



PAIA MANUAL

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

This Manual applies to:

Folio Translation Consultants CC

Registration Number: 1988/035496/23

Folio Online CC

Registration Number: 2007/061586/23

Principal Place of Business:

Unit 2
10 Pepper Street
Cape Town
8001
South Africa

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1. LIST OF ACRONYMS, ABBREVIATIONS AND DEFINITIONS

Term	Meaning
Information Officer	The person appointed in terms of PAIA to perform the duties of an Information Officer for Folio
Folio	Collectively refers to Folio Online CC (Registration Number 2007/061586/23) and Folio Translation Consultants CC (Registration Number 1988/035496/23), unless the context indicates otherwise.
PAIA	Promotion of Access to Information Act, No. 2 of 2000 (as amended)
Manual	This PAIA Manual prepared in terms of section 51 of the Promotion of Access to Information Act, 2 of 2000 (as amended).
POPIA	Protection of Personal Information Act, No. 4 of 2013
Regulator	Information Regulator (South Africa)

2. PURPOSE OF THIS PAIA MANUAL

This Manual is prepared in accordance with section 51 of the Promotion of Access to Information Act, 2 of 2000 ("PAIA").

The purpose of this Manual is to provide information regarding the records held by Folio Online CC and Folio Translation Consultants CC (collectively referred to in this Manual as "Folio") and to explain how requests for access to such records may be made in terms of PAIA.

This Manual is intended to assist members of the public to:

- identify the categories of records held by Folio that may be available without submitting a formal request under PAIA;
- understand the process for requesting access to records held by Folio;
- obtain the contact details of the Information Officer responsible for PAIA requests;
- understand the categories of records held by Folio and the manner in which such records are maintained;
- understand how Folio processes personal information in accordance with POPIA;
- understand the categories of data subjects whose personal information may be processed;
- understand the categories of recipients to whom personal information may be disclosed where authorised or required;
- understand whether personal information may be transferred outside the Republic of South Africa;
- understand the general measures implemented by Folio to protect personal information; and
- understand how and where this Manual may be accessed.

Nothing contained in this Manual should be interpreted as creating an automatic right of access to any record. Access to records will be considered in accordance with the provisions of PAIA and may be refused on any of the grounds provided for in the Act.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

3.1. Information Officer

Under the Promotion of Access to Information Act, the Information Officer is responsible for receiving and responding to requests for access to records held by Folio.

The Information Officer for both Folio Online CC and Folio Translation Consultants CC is:

Information Officer	Johan Botha
Position	Information Officer
Email	paia@folio-online.co.za
Telephone	+27 (0)21 426 2727

3.2. Deputy Information Officer

At the date of publication of this Manual, no Deputy Information Officer has been designated.

Should a Deputy Information Officer be appointed, this Manual will be updated accordingly.

3.3. General Contact Details for Access to Information

All requests for access to records, enquiries regarding this Manual, and correspondence relating to PAIA should be directed to:

Email: paia@folio-online.co.za

3.4. Principal Place of Business

Registered Office: Unit 2, 10 Pepper Street, Cape Town, 8001, South Africa

Postal Address: PO Box 16136, Vlaeberg, 8018, South Africa

Telephone: +27 (0)21 426 2727

Fax: Not Applicable

Website: <https://www.folio-online.co.za>

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

The Information Regulator has made available the Guide on how to use PAIA, as contemplated in Section 10(1) of PAIA. The Guide is intended to assist any person who wishes to request access to records held by a public or private body or exercise rights relating to personal information.

The Guide includes, among other things:

- the purpose and application of PAIA and POPIA;
- the contact details of Information Officers and Deputy Information Officers;
- the manner in which requests for access to records may be submitted;
- the assistance available from the Information Regulator;
- the remedies available where access to records is refused;
- the prescribed request forms;
- applicable fees; and
- the regulations issued under PAIA.

The Guide is available for inspection at the offices of the Information Regulator or can be downloaded directly from its official website (<https://info regulator.org.za>).

5. CATEGORIES OF RECORDS AVAILABLE WITHOUT A FORMAL PAIA REQUEST

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Certain records and information are made available by Folio without the need to submit a formal request in terms of PAIA. Such records may be accessed through Folio's website, requested by email, or obtained directly from Folio's offices where applicable. Availability of a record in this section does not prevent Folio from updating, replacing or withdrawing the record where appropriate.

The following records are automatically available to the public without a person having to request access in terms of PAIA:

- Product brochures, service information and other public marketing material.
- This PAIA Manual.
- Folio's Website Privacy Policy.

Where a record is not publicly available, a requester may submit a request for access in accordance with PAIA.

6. DESCRIPTION OF THE RECORDS OF FOLIO AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION

Folio maintains records in accordance with various South African laws applicable to its operations. The inclusion of a record in this section does not mean that the record is automatically available to any person. Access to such records will be considered in accordance with the relevant legislation and the provisions of PAIA. The following legislation requires or may require Folio to create and maintain records:

Category of Record	Applicable Legislation
Close corporation registration and statutory records	Close Corporations Act, 69 of 1984
Employment records	Basic Conditions of Employment Act, 75 of 1997
Employment records	Labour Relations Act, 66 of 1995
Employment equity records (where applicable)	Employment Equity Act, 55 of 1998
Occupational health and safety records	Occupational Health and Safety Act, 85 of 1993
Income tax records	Income Tax Act, 58 of 1962
Tax administration records	Tax Administration Act, 28 of 2011
VAT records	Value-Added Tax Act, 89 of 1991
Personal information records	Protection of Personal Information Act, 4 of 2013
Access to information records	Promotion of Access to Information Act, 2 of 2000
Electronic communications and transactions	Electronic Communications and Transactions Act, 25 of 2002
Copyright and intellectual property records	Copyright Act, 98 of 1978

Additional records may be maintained where required by legislation applicable to a specific client engagement, contractual obligation or regulatory requirement.

7. DESCRIPTION OF THE SUBJECTS ON WHICH FOLIO HOLDS RECORDS AND THE CATEGORIES OF RECORDS HELD

Folio maintains records necessary for the operation and administration of its business, the provision of language services, compliance with applicable legislation and the management of records relating to its clients, employees, freelancers, suppliers and other stakeholders

The inclusion of any category of records in this Manual does not mean that access will be granted automatically. Access requests will be considered in accordance with PAIA and may be refused where a ground for refusal applies.

Subject	Categories of Records
Corporate Governance	Company registration documents, statutory records, governance records, policies, internal procedures, resolutions and administrative records.
Finance and Accounting	Accounting records, invoices, quotations, payment records, banking records, tax records, financial statements, budgets and audit-related records.

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Human Resources	Employment contracts, personnel records, payroll records, leave records, recruitment records, training records and employment-related policies.
Clients and Projects	Client correspondence, quotations, purchase orders, project records, delivery records, invoices, statements, contracts, service agreements and project administration records.
Freelancers and Suppliers	Vendor onboarding records, service agreements, confidentiality agreements, payment information, tax information, correspondence and performance-related records.
Legal and Compliance	Contracts, legal opinions, compliance records, insurance records, licences, intellectual property records, dispute records and regulatory correspondence.
Information Technology	Information technology and website administration records.
Marketing and Business Development	Marketing material, website content, promotional publications, proposals, capability statements and client communication records.
Operational Records	Project administration, quality management and business continuity records.

Please note: The inclusion of a record category in this Manual does not imply that access will be granted. Each request will be assessed in accordance with PAIA, including the grounds for refusal contained in sections 63 to 69 and the public-interest override in section 70.

8. PROCESSING OF PERSONAL INFORMATION

Folio processes personal information in accordance with the Protection of Personal Information Act, 4 of 2013 ("POPIA") and other applicable legislation.

Personal information is collected, used, stored and, where appropriate, shared only for lawful business purposes and in a manner consistent with the principles contained in POPIA.

8.1. Purpose of Processing Personal Information

Folio processes personal information for purposes that include, but are not limited to:

- providing translation, localisation, interpreting, accessibility and related language services;
- communicating with clients, prospective clients, suppliers and other business contacts;
- administering quotations, purchase orders, projects, invoices and payments;
- engaging and managing employees, freelancers, contractors and service providers;
- complying with contractual, legal, regulatory and tax obligations;
- maintaining financial and accounting records;
- responding to enquiries and providing customer support;
- protecting Folio's legitimate business interests;
- managing information technology systems and information security;
- exercising or defending legal rights; and
- any other lawful purpose reasonably connected with Folio's business activities.

Personal information will not be processed for purposes that are incompatible with the purpose for which it was collected unless permitted or required by law.

8.2. Categories of Data Subjects and Personal Information Processed

Category of Data Subject	Categories of Personal Information Processed
Clients and prospective clients	Names, business names, contact details, billing information, correspondence, project information, contractual information and payment records.
Employees	Identification information, contact details, employment records, qualifications, payroll information, leave records, banking details and other employment-related information required by law.

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Freelancers and subcontractors	Contact details, language combinations, qualifications, curriculum vitae, banking details, tax information, contractual records, payment records and correspondence.
Suppliers and service providers	Contact details, company information, banking details, tax information, contractual records and payment information.
Website users	Information voluntarily submitted through website enquiries, together with limited technical information collected through normal website operation, where applicable.
Visitors to Folio's premises	Visitor identification details, where required for security or access control purposes.

Folio only processes personal information that is adequate, relevant and not excessive for the purposes for which it is collected.

8.3. Recipients or Categories of Recipients to Whom Personal Information May Be Supplied

Where lawful and necessary, personal information may be disclosed to the following categories of recipients:

Category of Personal Information	Recipients or Categories of Recipients
Financial and payment information	Banks, payment service providers and financial institutions.
Tax and statutory information	South African Revenue Service (SARS) and other regulatory or governmental authorities where required by law.
Employment information	Pension, retirement, medical aid or other employee benefit administrators, where applicable.
Client and project information	Approved freelancers, subcontractors and service providers engaged for the purpose of delivering contracted services, subject to appropriate confidentiality obligations.
Operational information	Professional advisers, auditors, legal advisers and insurers where required for legitimate business purposes.
Information technology records	Cloud hosting providers, software providers and information technology service providers engaged to support Folio's business operations under appropriate contractual safeguards.

Personal information is not sold or disclosed to third parties for their independent marketing purposes.

8.4. Planned Transborder Flows of Personal Information

Folio may transfer or permit access to personal information outside the Republic of South Africa where:

- international clients or suppliers are involved;
- cloud-based systems or technology platforms used by Folio are hosted outside South Africa;
- international language service delivery requires the use of approved freelancers or service providers located outside South Africa; or
- such transfer is otherwise authorised or required by law.

Any transfer of personal information outside South Africa will be undertaken in accordance with section 72 of POPIA, including where the recipient is subject to a law, binding corporate rules or a binding agreement that provides an adequate level of protection, where the data subject has consented to the transfer, or where another condition permitted by section 72 applies.

8.5. General Description of Information Security Measures

Folio implements reasonable technical and organisational measures designed to protect personal information against unauthorised access, disclosure, alteration, loss or destruction.

These measures may include:

- controlled access to information;
- password protection and user authentication;

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- secure electronic communication where appropriate;
- anti-virus and malware protection measures;
- firewall and network security measures;
- secure cloud-based systems and managed information technology services where appropriate;
- confidentiality obligations applicable to employees, contractors and approved service providers;
- physical security measures for business premises; and
- procedures for responding to actual or suspected information security incidents.

While Folio takes reasonable steps to safeguard information under its control, no method of electronic transmission or storage can be guaranteed to be completely secure. Folio continually reviews and, where appropriate, updates its security measures to address evolving risks.

8.6. POPIA Request Procedures

In terms of POPIA, data subjects may object to the processing of their personal information or request that Folio correct or delete personal information, or destroy or delete a record of personal information, where the applicable requirements are met.

- An objection to processing must be submitted on a form substantially similar to Form 1 of the POPIA Regulations.
- A request for the correction, deletion, or destruction of records must be submitted on a form substantially similar to Form 2 of the POPIA Regulations.

Such objections and requests may be submitted by hand delivery, post, or email to the Information Officer at the contact details provided in Section 3 of this Manual, or in any other manner reasonably accessible to the data subject. No fee is payable for lodging an objection or a request for correction, deletion or destruction of records.

9. AVAILABILITY OF THIS MANUAL

A copy of this Manual is available:

- on Folio's website at <https://www.folio-online.co.za>;
- at Folio's principal place of business for inspection during normal business hours;
- to any person upon request, subject to payment of any prescribed fee where applicable; and
- to the Information Regulator upon request.

A formal request for access to a record must be submitted to the Information Officer on Form 2, Request for Access to Record, prescribed under regulation 7 of the PAIA Regulations, 2021. The requester must identify the right to be exercised or protected and explain why the requested record is required for that purpose. Adequate proof of identity must accompany the request and, where a request is made on behalf of another person, proof of authority must also be provided. Folio may require payment of the prescribed request fee before further processing the request. A personal requester is not required to pay the request fee.

10. UPDATING OF THIS MANUAL

This Manual will be reviewed periodically and updated where necessary to ensure that it remains accurate and complies with applicable legislation.

Any amendments to this Manual will be published in the same manner as this version.

ISSUED BY Information Officer Folio Online CC Registration Number: 2007/061586/23 and Folio Translation Consultants CC Registration Number: 1988/035496/23	Name: Johan Botha Position: Information Officer <i>Johan Botha</i> Signature: Date: 15 June 2026 Electronically Signed
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