional data.

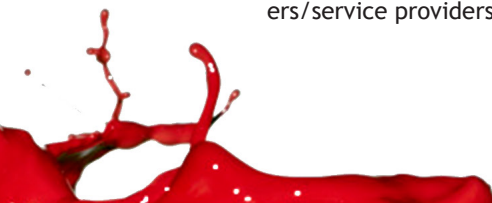
## 5.3 Private Body Records

These are records which include, but are not limited to, records which pertain to Status Staffing's own affairs including:

- 5.3.1 Financial records;
- 5.3.2 Operational records;
- 5.3.3 Databases;
- 5.3.4 Information technology systems and documents;
- 5.3.5 Marketing records;
- 5.3.6 Internal correspondence;
- 5.3.7 Product records;
- 5.3.8 Statutory records;
- 5.3.9 Internal policies and procedures.

## 5.4 Candidate Records

A "Candidate" refers to any natural person that is being recruited by Status Staffing for a Client. Candidate records include:

- 5.4.1 The Curriculum Vitae of the candidate;
  - 5.4.2 Interview records;
  - 5.4.3 Bespoke assessment tests in personality profiles, numeracy, literacy, computer and software skill;
  - 5.4.4 Past-employer checks, criminal and credit history, and education qualifications.
- ### 5.5 Other Party Records
- 5.5.1 Personnel, client, private body records or candidate records which are held by another party on Status Staffing's behalf, as opposed to the records held by Status Staffing itself.
  - 5.5.2 Records held by Status Staffing pertaining to other parties, including without limitation, financial records, correspondence, contractual records, and records about Status Staffing's contractors/suppliers/service providers.
- 



## **6. Grounds for refusal of access to records**

Status Staffing may refuse a request for the information on, inter alia, the following basis:

6.1 The mandatory protection of privacy of third party who is a natural person in order to avoid the unreasonable disclosure of personal information about a third party, including a deceased individual.

6.2 The mandatory protection of commercial information of a third party, if the records contain:

- 6.2.1 trade secrets of that third party;
- 6.2.2 financial, commercial, scientific or technical information, other than trade secrets, of a third party, the disclosure of which would be likely to cause harm to the commercial or financial interest of that third party; or
- 6.2.3 information supplied in confidence by a third party the disclosure of which could reasonably be expected to -
  - 6.2.3.1 to put that third party at a disadvantage in contractual or other negotiations; or
  - 6.2.3.2 to prejudice that third party in commercial competition.

6.3 Mandatory protection of certain confidential information of third party if the disclosure of the record would constitute an action for breach of a duty of confidence to a third party in terms of an agreement.

6.4 Mandatory protection and safety of the individuals and protection of property.

6.5 Mandatory protection of records privileged from production in legal proceedings.

6.6 The protection of Status Staffing's commercial activities including, without limitation, records that contain:

- 6.6.1 status Staffing's trade secrets;
- 6.6.2 financial, commercial, customer, scientific or technical information, the disclosure of which would be likely to cause harm to Status Staffing's commercial or financial interests;
- 6.6.3 information, the disclosure of which could reasonably be expected:
  - 6.6.3.1 to put Status Staffing at a disadvantage in contractual or other negotiations; or
  - 6.6.3.2 to prejudice Status Staffing in commercial competition.
- 6.6.4 Computer programs owned by Status Staffing.

6.7 The mandatory protection of research information of Status Staffing or a third party, if disclosure would expose the identity of Status Staffing or the third party, the researcher or the subject matter of the research to serious disadvantage.


6.8 The request for access to a record of the body is, in Status Staffing's reasonable opinion, manifestly frivolous or vexatious or amounts to a substantial or unreasonable diversion of resources.

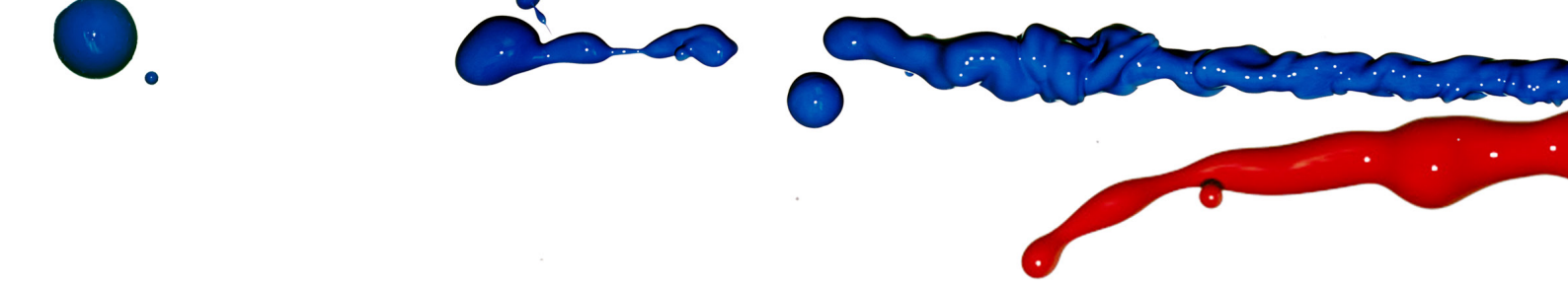
## **7 Records available in accordance with other legislation**

Not applicable.

## **8 Request procedure**

8.1 A requester requiring access to information held by Status Staffing must make the request in the prescribed form and submit the request, together with the prescribed fee and deposit, if applicable, to Status Staffing's Information Officer at the postal address or physical address above.





8.2 The prescribed form must be completed with enough particularity to enable Status Staffing to identify:

- 8.2.1 the record(s) requested;
- 8.2.2 the identity of the requester;
- 8.2.3 the form of access required, if the request is granted; and
- 8.2.4 the postal address or fax number of the requester.

8.3 The requester must:

- 8.3.1 provide whether the record is required in order to exercise or protect a right; and
- 8.3.2 provide details of the nature of the right to be exercised or protected.

8.4 Subject to Status Staffing's rights relating to extensions in terms of the Act, it will process the request within 30 (thirty) days of receipt unless the requester has submitted special reasons, to Status Staffing's reasonable satisfaction, in support of a request that the above time periods be dispensed with.

8.5 Status Staffing will give the requestor written notice of its decision, including reasons if the request is declined.

8.6 The said 30 day period may be extended for a further period of not more than 30 (thirty) days if the request is for a large number of records, or the request requires a search for information which cannot reasonably be obtained within the original period of 30 (thirty) days. The information officer will notify the requestor in writing should an extension be sought.

8.7 If the request is made on behalf of another person, the requestor must submit proof of the capacity in which the requestor is making the request, to the reasonable satisfaction of Status Staffing.

8.8 If an individual is unable to submit the request in the prescribed form because of illiteracy or disability, such a person may make the request orally.

8.9 The requestor must pay a prescribed fee, and deposit where applicable, before the request will be considered.

## **9 Access to records**

9.1 A requestor will only be given access to a record(s) held by Status Staffing if:

- 9.1.1 the record is required for the exercise or protection of a right;
- 9.1.2 the requestor has complied with all procedural requirements relating to a request for access to a particular record including making the request in the prescribed format; and
- 9.1.3 access to that record is not refused in terms of any ground for refusal.


## **10 Remedies available when Status Staffing refuses a request for information**

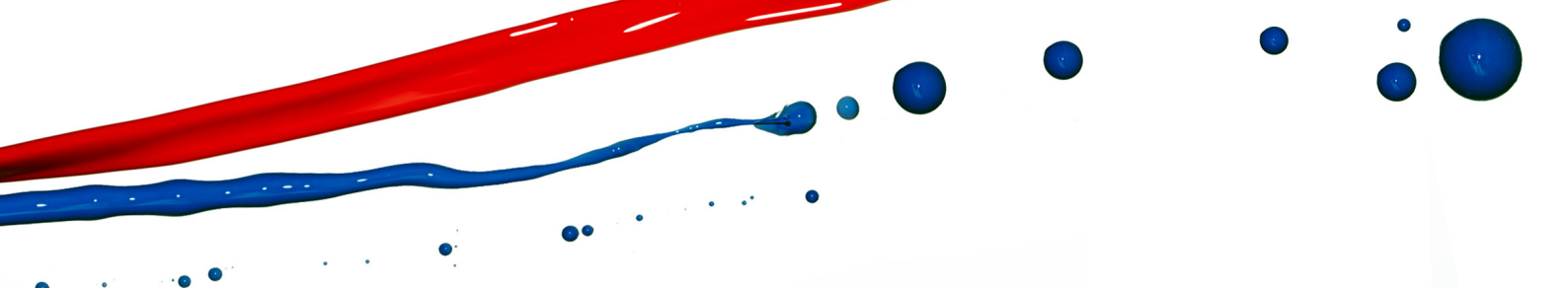
### **10.1 Internal Remedies**

Status Staffing does not have internal remedies available to the requestor.

### **10.2 External Remedies**

A requestor or third party, who is dissatisfied with the decision of Status Staffing in relation to a request for





access to a record (including with regard to fees) may, within 30 (thirty) days apply to any court with jurisdiction, for relief.

## **11 Fees**

11.1 The Act provides for two types of fees, namely:

11.1.1 A request fee, being a standard fee; and

11.1.2 An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and costs, as well as postal costs.

11.2 When a request is received by Status Staffing it will, by written notice, require the requester, other than a personal interpreter, to pay the prescribed fee (if any), before further processing the request.

11.3 if the search for the record is made and the preparation of the record for disclosure would require more than the hours prescribed for this purpose.

11.4 Status Staffing will withhold a record until the requester has paid the prescribed fee (and deposit where appropriate).

11.5 A requester whose request for access to a record has been granted, must pay an access fee for reproduction, for search, preparation and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure, including making arrangements to make it available in the request form.

11.6 If a deposit has been paid in respect of a request for access, which is refused, then Status Staffing will repay the deposit to the requester.

