

KNOWLEDGE BASE (PTY) LTD.

PAIA MANUAL

Manual prepared in accordance with Section 51 of the Promotion of Access to Information Act, Act No. 2 of 2000 ("PAIA"), as amended, and with respect to the Promotion of Access to Information Act, Act No. 4 of 2013 ("POPIA"), as amended, where relevant.

June 2024

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Annexure A: Form 2 Request for Access to Record [Regulation 7 of PAIA]

1. Introduction

Knowledge Base (Pty) Ltd. and its subsidiaries (hereafter “Knowledge Base”) are private companies that design, develop, sell and provide training on professional software for civil engineering infrastructure design. The software is used by civil engineers, town planners, state entities, municipalities, architects, surveyors, and mechanical and structural engineers. For more information about Knowledge Base, see its website www.knowbase.co.za.

The purpose of this manual is to assist potential requestors as to the procedure to be followed when requesting access to information and / or documents from Knowledge Base as contemplated in the PAIA. The manual may be amended from time to time and as soon as any amendments have been finalised, the latest version of the manual will be made public.

2. Head of Knowledge Base (Section 1 of PAIA)

For the purposes of PAIA, the head of Knowledge Base is its Chief Executive Officer.

3. Contact Details (Section 51(1)(a) of PAIA)

Company Name: Knowledge Base (Pty) Ltd.

CIPC Registration Number: 2005/011202/07

Street Address: Block I, The Terraces
Steenberg Office Park
1 Silverwood Close
Tokai
Cape Town
7945

Postal Address: Block I, The Terraces
Steenberg Office Park
1 Silverwood Close
Tokai
Cape Town
7945

Telephone: 021 701 1850

Email Address: legal@knowbase.co.za

Designated Information Officer: Craig Bester

4. Description of guide referred to in Section 10 of PAIA (Section 51(1)(b)(i) of PAIA)

A Guide has been compiled in terms of Section 10 of PAIA by the South African Human Rights Commission. It contains information required by a person wishing to exercise any right, contemplated by PAIA. It is available in all the official languages.

The Guide is available for inspection, inter alia, at the offices of the Human Rights Commission at Sentinel House, Sunnyside Office Park, 32 Princess of Wales Terrace, Parktown, Johannesburg, South Africa, and on its website at: www.sahrc.org.za.

5. Categories of records which are available without a person having to request access in terms of PAIA (Section 51(1)(b)(ii))

Knowledge Base voluntarily makes certain information within its control easily and freely available. Categories of records available freely for download from Knowledge Base's website include:

- The company mission, policy and background;
- Software products and services offered, including training, technical support, system requirements, software updates, and new features;
- Authorised showcases of customer's use of the products and services offered;
- Data privacy policy;
- Contact information;

6. Description of records which are available in accordance with any other legislation (Section 51(1)(b)(iii) of PAIA)

6.1 Company records

Knowledge Base compiles, keeps and, where required, submits certain documents in compliance with national legislation. These documents can be categorised into the following subjects and categories:

- **Constitutional documents:** Knowledge Base's Memorandum of Incorporation and associated incorporation and registration documents;
- **Corporate governance documents:** Records relating to the appointment of directors and other officers, resolutions and minutes of meetings of the board of directors;
- **Financial records:** Financial records compiled and retained in accordance with applicable legislation, including expense vouchers and invoices, monthly bank statements, monthly management accounts, and annual financial statements;
- **Contracts:** Employment and other commercial contracts;
- **Manuals and policies:** Human resources, insurance and other related matters.

Some of the documents listed above may be available to appropriate requesters under PAIA in appropriate circumstances.

6.2 Customer records in accordance with POPIA (Section 51(1)(c) of PAIA)

In addition, Knowledge Base collects, controls, and processes, in instances through service-level agreements with compliant third-party data processors, certain personal information relating to prospective and contractually active customers.

6.2.1 Purpose of processing (Section 51(1)(c)(i) of PAIA)

Relevant customer information is processed in fulfilment of the business products and services requested and provided, and for directly related research and analysis in furtherance of the continuous improvement of the products and services offered, and requested, by our customers.

6.2.2 Description of the categories of data subjects and of information processed (Section 51(1)(c)(ii) of PAIA)

Information processed relates only to prospective and contracted customers of the software products and services provided by Knowledge Base, and can be categorised into the following legal bases of processing and information categories therein:

- **Contract basis:** Software license agreements, customer contact information, billing and shipping information, license authentication and feature-management events, licensed software specifications, technical support information;
- **Legislative obligation basis:** Customer quotation and account information;
- **Legitimate use basis:** Customer industry and company role, educational institution for student customers, marketing events and training,
- **Consent basis:** Cookie-based browser information of website visitors, opt-out marketing information; Opt-out error logs.

Some of the documents listed above may be available to appropriate requesters under PAIA in appropriate circumstances, and in accordance with POPIA as appropriate.

6.2.3 Categories of recipients of information (Section 51(1)(c)(iii) of PAIA)

No information collected, controlled and / or processed under control by Knowledge Base is distributed to any other persons or parties.

6.2.4 Transborder flows of information (Section 51(1)(c)(iv) of PAIA)

Only the information processed by the third-party data processors under control by Knowledge Base is transferred from the respective collection territory of our global customer base to the data centres of the processors in the United States of America (USA) territorial region.

6.2.5 Summary of information security measures (Section 51(1)(c)(v) of PAIA)

Knowledge Base makes use of role-based access control, encryption, antivirus, and virtual private network (VPN) systems. Contracted third-party data processors are GDPR and AICPA Systems and Organizational Controls (SOC) 2 compliant.

7. How to request access to information held by Knowledge Base (Section 51(1)(b)(iv))

7.1 Form of request

The requestor must complete **Form C** (attached below) and submit this form together with a request fee, to Knowledge Base's designated Information Officer at the specified address, fax number, or electronic mail address (see chapter 3 above).

The form must:

- Provide sufficient particulars to enable the Information Officer to identify the record(s) requested and to identify the requester;
- Indicate which form of access is required;
- Specify a postal address, fax number and / or email address of the requestor in the Republic of South Africa;
- Identify the right that the requester is seeking to exercise or protect, and provide an explanation of why the requested record is required for the exercise or protection of that right;
- If, in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, to state that manner and the necessary particulars to be informed in the other manner;
- If the request is made on behalf of another person, including a juristic person, to submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the Information Officer.

7.2 Fees

The request fee that the requester must pay to a private body is R50.00. The requester may lodge an internal appeal or an application to the court against the tender or payment of the request fee.

Knowledge Base's Information Officer will then make a decision on the request and notify the requester in the required form. If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

The fee structure is detailed in Section 3.5 of the SAHRC PAIA Guide (see Chapter 4 above).

The fees for reproduction are as follows:

- For every photocopy of an A4-size page or part thereof: R1.10
- For every printed copy of an A4-size page or part thereof: R0.75
- For a copy in a computer-readable form on a Compact Disk: R70.00
- For a transcription of visual images per A4-size page or part thereof: R22.00
- For a copy of a visual image: R60.00
- For a transcription of an audio record per A4-size page or part thereof: R12.00
- For a copy of an audio recording: R30.00
- For the search and preparation of the record for disclosure, R30.00 for each hour or part of an hour reasonably required for such search and preparation.
- For postage, the actual cost of the postage is payable.

The Information Officer may request in a formal notice a deposit from the requestor if they believe a request will take more than six (6) hours, but this cannot be more than one-third of the fee.

8. Application to court

A requestor is entitled to make an application to court in terms of Section 78 of PAIA against a refusal of a request within 180 days from the refusal. The rules for application to court can be found in Government Notice No. R. 965, 09 October 2009, titled: *Promotion of Access to Information Act 2 of 2000, Rules of Procedure for Application to Court in terms of the Promotion of Access to Information Act 2 of 2000*.