



First Mode SA Holdings (Pty) Ltd. PAIA Manual

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

Prepared by: Nicholas Gordon, Information Officer

Published: May 2024



Document Template

FM_Minimalist_Tech_Doc_Template - v2.0

Document Properties

Company: *First Mode*


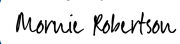
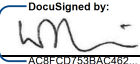
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Frequency of Policy: this policy should be reviewed annually after date of issue.

Document Revision History

Date	Section(s) Changed	Changes Made	Approved By

Document Approvals

Date	Title	Reviewed By	Section Reviewed	Approved By
22 May 2024	CEO	Julian Soles	all	DocuSigned by:  715A886FACCD45E
22 May 2024	CPO	Mornie Robertson	all	DocuSigned by:  F9389AD1689C467
22 May 2024	Head of Legal	Will Smith	all	DocuSigned by:  AC8FC0753BAC482...



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1 List of Acronyms and Abbreviations

“IO”	Information Officer
“First Mode”	First Mode SA Holdings (Pty) Ltd.
“PAIA”	Promotion of Access to Information Act No. 2 of 2000 (as amended)
“POPIA”	Protection of Personal Information Act No. 4 of 2013
“Republic”	Republic of South Africa
“Regulator”	Information Regulator
“SAHRC”	South African Human Rights Commission

2 Purpose of PAIA Manual

This PAIA Manual is useful for the public to:

1. Check the categories of records held by First Mode which are available without a person having to submit a formal PAIA request.
2. Have a sufficient understanding of how to make a request for access to a record or information held by First Mode.
3. Know the description of the records held by First Mode which are available in accordance with any other legislation.
4. Access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access.
5. Know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it.
6. Know if First Mode will process personal information, the purpose of processing personal information and the description of the categories of data subjects and of the information or categories of information relating thereto.
7. Know the description of the categories of data subjects and of the information or categories of information relating thereto.
8. Know the recipients or categories of recipients to whom personal information may be supplied.
9. Know if First Mode has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
10. Know whether First Mode has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.



3 Key Contact Details for Access to Information of First Mode

3.1 Information Officer

Name: Nicholas Gordon
Email: privacy@firstmode.com
Phone: +27 10 825 4351

3.2 Access to Information General Contacts

Email: privacy@firstmode.com
Phone: +27 10 825 4351

3.3 National Office

Company Name: First Mode SA Holdings (Pty) Ltd
Postal Address: 144 Oxford Road Rosebank, Johannesburg 2196, South Africa
Physical Address: 144 Oxford Road Rosebank, Johannesburg 2196, South Africa
Telephone: +27 10 825 4351
Website: <https://firstmode.com/>

4 Guide on How to use PAIA and Obtain Access to the Guide

The South African Human Rights Commission (SAHRC) has, in terms of Section 10 of PAIA, compiled in each official language, a guide that contains information required by a person wishing to exercise any right contemplated in PAIA. The Guide is available from the SAHRC. Please direct any queries in this regard to:

The South African Human Rights Commission: PAIA Unit

The Research and Documentation Department
South African Human Rights Commission
Postal address: Private Bag X2700, Houghton, 2041
Telephone: +27 11 403-6025
Website: www.sahrc.org.za
Email: PAIA@sahrc.org.za

The Information Regulator has, in terms of section 10(1) of PAIA (as amended), updated and made available the revised Guide on how to use PAIA, in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA. The Guide is available from the Regulator. Please direct any queries in this regard to:



The Information Regulator (South Africa)

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Postal address: P.O. Box 31533, Braamfontein, Johannesburg, 2017

Telephone: +27 010 023-5200

Website: www.inforegulator.org.za

Email: enquiries@inforegulator.org.za

5 Automatic Availability of Certain Records

Certain records held by First Mode are available without a person having to request access. These records may be downloaded from the First Mode website <https://firstmode.com/> or by sending an email to the Information Officer.

6 Records Available in Accordance with any other Legislation

Records are available in accordance with the following legislation:

- Basic Conditions of Employment Act No. 75 of 1997.
- Broad-Based Black Economic Empowerment Act No 53 of 2003.
- Companies Act No. 71 of 2008.
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993.
- Employment Equity Act No. 55 of 1998.
- Engineering Profession Act No. 46 of 2000.
- Labor Relations Act No. 66 of 1995.
- Occupational Health and Safety Act No. 85 of 1993.
- The Protection of Personal Information Act 4 of 2013.
- Unemployment Insurance Act No. 30 of 1966.
- Value-Added Tax Act No. 89 of 1991.
- Pension Funds Act No. 24 of 1956.
- Promotion of Access to Information Act No. 2 of 2000.
- Road Transportation Act No. 74 of 1977.
- Skills Development Act No. 97 of 1998.
- Skills Development Levy Act No. 9 of 1999; and
- Legislation which would ordinarily be considered applicable to the business of First Mode.

The above list is non-exhaustive.



7 Records Subjects and Categories of Personal Data Collected

Records Subjects	Categories of Records
Legal	<ul style="list-style-type: none"> • Statutory records • Minutes and resolutions • Share registration records • Government records • Contracts and agreements • Legal case management documents
Human Resources	<ul style="list-style-type: none"> • General HR policies and procedures • Employee records • Training records • Employee benefit records • Employment equity records • Recruitment records
Finance, Treasury, & Accounting	<ul style="list-style-type: none"> • Accounting records • Financial statements • Tax records • Investment records • Management reports • Transactional records • Consolidation records • VAT and PAYE records
Marketing	<ul style="list-style-type: none"> • News releases • Media releases
Facilities	<ul style="list-style-type: none"> • Permits, licenses, and authorizations • Building and property records • Insurance records
Technical Services and Projects	<ul style="list-style-type: none"> • Technical and Engineering records • Safety, Health and Environment records • Design records
Supply Chain	<ul style="list-style-type: none"> • Contracts • Quotations and tenders
Information Management	<ul style="list-style-type: none"> • Operational records • General IM policies and procedures • Asset records

The above list is non-exhaustive.



8 Processing of Personal Information

8.1 Purpose of Processing

First Mode collects and processes personal data for various reasons. The purpose for which personal information is processed by First Mode will depend on the nature of the information. In general, personal information is processed by First Mode for business administration purposes, including:

1. To carry out actions for the conclusion or performance of a contract.
2. To comply with obligations imposed by law.
3. To protect the legitimate interests of the data subjects or
4. Where it is necessary for pursuing the legitimate interests of First Mode.

The above list is non-exhaustive.

8.2 Categories of Data Subjects and Information

Categories of Data Subjects	Personal Information that may be Processed
Employees, consultants, and contractors	<ul style="list-style-type: none"> • Full name • Contact details (phone number, residential address, and email address) • Date of birth • Photographic identification (passports, IDs) • Gender • Images • Medical records • Ethnic / racial origin • Employment and education history • Background check results • Dietary restrictions • Banking information • Benefit information • Marital status • Disability information • Employee performance records
Visitors	<ul style="list-style-type: none"> • Full name • Contact details (phone number, email address) • ID information (copy of ID)
Applicants and candidates	<ul style="list-style-type: none"> • Full name • Salary expectation • Qualifications and certifications • Job application details (resume/CV, cover letter) • Ethnic / racial origin • Gender • Disability information
(Natural persons) Customers, service providers, suppliers, shareholders, and other third parties that First Mode conduct business with	<ul style="list-style-type: none"> • Full name • Contact details (work email address and phone number) • Job title or role



Categories of Data Subjects	Personal Information that may be Processed
(Juristic persons) Customers, service providers, suppliers, shareholders, and other third parties that First Mode conduct business with	<ul style="list-style-type: none"> • Company name • Registration number • Tax information • Contact details (physical and postal addresses) • Certificates and documentation • Payment details • Contractual agreements

The above list is non-exhaustive.

8.3 Categories of Recipients to Whom the Personal Information may be Supplied

The categories of recipients to whom First Mode may supply the personal information will depend on the nature of the information. In general, such categories of recipients include:

- Service providers.
- Medical aid, pension or provident funds.
- Auditing and accounting bodies (internal and external).
- Third parties who have been contracted to carry out business operations.
- Relevant authorities, government departments, statutory bodies, or regulators.
- A court, administrative or judicial forum, arbitration or statutory commission making a request in terms of the applicable laws or rules.

8.4 Planned Transborder Flows of Personal Information

First Mode operates in the USA, Australia, the UK, South Africa, and Chile. This means that your personal data may be viewed by First Mode employees who may not be in the same country as you. As all countries do not have the same levels of protection for personal data, we have put in place an intragroup agreement which contains standard contractual clauses to safeguard the transfers of personal data between our various operations. Please note your personal data will only be viewed if necessary and only by people who need to. All transfers are subject to the relevant provisions of the POPI Act.

8.5 Information Security Measures

First Mode will strive to take appropriate, reasonable technical and organizational measures to secure the integrity and confidentiality of personal information in its possession or under its control.

9 Procedure for Requesting Access to Records Held by First Mode

Any request for access to information must comply with the procedural requirements of the PAIA Act. For First Mode to process and respond to a request, the Access Request Form in Appendix I must be completed.



The requester must submit the completed Access Request Form via conventional mail or email, addressed to the Information Officer as indicated in Section 3.1. An initial, non-refundable request fee of R57.00 is payable upon submission. This fee is not applicable to personal requesters, referring to any person seeking access to records that contain their personal information.

If the request for access is successful, an access fee will be required and will be calculated based on the Prescribed Fees (see Section 10). The access fee must be paid prior to access being given to the requested record.

10 Prescribed Fees

A requester is required to pay the prescribed fees of R57.00 before the request will be processed. The following applies to the requester:

a.	For every photocopy of an A4-size page or part thereof	R1.25
b.	For every printed copy of an A4-size page or part thereof held on a computer or in an electronic or machine-readable form	R0.82
c.	For a copy in a computer-readable form on compact disk / USB	R79.80
d.	For a transcription of visual images, for an A4-size page or part thereof	R45.60
e.	For a copy of visual images	R68.40
f.	For a transcription of an audio record, for an A4-sized page or part thereof	R22.80
g.	For a copy of an audio record	R34.20
h.	To search for and prepare the record for disclosure (fee is charged for each hour or part thereof reasonably required for such search and preparation)	R34.00

If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of note more than one third of the access fee which would be payable if the request were granted).

Please note that all prices listed in the table above are inclusive of value-added tax (VAT).

11 Refusal of Requests

First Mode may legitimately refuse to grant access to a requested record that falls within a certain category. Grounds on which First Mode may refuse access include (in accordance with Chapter 4 Part 3 of PAIA):



- Protecting personal information that First Mode holds about a third person (who is a natural person), including a deceased person, from unreasonable disclosure.
- Protecting commercial information that First Mode holds about a third party or First Mode (for example trade secrets: financial, commercial, scientific, or technical information that may harm the commercial or financial interests of the organization or the third party).
- If disclosure of the record would result in a breach of duty of confidence owed to a third party in terms of an agreement.
- If disclosure of the record would endanger the life or physical safety of an individual.
- If disclosure of the record would prejudice or impair the security of property or means of transport.
- If disclosure of the record would prejudice or impair the protection of a person in accordance with a witness protection scheme.
- If disclosure of the record would prejudice or impair the protection of the safety of the public.
- The record is privileged from production in legal proceedings unless the legal privilege has been waived.
- Disclosure of the record (containing trade secrets, financial, commercial, scientific, or technical information) would harm the commercial or financial interests of First Mode.
- Disclosure of the record would put First Mode at a disadvantage in contractual or other negotiations or prejudice it in commercial competition.
- The record is a computer programme; and
- The record contains information about research being carried out or about to be carried out on behalf of a third party or First Mode.

First Mode does not have an internal appeal process should a request for access to information be denied. First Mode will inform the requester as soon as possible but within 30 days after the decision to refuse the requesters access to information has been taken. In this case, the requester will be provided with adequate reasons for the refusal.

12 Availability of the Manual

A copy of the manual is available:

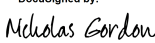
1. On <https://firstmode.com/>
2. At the national office of First Mode SA Holdings (Pty) Ltd. for public inspection during normal business hours.
3. To any person upon request and upon payment of a reasonable prescribed fee; and
4. To the Information Regulator upon request.

A fee for a copy of the Manual shall be payable per each A4-size photocopy made.

13 Updating of the Manual

First Mode will, on a regular basis, update this manual.

Issued by

DocuSigned by:

92E7C11DCC08D482

Nicholas Gordon, Information Officer

Director of First Mode SA Holdings (Pty) Ltd.



Appendix: Access Request Form

Form 2

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act, 2000

Act No. 2 of 2000))

[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 authorization must be attached to this form.*

TO: The Information Officer

Nicholas Gordon

First Mode SA Holdings (Pty) Ltd.

144 Oxford Road Rosebank, Johannesburg 2196, South Africa

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			
Email Address			
Contact Numbers	Tel. (B):		Fax: <input type="text"/>
	Cellular:		



PERSONAL INFORMATION			
Full names of person on whose behalf request is made (if applicable)			
Identity Number			
Postal Address			
Street Address			
Email Address			
Contact Numbers	Tel. (B):		Fax: <input type="text"/>
	Cellular:		
PARTICULARS OF RECORD REQUESTED			
<p><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></p>			
Description of record or relevant part of the record			
Reference number, if available			
Any further particulars of record			



PERSONAL INFORMATION	
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>	
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 street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	



PERSONAL INFORMATION	
Email 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	
<p>a) <i>A request fee must be paid before the request will be considered.</i></p> <p>b) <i>You will be notified of the amount of the access fee to be paid.</i></p> <p>c) <i>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.</i></p> <p>d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption.</i></p>	
Reason	



PERSONAL INFORMATION	

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 <i>(Please specify)</i>

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 <i>(if any)</i> :	

Signature of Information Officer