

# PAIA MANUAL

Tata Consultancy Services (South Africa) (Pty) Ltd;  
Tata Consultancy Services (Africa) (Pty) Ltd; Tata  
Consultancy Services incorporated in India  
'TCS South Africa'

Prepared in Accordance with Section 51 of the Promotion of  
Access to Information Act 2 of 2000 (Amended).

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## Document Release Note

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### Document Details

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This is a public document.

## About this Document

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### Purpose

The Promotion of Access to Information Act (Act) requires TCS South Africa (TCS RSA) to draft a PAIA manual for the purposes of informing the public of their right to request access to information as a constitutional right, as well as inform the type of information TCS holds in its' operations that can be requested for access.

### Intended Audience

The intended audience is any interested party or stakeholder within the Republic.

### Authorized Use Permission

This document is authorised to be used by any person that directly requests or downloads this document from TCS website or TCS office.

### Organization of this Document

The following table describes the organisation of information in this document.

*Table 1: Organization of the Document*

Chapter	Description
Chapter 1	Provide details on the purpose of the PAIA manual as legally mandated.
Chapter 2	Details how a manual can be used to understand and request access to information which includes description of type of information and persons TCS holds.
Chapter 3	Availability of the manual and contact details.

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## Abbreviations

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Table 2: Abbreviations

Abbreviation	Expansion
AFS	Annual Financial Statements
DIO	Deputy Information Officer
IO	Information Officer
Minister	Minister of Justice and Correctional Services
MEA	Middle East Africa
PAIA	Promotion of Access to Information Act No. 2 of 2000
POPIA	Protection of Personal Information Act No.4 of 2013
Regulator	Information Regulator
Republic	Republic of South Africa
TCS South Africa	Tata Consultancy Services (South Africa) (Pty) Ltd

## 1 About PAIA and the PAIA Manual

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The PAIA Manual is useful for the public to:

- Check the categories of available records held by a body, without having to submit a formal PAIA request.
- Procure sufficient understanding of how to make a request to access a record of the body, by describing the subjects on which the body holds records and the categories of records held on each subject.
- Recognise the description of the records of the body, which are available in accordance with any other legislation.
- Access all the relevant contact details of the Information Officer (IO) and Deputy Information Officer (DIO), who will assist the public with the records they intend to access.
- Recognise the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it.
- Recognise if the body will process personal information, the purpose of processing of Personal information.
- Recognise the description of the categories of data subjects and of the information or categories of information relating thereto.
- Recognise the recipients or categories of recipients to whom the personal information may be supplied.
- Recognise if the body 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.
- Recognise whether the body has appropriate security measures to ensure the confidentiality, integrity, and availability of the personal information to be processed.



## 2 Key Details on Information and PAIA for TCS South Africa

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This section details the information TCS South Africa holds for operating purposes, as required by the regulation.

### 2.1 Guide on How to Use PAIA and How to Obtain Access to the Guide

The regulator has, in terms of section 10(1) of PAIA, amended, updated, and made available the revised guide on how to use PAIA, in an easily comprehensible form and manner. This can reasonably be used by a person to exercise any right contemplated in PAIA and POPIA.

The guide is available in each of the 11 official languages (Ndebele, Northern Sotho, Sotho, SiSwati, Tsonga, Tswana, Venda, Xhosa, Zulu, Afrikaans, South African English) and in braille.

The guide contains the description of:

- The objects of PAIA and POPIA.
- The postal and street address, phone, and fax number and, if available, electronic mail address of:
  - The Information Officer (IO) of every public body.
  - The Deputy Information Officer (DIO) of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>.

The guide also contains the manner and form of a request for:

- Access to a record of a public body contemplated in section 11<sup>3</sup>.
- Access to a record of a private body contemplated in section 50<sup>4</sup>.
- Assistance available from the IO of a public body in terms of PAIA and POPIA.
- Assistance available from the Regulator in terms of PAIA and POPIA.

The guide includes all remedies in law available regarding an act or failure to act in respect of a right or duty conferred, or imposed by PAIA and POPIA, including the manner of lodging:

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<sup>1</sup> Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

<sup>2</sup> Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

<sup>3</sup> Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

<sup>4</sup> Section 50(1) of PAIA- A requester must be given access to any record of a private body if

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

- An internal appeal.
- A complaint to the Regulator.
- An application with a court against a decision by the information officer of a public body.  
A decision on internal appeal or a decision by the Regulator or a decision of the head of a private body.
- The provisions of sections 145 and 516 requiring a public body and private body, respectively, to compile a manual, and the process to obtain access to a manual.
- The provisions of sections 157 and 528 providing for the voluntary disclosure of categories of records by a public body and private body, respectively.
- The notices issued in terms of sections 229 and 5410 regarding fees to be paid in relation to requests for access.
- The regulations made in terms of section 92<sup>11</sup>.

Members of the public can inspect or make copies of the guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

The guide can also be obtained by:

- Request to the Information Officer.
- The website of the Regulator (<https://www.justice.gov.za/infoereg/>).

A copy of the guide is also available for public inspection during normal office hours in the two official languages, English and translations available for other languages upon request.

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<sup>5</sup> Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

<sup>6</sup> Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

<sup>7</sup> Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

<sup>8</sup> Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

<sup>9</sup> Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>10</sup> Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>11</sup> Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

(a) any matter which is required or permitted by this Act to be prescribed;

(b) any matter relating to the fees contemplated in sections 22 and 54;

(c) any notice required by this Act;

(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and

(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

## 2.2 Categories of Records of TCS South Africa Available without Requesting Access

The following table describes the categories of records of TCS South Africa, which are available without requesting access.

Table 3: Categories of records of TCS South Africa Available without request

Category of Records	Type of Records	Available on Website	Available on Request
Company Administrative Records*	Records related to the incorporation and administration of the company, including directors' information.	N/A	X
Financial*	Bank details such as records relating to the company, bank details for payment transactions, invoices, receipts, and statements (non-third-party requests) Annual Financial Statements (AFS).	X (AFS)	X
Published Information	Details the company published on a large scale, internally or externally.	X	X
Reference Material	Records used and consumed from external or internal sources in the company's operations.	X	X
Customer information*	Details relating to the company's customers.	N/A	X
Suppliers and Third-Parties*	Details relating to the company's suppliers and third-party affiliates.	N/A	X
Employee Details*	Records relating to employees of the company.	N/A	X
Regulatory, Statutory, and Governing Bodies Requests	Information provided over and above operational details to specific Regulatory, Statutory and Governing Bodies.	N/A	X

\*Availability of records are subject to limitations.

### 2.3 TCS South Africa Records in Accordance with Other Legislation

The following table describes the records of TCS South Africa available in accordance with other legislation.

Table 4: Records of TCS South Africa Available Per Legislation

Category of Records	Type of Records
Employee Details, Policies, and Directives	Basic Conditions of Employment Act No. 75 Of 1997
Employee Details, Policies, and Directives Suppliers and Third- Parties	Broad-Based Black Economic Empowerment Act 53 of 2003
Company Administrative	Companies Act 71 of 2008
Employee Details, Policies, and Directives Financial	Compensation for Occupational Injuries and Diseases Act, No. 130 Of 1993
Agreements or Contracts	Consumer Protection Act 68 of 2008
Other Business and operational documents Contracts, agreements, patent, and IP protection documents	Copyright Act 98 of 1978
Financial	Currency and Exchanges Act 9 of 1933
Other Business and operational documents Customer information Suppliers and 3rd parties	Electronic Communications and Transactions Act 25 of 2000
Employee Details, Policies, and Directives	Employment Equity Act No. 55 Of 1998
Employee Details, Policies, and Directives	Employment Services Act, No. 4 Of 2014
Employee Details, Company Details	Immigration Act, No. 13 of 2002
Financial	Income Tax Act 58 of 1962
Employee Details, Policies, and Directives	Labour Relations Act (LRA), No. 66 of 1995
Other Business and Operational Documents	National Environmental Management: Waste Act of 2008
Employee Details Financial	National Minimum Wage Act, No. 9 of 2018

Category of Records	Type of Records
Other Business and Operational Documents Employee Details	National Qualifications Framework Amendment Act, 2019
Employee Details, Policies and Directives	Occupational Health and Safety Act, No. 85 Of 1993
Other Business and Operational Documents Contracts, Agreements, Patent, and IP Protection Documents	Patents Act 57 of 1978
Employee Details, Policies, and Directives Customer Information Suppliers and Third- Parties	Prevention and Combating of Corrupt Activities Act 12 of 2004
Employee Details, Policies, and Directives Customer Information Suppliers and Third parties	Prevention of Organised Crime Act 121 of 1998
Other Business and Operational Documents	Promotion of Access to information Act 2 of 2000
Employee Details, Policies and Directives	Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
Employee Details Customer Information Suppliers and Third- Parties	Protected Disclosures Act, No. 26 Of 2000
Employee Details, Policies and Directives Customer information Suppliers and Third parties Financial	Protection of Constitutional Democracy Against Terrorist and Related Activities Act 33 of 2004
All Personal Information Record Types of Juristic and Non-Juristic Persons	Protection of Personal information Act 4 of 2013
Employee Details, Policies and Directives	Skills Development Act (SDA), No. 97 of 1998
Employee Details, Policies and Directives Financial	Skills Development Levies Act, No. 9 Of 1999
Financial	Tax Administration Act, No. 28 Of 2011

Category of Records	Type of Records
Employee Details, Policies and Directives Financial	Unemployment Insurance Act, No. 63 Of 2001
Employee Details, Policies and Directives Financial	Unemployment Insurance Contributions Act, No. 4 Of 2002
Financial	Value Added Tax Act 89 of 1991

## 2.4 Subjects and Categories of Records per Subject Held by TCS South Africa

This table describes the Subjects on which the Body Holds Records and Categories of Records Held on each Subject by TCS South Africa.

Table 5: Records of TCS South Africa Available Per Legislation

Category of Records	Type of Records
Sales and Pre-sales	<ul style="list-style-type: none"> <li>Financial</li> <li>Proposals</li> <li>Communications</li> </ul>
Marketing Activities	<ul style="list-style-type: none"> <li>Products</li> <li>Campaigns</li> <li>Response to campaigns and products</li> <li>OPT in or out registers</li> <li>Communications</li> <li>Strategies and Plans</li> </ul>
Customer Lifecycle Management	<ul style="list-style-type: none"> <li>Customer Information</li> <li>Agreements or Contracts</li> <li>Transactions, Invoices and Statements</li> <li>Communications</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>Employee Details, Policies and Directives</li> <li>Agreements or Contracts</li> <li>Remuneration and Benefits</li> <li>Statutory Documents</li> <li>Communications</li> <li>Recruitment Information</li> <li>Travel and Immigration Information</li> <li>Other Employment Related Documents</li> </ul>
Finance and Secretarial	<ul style="list-style-type: none"> <li>Statutory Documents</li> <li>Financial and Taxation Documents</li> <li>Administrative Documents</li> <li>Transactions, Invoices and Statements</li> <li>Banking Details</li> <li>Communications</li> </ul>

Category of Records	Type of Records
Supply Chain Management	<ul style="list-style-type: none"> <li>• Transactions, Invoices, Receipts and Statements</li> <li>• Communications</li> <li>• Policies and directives</li> </ul>
Corporate Governance	<ul style="list-style-type: none"> <li>• Annual Reports</li> <li>• Statutory Documents</li> <li>• Shareholder Documents</li> <li>• Administrative Documents</li> </ul>
Information Technology Management	<ul style="list-style-type: none"> <li>• Asset Registers</li> <li>• Policies and Procedures</li> <li>• Communications</li> </ul>
Learning, Development, Sponsorship and Outreach	<ul style="list-style-type: none"> <li>• Employee Development Plans</li> <li>• Employee Training Documents</li> <li>• Internship and CSR Plans and Documents</li> <li>• Intern Details, Policies and Directives</li> <li>• Participants and Sponsor Information</li> <li>• Transactions, Invoices and Statements</li> <li>• Contracts</li> </ul>
Administration	<ul style="list-style-type: none"> <li>• Communications</li> <li>• Other Business and Operational Documents</li> </ul>
Published Information and Research	<ul style="list-style-type: none"> <li>• White Papers</li> <li>• Case Studies</li> <li>• Journals</li> <li>• Articles</li> <li>• Books</li> <li>• Research Papers</li> <li>• Magazines</li> <li>• Internal Newsletters, Communications and Statements</li> <li>• Annual Reports</li> </ul>

## 2.5 How TCS South Africa Processes of Personal Information

This section describes how TCS South Africa processes Personal Information.



### 2.5.1 The Purpose of Processing Personal Information

This section describes the purpose of processing Personal Information.

The typical process information is done for the following purposes:

- To ensure access to the website and online services.
- To answer the queries, support, and contact requests.
- Subscriptions to the promotional communications.
- To administer events and initiatives.
- To promote the TCS South Africa brand, products, initiatives, and values with marketing communications.
- To manage, administer and fulfil the obligations under contracts and regulations.
- To maintain and service employees, contractors, third- parties, suppliers, and vendors.
- To decide about the recruitment and appointment.
- To fill the visa application or work permit renewal.
- To complete remuneration.
- To manage CSR activities that employees and non-employees volunteer for.
- To manage business management and planning.
- To manage fraud and risk prevention and management.
- To monitor use of TCS South Africa business information and communication systems and ensure compliance with IT policies.
- To manage employee relations.
- To manage any other operational functions.

Further details can be found in the privacy policy available at: [Privacy Notice](#).

## 2.5.2 Categories of Data Subjects and of the Categories of Information Relating Thereto

The following table describes the description of the categories of data subjects and of the categories of information relating thereto.

Table 6: Categories of Data Subjects and of the Information or Categories of Information Relating Thereto

Category of Records	Type of Records
Shareholders	<ul style="list-style-type: none"> <li>• Memorandum of Incorporation</li> <li>• Documents of Incorporation</li> <li>• Directors Details</li> <li>• Company Structures and Positions</li> <li>• Board Management Documents</li> <li>• Other Statutory Records</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Employees Basic Details</li> <li>• Company or Third- Party Policy Procedures, Disciplinary Codes</li> <li>• Operating Procedures Manuals Applicable to Employees</li> <li>• Employee Statutory Documents</li> <li>• Remuneration and Benefits of Employees Documents</li> <li>• Employment Lifecycle Management Records</li> <li>• Correspondences with Employee or Records Provided by Employee</li> </ul>
Vendors and Suppliers	<ul style="list-style-type: none"> <li>• Supplier or Third-party Details:</li> <li>• Contact Information</li> <li>• Services Records</li> <li>• Communications</li> <li>• Transactional Information</li> <li>• Payment Information</li> <li>• Proposal and Tender Documents</li> <li>• Business Information and Correspondence</li> </ul>
Clients	<ul style="list-style-type: none"> <li>• Customer Details</li> <li>• Contact Information</li> <li>• Sales Records</li> <li>• Customer Communications</li> <li>• Transactional Information</li> </ul>

Category of Records	Type of Records
	<ul style="list-style-type: none"> <li>• Marketing Opt Decisions</li> <li>• Customer References</li> <li>• Proposal and Tender Documents</li> <li>• Business Information and Correspondence</li> </ul>
Marketing Respondents	<ul style="list-style-type: none"> <li>• Contact Information</li> <li>• Company Name (if any)</li> <li>• Individual Name</li> <li>• Product Information</li> </ul>
Job Applicants	<ul style="list-style-type: none"> <li>• Contact Information</li> <li>• Individual Name</li> <li>• Previous Employment History</li> <li>• Identity Information</li> <li>• Educational Certifications</li> </ul>

### 2.5.3 The Categories of Recipients to Whom the Personal Information May be Supplied

The following table describes the recipients or categories of recipients to whom the personal information may be supplied.

*Table 7: Categories of Recipients to Whom the Personal Information May be Supplied*

Category of Records	Type of Records
Employee and Shareholders Details	<ul style="list-style-type: none"> <li>• Clients</li> <li>• Third parties: Employee Benefits</li> <li>• Government, Courts, or Statutory Institutions</li> </ul>
Customer Details	<ul style="list-style-type: none"> <li>• Government, Courts, or Statutory Institutions</li> <li>• Third- parties: Sub-operator or Processors</li> </ul>

#### **2.5.4 Planned Transborder Flows of Personal Information**

TCS can transfer the personal data collected about data subjects to one or more countries, outside of the country of residence of the data subject or outside of the country. The data subject accesses TCS websites or where TCS systems and servers are globally located. Data can also be shared cross border to other TCS South Africa group companies, including India, in order to perform one of the activities listed previously. In such cases, TCS has included the appropriate measures to ensure that personal data will be secure according to the laws of the country in which the data subjects reside.

#### **2.5.5 General Description of Information Security Measures implemented by TCS South Africa**

TCS South Africa has robust technical and organizational measures for information security embedded in its technology, people, and processes. This ensures the confidentiality, integrity, security, and availability of all the data TCS holds throughout the lifecycle management. Further details may be furnished upon request.

### 3 Availability and Update of the Manual

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A copy of the manual is available at:

- The offices of TCS South Africa for public inspection during normal business hours.
- To any person upon request and upon the payment of a reasonable prescribed fee.
- To the Information Regulator upon request.
- The website <https://www.tcs.com/who-we-are/worldwide/mea>

A fee for a copy of the manual, as contemplated in annexure B of the regulations, is payable for each A4-size photocopy made.

### 3.1 Access to Information General Contacts

This section contains the key contact details for access to information of TCS South Africa.

Table 8: Contact Details for PAIA requests

Contact details to request Access and the Head Office		
<b>Access to Information General Contacts</b> Email: <a href="mailto:rsa.paia@tcs.com">rsa.paia@tcs.com</a>		
Further Queries or Escalations		
Country Head	Information Officer	Deputy Information Officer
<b>Name:</b> Langa Dube	<b>Name:</b> Phumzile Dlamini	<b>Name:</b> Kayla Wilson
<b>Tel:</b> 011 459 1700	<b>Tel:</b> 011 459 1761	<b>Tel:</b> 011 459 1761
<b>Email:</b> <a href="mailto:rsa.privcomplaints@tcs.com">rsa.privcomplaints@tcs.com</a>	<b>Email:</b> <a href="mailto:Mea.privacy@tcs.com">Mea.privacy@tcs.com</a>	<b>Email:</b> <a href="mailto:Mea.privacy@tcs.com">Mea.privacy@tcs.com</a>
<b>National or Head Office</b>  Postal Address and Physical Address:  Tata House, 39 Ferguson Road, Illovo, Sandton,  Gauteng,  South Africa  2196  <b>Telephone:</b> 011 459 1700		

Website: [IT Consulting Services & Business Solutions | Tata Consultancy Services](https://www.tcs.com/who-we-are/worldwide/mea)  
[\(https://www.tcs.com/who-we-are/worldwide/mea\)](https://www.tcs.com/who-we-are/worldwide/mea)

### 3.2 Updating the Manual

TCS SOUTH AFRICA will update this manual on a regular basis as authorized by the appropriate teams.

Date:



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Authorised and approved by:  
Langa Dube  
Country Head



## About Tata Consultancy Services (TCS)

Tata Consultancy Services is a purpose-led transformation partner to many of the world's largest businesses. For more than 50 years, it has been collaborating with clients and communities to build a greater future through innovation and collective knowledge.

TCS offers an integrated portfolio of cognitive powered business, technology, and engineering services and solutions. The company's 469,000 consultants in 46 countries help empower individuals, enterprises, and societies to build on belief.

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