RCCS ACCOUNTING (PTY) LTD t/a FINCOM CAPE TOWN
12 Akasia Avenue, Cape Town, 7560
REG: 2016/447454/07

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

Prepared in terms of Section 51 of the Promotion of Access to Information Act, 2000 (PAIA)

Company Name: Rccs Accounting (Pty) Ltd t/a Fincom Cape Town

Registration Number: Reg no 2016/447454/07

Physical Address: 12 Akasia avenue, Edenpark, Brackenfell, 7560

Postal Address: 12 Akasia avenue, Edenpark, Brackenfell, 7560

Telephone: 0842559109

Email: Janneke@fincomct.co.za

Website: www.fincomct.co.za

Version: 1.0

Effective Date: 01/10/2026

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1. Introduction

This Manual is prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2000 (PAIA) and seeks to facilitate requests for access to records held by the Company.

This Manual must be read together with the requirements of the Protection of Personal Information Act 4 of 2013 ("POPIA"), which governs the lawful processing and protection of personal information.

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2. Company Overview

The Company conducts the following business activities:

Sales, Support and Training of Accounting Software packages.

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3. Information Officer

The Information Officer is responsible for:

- Encouraging compliance with POPIA.
- Processing requests for access to information.
- Liaising with the Information Regulator.
- Ensuring maintenance of this Manual.
- Handling complaints relating to information requests.

Information Officer Details

Name: Jannie Roos

Position: Director

Telephone: 0872559109

Email: Janneke@Fincomct.co.za

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4. Contact Details of the Information Regulator

Information Regulator (South Africa)

Website: https://www.inforegulator.org.za

General Enquiries: Email: POPIAComplaints@inforegulator.org.za

Website details should be verified periodically as regulatory contact details may change.

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5. Guide on How to Use PAIA

The Information Regulator has compiled a PAIA Guide explaining:

- The objectives of PAIA.
- How to submit requests.
- Grounds for refusal.
- Available remedies.

The guide can be obtained from the Information Regulator.

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6. Records Automatically Available

The following records may be available without a formal PAIA request:

- Marketing brochures
- Public website information
- Service descriptions
- Public contact information
- Published policies
- Employment opportunities

Access may be subject to reasonable administrative requirements.

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7. Categories of Records Held

Corporate Records

- Registration documents
- Shareholder records
- Governance records
- Statutory records

Financial Records

- Accounting records
- Bank records
- Tax documentation
- Invoices and statements

Human Resources Records

- Employee contracts
- Payroll records
- Training records
- Disciplinary records

Client Records

- Service agreements
- Client communications
- Client identification records
- Client account information

Supplier Records

- Supplier agreements
- Procurement records
- Payment records

Information Technology Records

- Security logs
- Backup records
- System access records
- Software licences

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8. Processing of Personal Information

The Company processes personal information for legitimate business purposes including:

- Client onboarding
- Service delivery
- Human resource administration
- Financial administration
- Legal compliance
- Supplier management

The Company is committed to processing information in accordance with the lawful processing requirements of POPIA.

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9. Categories of Data Subjects

The Company may process personal information relating to:

- Clients
- Prospective clients
- Employees
- Contractors
- Suppliers
- Website users

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10. Categories of Personal Information

The Company may collect:

- Names and surnames
- Identity numbers
- Contact information
- Physical and postal addresses
- Employment information
- Financial information
- Banking information
- Electronic identifiers

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11. Recipients of Personal Information

Personal information may be shared with:

- Legal advisors
- Auditors
- Accountants
- Regulatory authorities
- Information technology service providers
- Cloud service providers
- Insurers

Such sharing is subject to contractual and legal safeguards. POPIA requires appropriate arrangements where operators process information on behalf of a responsible party.

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12. Security Measures

The Company implements reasonable measures including:

- Password protection
- Access controls
- Anti-virus protection
- Firewalls
- Secure backups
- Employee confidentiality obligations

Security safeguards are required under POPIA to protect personal information from loss and unauthorised access.

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13. Request Procedure

A requester wishing to obtain access to records must submit a written request to the Information Officer containing:

- Full name and contact details.
- Sufficient detail to identify the requested records.
- The form of access requested.
- The reason for the request, where applicable.

The Company may require proof of identity before processing a request.

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14. Grounds for Refusal

Access may be refused where permitted by PAIA, including:

- Protection of personal privacy.
- Commercial confidentiality.
- Protection of privileged information.
- Protection of confidential third-party information.
- Where disclosure would violate legal obligations.

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15. Fees

Fees may be charged as permitted by PAIA regulations.

The requester will be notified of any applicable fees before processing continues.

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16. Availability of Manual

This Manual:

- Is available at the Company's premises.
- May be provided electronically upon request.
- Will be reviewed periodically.

Approval

Approved by: Jannie Roos 

Director / Information Officer

Date: 01/10/2026

Recommended Attachments to Add Behind the Manual

1. Information Officer Appointment Letter.
2. Information Officer Registration Confirmation.
3. POPIA Privacy Policy.
4. Client Data Protection Undertaking.
5. Employee Confidentiality Agreement.
6. Data Retention and Destruction Policy.
7. Data Breach Response Procedure.
8. PAIA Request Form.
9. POPIA Consent Form.
10. Operator (Third-Party Processing) Agreement.