

PAIA MANUAL

Promotion of Access to Information Act Manual in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 in respect of Litt Technologies Pty Ltd (Registration Number 2021/874467/07)

The South African Human Rights Commission's guide on how to use the Promotion of Access to Information Act

The Act grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

The South African Human Rights Commission is responsible for compiling a Guide that will facilitate ease of use of PAIA for Requesters. This Guide is available in all 11 official languages, from the South African Human Rights Commission.

SAHRC Contact Details:

PAIA Unit

Postal address: Private Bag X 2700, Houghton, 2041

Physical address: Forum 3 Braampark Offices, 33 Hoofd Street, Braamfontein, 2017

Phone: +27 (11) 877-3600

Fax: +27 (11) 403-0625

Email: PAIA@sahrc.org.za

Website: www.sahrc.org.za

Litt Technologies Contact Details

Information Officer	Julian Viljoen
Physical Address	16 Ixia Street, Sandbaai, 7200
Postal Address	16 Ixia Street, Hermanus, 7200
Website	www.litttech.co.za
Email	info@litttech.co.za
Telephone	+27 (72) 370 3187

Introduction

Litt Technologies specializes in providing a powerful and portable power bank that can be used to power a wide variety of devices such as CPAP machines, Drones, Camera's etc.

As part of its service Litt Technologies arranges the delivery of your purchase. As part of this service Litt Technologies will have to obtain and process your personal information. As such, Litt Technologies falls under the regulation of the POPI Act.

Type of Records

The following records of the Company are available on the website for everybody:

- PAIA Manual
- Shipping Policy
- Privacy Policy
- Terms of Agreement
- Returns & Refunds Policy
- Warranty Policy
- Product Information

The following documents are available upon request from the Information Officer listed above.

- Personal staff records

- Records pertaining to transactions
- Financial Records
- Income tax returns and assessments
- Invoices Receipts
- Company Information
- Operational records
- Databases
- Compliance records
- Incorporation documents
- Customer-Related Records
- Records pertaining to customers/clients
- Information technology
- Marketing records
- Internal correspondence
- Product records
- Internal policies and procedures
- Minutes of meetings
- Share register
- Company resolutions and statutory company documentation
- Other Parties

Access to Records / Requesting Information

1. Complete the "Form 02: Request for Access to Record".
2. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
3. If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the information officer.
4. Submit form to the Information Officer or the Deputy Information Officer at the postal or physical address, fax number or electronic mail address as stated in "Litt Technologies Contact Details" above.

5. The requester must pay the prescribed fee as per Appendix 2, before any further processing can take place.

6. Litt Technologies will process the request within 30 days, unless the requestor has stated special reasons, which would satisfy the Information Officer that circumstances dictate that the above time periods not be complied with.

7. Records held by the institution may be accessed by requests only once the prerequisite requirements for access have been met.

A requester is any person making a request for access to a record of the institution. There are two types of requesters:

Personal Requester – A person seeking access to a record containing personal information about him/her/itself.

Other Requester – This person is entitled to request access to information on third parties. However, Litt Technologies is not obliged to voluntarily grant access. Each request is carefully evaluated and considered in accordance with PAIA. If you do not use the prescribed form or do not complete it properly your request may be rejected, refused or delayed.

NOTE: Access to certain records may be or must be denied on the grounds set out in the Act.

Mandatory grounds for refusal include but are not limited to:

- information for the protection of the privacy of individuals;
- information for the protection of commercial information and confidential information of third parties;
- information privileged from production in legal proceedings;
- commercial information of the company; and
- research information

It is important to note that the successful completion and submission of an access request form does not automatically allow the Requester access to the requested Record.

- An application for access to a Record is subject to certain limitations if the requested Record falls within a certain category as specified within Chapter 4 of PAIA.
- If it is reasonably suspected that the Requester has obtained access to Records through the submission of materially false or misleading information, legal proceedings may be instituted against such a Requester.

Fees

The Act provides for two types of fees:

1. A request fee, which will be a standard fee
2. An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.

When the Information Officer receives the request, he/she shall notify the requester to pay the prescribed request fee (if any), before further processing of the request. The information officer may withhold a record until the requester has paid the fees. If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.

See "Form 3: Outcome of Request and of Fees Payable" for details of fees.

Refusal to Grant Access to Records

Litt Technologies will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

The 30-day period with which Litt Technologies has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days if the request is for a large number of information, or the request requires a search for information held at another office of Litt Technologies and the information cannot reasonably be obtained within

the original 30 day period. Litt Technologies will notify the requester in writing should an extension be required.

The main grounds to refuse a request for information are:

1. Mandatory protection of privacy of a third party who is a natural person, which would involve unreasonable disclosure of personal information of that natural person;
2. Mandatory protection of the commercial information of a third party, if the record contains trade secrets of that third party; financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interest of that third party; information disclosed in confidence by a third party to the institution, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
4. Mandatory protection of the safety of individuals and the protection of property;
5. Mandatory protection of records, which would be regarded as privileged in legal proceedings;
6. The commercial activities of the institution, which may include trade secrets of the institution; financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the institution; information which, if disclosed could put the institution at a disadvantage in negotiations or commercial competition; a computer program which is owned by the institution, and which is protected by copyright; the research information of the institution or a third party, if its disclosure would disclose the identity of the institution, the researcher or the subject matter of the research and would place the research at a serious disadvantage;
7. Requests for information that are clearly frivolous or vexation, or which involve an unreasonable diversion of resources shall be refused.

Availability of the Manual

The PAIA Manual is available for download in PDF format from our website,

www.litttech.co.za