



PAIA MANUAL

Outsourcing Experts (Pty) Ltd

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

**Last review date: May 2026
Version: Version 4**

1. Introduction

This manual is prepared in accordance with section 51 of the Promotion of Access to Information Act, 2000 (“PAIA”). PAIA gives effect to the constitutional right of access to information held by private bodies where that information is required for the exercise or protection of any rights.

This manual explains how members of the public may access records held by Outsourcing Experts (Pty) Ltd (“the Company”).

2. Company Details

- **Registered name:** Outsourcing Experts (Pty) Ltd
- **Registration number:** 2012/222752/07
- **Physical address:** 385 Roslyn Avenue, Waterkloof Glen, Pretoria, 0181
- **Postal address:** 385 Roslyn Avenue, Waterkloof Glen, Pretoria, 0181
- **E-mail address:** infopaia@outex.co.za
- **Website:** <https://outex.co.za>

**PAIA requests should preferably be submitted in writing or via email.*

3. Information Officer and Deputy Information Officer

The Information Officer is responsible for compliance with PAIA and the Protection of Personal Information Act, No.4 of 2013 (“POPIA”), and the Deputy Information Officer assists the Information Officer in their compliance duties. The Information Officer and Deputy Information Officer are duly registered with the Information Regulator.

- **Information Officer:** Heloise Duys
- **E-mail address:** infopaia@outex.co.za
- **Deputy Information Officer:** Nadia Brummer
- **E-mail address:** infopaia@outex.co.za

**PAIA requests should preferably be submitted in writing or via email.*

4. Guide on How to Use PAIA and Where to Obtain It

The Information Regulator of South Africa has compiled a PAIA Guide in all official languages.

The guide is available from:

- **Website:** <https://info regulator.org.za>
- **Email:** enquiries@info regulator.org.za
- **Telephone:** +27 (0)10 023 5200

The guide or any other information can also be requested via the i-Support platform at <https://eservices.info regulator.org.za>

5. Records Automatically Available Without a PAIA Request

The following records are available without the need to submit a formal PAIA request:

- Company profile
- Company registration details (available from CIPC)
- PAIA Manual (available at <https://outex.co.za>)
- Company Memorandum of Incorporation (available from CIPC)
- Marketing material
- Public information published on the Company website

6. Records Available in Terms of Other Legislation

Information is available in terms of certain provisions of the following legislation to the persons or entities specified in such legislation:

- Companies Act, 71 of 2008
- Basic Conditions of Employment Act, 75 of 1997
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Labour Relations Act, 66 of 1995
- Income Tax Act, 58 of 1962
- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act, 4 of 2013 (POPIA)
- Electronic Communications and Transactions Act 25 of 2002 (ECTA)
- Employment Equity Act 55 of 1998 (EEA)
- Occupational Health and Safety Act 85 of 1993 (OHSA)
- Skills Development Levies Act 9 of 1999
- Skills Development Act 97 of 1998
- Unemployment Insurance Act 63 of 2001
- Unemployment Insurance Contributions Act 4 of 2002
- Compensation for Occupational Injuries and Diseases Act 130 of 1993 (COIDA)

And any other legislation applicable to the company's operations from time to time.

7. Categories of Records Held by the Company

The Company maintains records on the categories and subject matters listed below. The inclusion of any category of records in the table below does not guarantee their disclosure. The Company shall carefully consider each PAIA request on its merits.

Category	Subjects
Corporate records	Memorandum of Incorporation Share registers Minutes of board meetings/Board resolutions Shareholder resolutions Register of directors CIPC Statutory filings
Human Resources records	Employment contracts Employee information Training records & material Payroll records Performance records Employment equity records Letters of employment UIF returns Policies and procedures Job descriptions Disciplinary records Learnership programmes
Finance and Administration records	Annual financial statements Accounting records Tax records Banking records
Client records	Client agreements Billing and service records Candidate placement records (where applicable)
Supplier and Service Provider records	Supplier agreements Invoices and statements Payment history Correspondence

8. Procedure for Request for Access in terms of PAIA

A requester must complete **Form 2** (PAIA Request Form). Requests should be submitted to the Information Officer at the contact details listed above. The requester must provide sufficient identification and information to enable the Company to locate the requested records.

Please refer to **Annexure A** of this PAIA manual for **Form 2**. **Form 2** is also available at <https://inforegulator.org.za>

PAIA requests should preferably be submitted in writing or via e-mail.

Please take into account the prescribed timeframe for a response:

- The standard response period is within 30 calendar days
- Under certain circumstances, the response period may be extended for an additional 30 calendar days

- Should this extended period apply, the requester will be notified via email within the original 30 calendar days.

9. Fees

Fees may be charged in accordance with PAIA regulations and are detailed in **Annexure B** and are also available at [PAIA Fees Structure](#). Fees are subject to change per regulation. A requester seeking access to records containing their personal information will not be required to pay the prescribed request fee.

10. Grounds for Refusal of Access

Access may be refused on the grounds set out in Chapter 4 of PAIA, including but not limited to:

- Protection of personal information of third parties
- Confidential commercial information
- If disclosure will result in a breach of a confidential duty to a third party
- If disclosure will jeopardise the safety of an individual
- If disclosure would impair a certain property right of a third party
- If a record is requested during legal proceedings
- If the record contains trade secrets, financial or other sensitive information that would put the Company at a disadvantage
- If the record contains information about research being carried out
- If a request is received that is frivolous, vexatious, or made without a serious or legitimate purpose.

11. Remedies Available Upon Refusal

The Company does not provide an internal appeal process, as private companies are not required to provide internal appeals in terms of PAIA. If a request is refused, the requester may pursue the external remedies available in terms of PAIA:

- Submit a complaint to the Information Regulator regarding the refusal.
- Apply to a court with jurisdiction for appropriate relief in terms of the Promotion of Access to Information Act, 2 of 2000 (PAIA), including an order granting access to the requested information.

12. Processing of Personal Information (POPIA)

12.1. Purpose

The Company processes personal information in accordance with POPIA for purposes including (but not limited to):

- Recruiting, screening, and placing candidates with client companies
- Communicating with candidates and clients
- Verifying qualifications, work history, and suitability for roles
- Complying with legal and regulatory requirements

12.2. Data Subjects and Personal Information

The data subjects and personal information processed include:

Data subjects:

- Job applicants and candidates
- Placed employees or contractors
- Client representatives
- Suppliers and service providers

Personal information

- Identifying information (name, ID or passport number)
- Contact details
- CVs, employment history, qualifications, references, and interview notes
- Information required for placement or legal compliance

12.3. Recipients of Personal Information

Personal information may be shared with:

- Client companies for recruitment and placement purposes
- Verification or assessment service providers
- Regulatory or statutory bodies, where required by law

All sharing is limited to what is necessary for business purposes.

12.4. Planned Transborder Flows of Personal Information

The Company does not routinely transfer personal information outside the Republic of South Africa. If cross-border transfers occur, it will be done in compliance with POPIA.

12.5. Retention of Records

Personal information is retained only for as long as necessary to fulfil the purpose for which it was collected or as required by law.

12.6. Data Subject Rights

In terms of POPIA data subjects have the following rights:

- Right of access: To request confirmation of whether personal information is held and to access such information.
- Right to correct/delete: To request the correction or deletion of personal information that is inaccurate, irrelevant, excessive, or unlawfully obtained.
- Right to object: To object to the processing of personal information on reasonable grounds.
- Right to lodge a complaint with the Information Regulator: To lodge a complaint with the Information Regulator regarding alleged unlawful processing.

12.7. General Description of Information Security Measures

The Company takes reasonable measures to protect personal information, including:

- Restricted access to personal information
- Appropriate, reasonable technical and organisational measures, including access controls, password protection, data encryption where applicable, and staff confidentiality agreements
- Secure storage of physical records
- Confidentiality obligations for staff and contractors

13. Availability of the Manual

This PAIA Manual is available:

- On the Company website: <https://outex.co.za>
- At the Company's registered office
- On request from the Information Officer

FORM 2

Annexure A

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

385 Roslyn Avenue

Waterkloof Glen

Pretoria

0181

E-mail address: infoaia@outex.co.za

Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED <i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD (Mark the applicable box with an "X")			
Record is in written or printed form			
Record comprises virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc.</i>)			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to a street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	A request fee must be paid before the request will be considered.
b)	You will be notified of the amount of the access fee to be paid.
c)	The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
d)	If you qualify for exemption of the payment of any fee, please state the reason for exemption
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

Annexure B

FEES IN RESPECT OF PRIVATE BODIES / REQUEST FOR INFORMATION

Item	Description	Amount
	<i>Initial Request fee</i>	
1.	The initial request fee payable by every requester	R140
	<i>Access and Reproduction fee</i>	
2.	Photocopy/printed black & white copy of A4- size page	R2.00 per page or part thereof
3.	Printed copy of A4-sized page	R2.00 per page or part thereof
4.	For a copy in a computer – readable form on: (iii) Flash drive (to be provided by requestor) (iv) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60.00
5.	For a transaction of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-Size page	R24.00
8.	Copy of an audio record on: (v) Flash drive (to be provided by requestor) (vi) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation To not exceed	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any