

PAIA & POPIA MANUAL

Prepared in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000 for [Reinhardt Hamman t/a SatAssure]

1. INTRODUCTION AND PURPOSE

This manual serves as the information manual for **SatAssure**, a sole proprietorship. It provides the necessary details for any person wishing to exercise their right to access information under PAIA or understand how personal information is processed under POPIA.

2. CONTACT DETAILS (Information Officer)

As a sole proprietor, the owner is the designated Information Officer.

- **Information Officer:** Reinhardt Hamman
- **Physical Address:** Garsfontein, Pretoria
- **Email Address:** info@satassure.co.za
- **Phone Number:** [071 462 4048](tel:0714624048)

3. GUIDE ON HOW TO USE PAIA

The Information Regulator has compiled a guide on how to use PAIA. It is available in all official languages on the [Regulator's website](#).

4. RECORDS HELD BY THE BUSINESS

I hold the following categories of records:

- **Internal Records:** Financial records, and operational correspondence.
- **Client Records:** Service agreements, invoices, and communication logs.
- **Photographs** of on-site installations
- **Website Records:** Analytical data (via Google Analytics).

5. PROCESSING OF PERSONAL INFORMATION (POPIA)

- **Purpose of Processing:** To provide services and handle billing.
- **Categories of Data Subjects:** Clients and website visitors.
- **Data Types Held:** Name, surname, physical address, contact number, email address, and ID numbers (where required).
- **Recipients of Data:** Only the Information Officer and third-party service providers (e.g., Google Analytics, or cloud storage providers) where strictly necessary. Personal information may be transmitted to service providers outside of the Republic of South Africa (e.g., Google) who provide an adequate level of data protection.
- **Security Measures:** I use password-protected devices, encrypted cloud storage, and an SSL-secured website to ensure data integrity and confidentiality.

6. HOW TO REQUEST ACCESS

To request access to a record, the requester must use the official [PAIA Form 2](#). This form must be submitted to the Information Officer's email address listed above. I will respond using [PAIA Form 3](#) within 30 days.

7. COMPLAINTS

Requesters or data subjects may lodge a complaint with the [Information Regulator of South Africa](#) via email at POPIAComplaints@inforegulator.org.za if they are unhappy with how their request or data has been handled.