AQRate (Pty) Ltd

Manual in terms of Section 51 of the Promotion of Access to Information Act, 2 of 2000

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1. Contact Particulars

1.1 Company Information

AQRate (Pty) Ltd | Private Company | 2002/001364/07

AQRate (Pty) Ltd
Unit OL012, Ground Floor
Old Oak Office Park
Oak Leaf Terrace, 1 Edmar street,
Bellville , 7530

Postal: PO Box 2427
Bellville
7535
Tel: 021 045 0801
Email: wcape@aqrate.co.za
Web: https://www.aqrate.co.za/

1.2 Company Contacts

Head of Business

Jeanette Buys
Unit OL012, Ground Floor
Old Oak Office Park
Oak Leaf Terrace, 1 Edmar street,
Bellville , 7530
Tel: 021045 0801
Email: jeanette@aqrate.co.za

Information Officer

Jeanette Buys
Unit OL012, Ground Floor
Old Oak Office Park
Oak Leaf Terrace, 1 Edmar street,
Bellville , 7530
Tel: 0721106867
Email: jeanette@aqrate.co.za

Other Contacts

Shireen Pienaar
Unit OL012, Ground Floor
Old Oak Office Park
Oak Leaf Terrace, 1 Edmar street,
Bellville , 7530
Tel: 021 045 0801
Email: shireen@aqrate.co.za

2. Introduction

AQRate offers BEE Verification services to any size business (EME, QSE or Generic) through an independent audit process based on the Broad-Based Black Economic Empowerment Codes of Good Practice. BEE Verification is an independent audit process aimed at verifying and validating the Broad-Based Black Economic Empowerment (B-BBEE) status of a legal entity. It is the most accurate, independent and cost effective way for businesses to establish and present their BEE levels. At the end of the audit process the client will receive a B-BBEE Certificate.

3. Guide in terms of Section 10 of The Act

3.1 The ACT grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If [YR4.1] a public body lodges a request, the public body must be acting in the public interest.

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3.2 Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in section 53 and 54 of the Act.
3.3 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), 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.
3.4 Information Regulator Contact Information:

> *Postal Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001*
> *Information Officer Contact Person: Ms. Pfano Nenweli | PNenweli@justice.gov.za*
> *Telephone: 010 023 5200*
> *Website: https://inforegulator.org.za*

4. Facilitating a Request for Access to Information

Information which is not readily available as indicated in this manual, may be requested in accordance with the procedure prescribed in terms of The Act. Copies of the prescribed forms to be completed for submitting a request, are available from AQRate (Pty) Ltd, website.

5. Information Available in terms of Other Applicable Legislation

- Basic Conditions of Employment Act 75 of 1997
- Broad-based Black Economic Empowerment Act 53 of 2003
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- Income Tax Act 58 of 1962
- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Securities Transfer Act 25 of 2007
- Securities Transfer Tax Administration Act 26 of 2007
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- South African Revenue Services Act 34 of 1997
- Unemployment Contributions Act 4 of 2002
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991

6. Information Automatically Available

The following categories of information are made publicly available by the Company without the need for a formal PAIA request, subject to business needs, confidentiality obligations, and any applicable legal restrictions. Such information may be accessed through the Company's website, at head office during business hours, by email request, or in printed form where applicable.

Category	What may be publicly available	Where available	Format
Corporate information	Company name, Registration number, Trading name, Business description, Office address.	Website, Head office, Email signature blocks, Company profiles	Website page, PDF, Letterhead
Contact details	General switchboard number, Email address, Website, Information officer contact details	Website, PAIA manual, Reception, Email footers	Website, PDF
PAIA manual	The PAIA Manual itself	Website, Head Office, On request	PDF
Brochures and pamphlets	Service	Website, Service brochures	PDF
Price lists	Service fees where published	Website, Sales office	Web page, PDF
Policies made public	Any policy the company chooses to publish, Privacy notices, Public conduct rules	Website	Web page
Forms	Public request forms, Service application forms	Website	Downloadable form, PDF
Service information	Service descriptions	Website	
Recruitment information	Vacancy notices	Website	Web page

Fees

The prescribed request fee, access fees, search and preparation fees, and any deposit are payable in accordance with the Promotion of Access to Information Act and the current prescribed fees structure. The current request fee, reproduction fees, search and preparation fees, and deposit amounts are set out in the table above. The Company may require payment before processing or releasing a record.

The fee structure is available from the Information Regulator's website: https://inforegulator.org.za/paia-fees-structure-2/

7. Information Available in Terms of the Act – On Request

Statutory Business Records

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- Certificate of Change of Name
  Companies Act 71 of 2008
- Certificate of Incorporation
  Companies Act 71 of 2008
- Certificate to Commence Business
  Companies Act 71 of 2008
- Founding Statements and Amendments
  Companies Act 71 of 2008
- Memorandum of Incorporation
  Companies Act 71 of 2008
- Minute Books
  Companies Act 71 of 2008
- Minutes of Directors Meetings
  Companies Act 71 of 2008
- Proxy Documents
  Companies Act 71 of 2008
- Register of Allotments
  Companies Act 71 of 2008
- Register of Directors and Officers
  Companies Act 71 of 2008
- Register of Directors Shareholding
  Companies Act 71 of 2008
- Resolutions
  Companies Act 71 of 2008
- Resolutions Passed at Meetings
  Companies Act 71 of 2008
- Shareholders Agreements
  Companies Act 71 of 2008
- Statutory Business Records
  Companies Act 71 of 2008

Accounting Records

- Annual financial statements and working papers
  Companies Act 71 of 2008 | Tax Administration Act 28 of 2011
- Auditor's reports
  Companies Act 71 of 2008 | Tax Administration Act 28 of 2011
- Bank statements, cheque books, cheques
  Companies Act 71 of 2008 | Tax Administration Act 28 of 2011
- Budgets and business plans
  Companies Act 71 of 2008 | Tax Administration Act 28 of 2011
- Capital expenditure
  Companies Act 71 of 2008 | Tax Administration Act 28 of 2011
- Cash books and petty cash books
  Companies Act 71 of 2008 | Tax Administration Act 28 of 2011

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- Credit agreements
  Companies Act 71 of 2008 | Tax Administration Act 28 of 2011
- Customer and supplier statements and invoices
  Companies Act 71 of 2008 | Tax Administration Act 28 of 2011
- Deposit slips
  Companies Act 71 of 2008 | Tax Administration Act 28 of 2011
- Fixed asset register
  Companies Act 71 of 2008 | Tax Administration Act 28 of 2011
- General ledger
  Companies Act 71 of 2008 | Tax Administration Act 28 of 2011
- Insurance records
  Companies Act 71 of 2008 | Tax Administration Act 28 of 2011
- Internal auditors' reports
  Companies Act 71 of 2008 | Tax Administration Act 28 of 2011
- Inventory records
  Companies Act 71 of 2008 | Tax Administration Act 28 of 2011
- Investment records
  Companies Act 71 of 2008 | Tax Administration Act 28 of 2011
- Lease or instalment sale agreements
  Companies Act 71 of 2008 | Tax Administration Act 28 of 2011
- Management reviews
  Companies Act 71 of 2008 | Tax Administration Act 28 of 2011
- Subsidiary ledgers (receivables, payables, etc.)
  Companies Act 71 of 2008 | Tax Administration Act 28 of 2011
- Systems documentation
  Companies Act 71 of 2008 | Tax Administration Act 28 of 2011
- Tax returns, VAT returns
  Income Tax Act 58 of 1962 | Value Added Tax Act 89 of 1991

Fixed Property

- Leases
  Deeds Registries Act 47 of 1937

Insurance Records

- Claim records
  Insurance Act, 18 of 2017
- Details of coverage, limits and insurers
  Insurance Act, 18 of 2017
- Insurance policies
  Insurance Act, 18 of 2017

Legal, Agreements & Contracts

- Agreements with contractors, suppliers and clients
  Promotion of Access to Information Act 2 of 2000
- Agreements with customers
  Promotion of Access to Information Act 2 of 2000

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- Agreements with governmental agencies
  Promotion of Access to Information Act 2 of 2000
- Agreements with shareholders, officers or directors
  Promotion of Access to Information Act 2 of 2000
- Contracts, including lease agreements and finance agreements
  Promotion of Access to Information Act 2 of 2000
- Joint venture agreements, partnership agreements, participation, franchise, co-marketing, co-promotion or other alliance agreements
  Promotion of Access to Information Act 2 of 2000
- Material licenses, permits and authorisations
  Promotion of Access to Information Act 2 of 2000
- Restraint agreements
  Promotion of Access to Information Act 2 of 2000

Personnel Records

- Employee evaluation and performance records
  Basic Conditions of Employment Act 75 of 1997 | Employment Equity Act 55 of 1998 | Labour Relations Act 66 of 1995 | Protection of Personal Information Act 4 of 2013 | Income Tax Act 58 of 1962 | Insurance Act, 18 of 2017 | Skills Development Act 97 of 1998 | National Credit Act 34 of 2005 | Pension Funds Act 24 of 1956
- Employee information records
  Basic Conditions of Employment Act 75 of 1997 | Employment Equity Act 55 of 1998 | Labour Relations Act 66 of 1995 | Protection of Personal Information Act 4 of 2013 | Income Tax Act 58 of 1962 | Insurance Act, 18 of 2017 | Skills Development Act 97 of 1998 | National Credit Act 34 of 2005 | Pension Funds Act 24 of 1956 | Unemployment Insurance Act 63 of 2001 | Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Employment applications
  Basic Conditions of Employment Act 75 of 1997 | Employment Equity Act 55 of 1998 | Labour Relations Act 66 of 1995 | Protection of Personal Information Act 4 of 2013 | Income Tax Act 58 of 1962 | Insurance Act, 18 of 2017 | Skills Development Act 97 of 1998 | National Credit Act 34 of 2005 | Pension Funds Act 24 of 1956
- Employment contracts
  Basic Conditions of Employment Act 75 of 1997 | Employment Equity Act 55 of 1998 | Labour Relations Act 66 of 1995 | Protection of Personal Information Act 4 of 2013 | Income Tax Act 58 of 1962 | Insurance Act, 18 of 2017 | Skills Development Act 97 of 1998 | National Credit Act 34 of 2005 | Pension Funds Act 24 of 1956
- IRP 5 and IT 3 certificates
  Basic Conditions of Employment Act 75 of 1997 | Employment Equity Act 55 of 1998 | Labour Relations Act 66 of 1995 | Protection of Personal Information Act 4 of 2013 | Income Tax Act 58 of 1962 | Insurance Act, 18 of 2017 | Skills Development Act 97 of 1998 | National Credit Act 34 of 2005 | Pension Funds Act 24 of 1956
- Leave applications
  Basic Conditions of Employment Act 75 of 1997 | Employment Equity Act 55 of 1998 | Labour Relations Act 66 of 1995 | Protection of Personal Information Act 4 of 2013 | Income Tax Act 58 of 1962

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Insurance Act, 18 of 2017 | Skills Development Act 97 of 1998 | National Credit Act 34 of 2005 | Pension Funds Act 24 of 1956

- Letters of appointment

Basic Conditions of Employment Act 75 of 1997 | Employment Equity Act 55 of 1998 | Labour Relations Act 66 of 1995 | Protection of Personal Information Act 4 of 2013 | Income Tax Act 58 of 1962 | Insurance Act, 18 of 2017 | Skills Development Act 97 of 1998 | National Credit Act 34 of 2005 | Pension Funds Act 24 of 1956

- Maternity leave policy

Basic Conditions of Employment Act 75 of 1997 | Employment Equity Act 55 of 1998 | Labour Relations Act 66 of 1995 | Protection of Personal Information Act 4 of 2013 | Income Tax Act 58 of 1962 | Insurance Act, 18 of 2017 | Skills Development Act 97 of 1998 | National Credit Act 34 of 2005 | Pension Funds Act 24 of 1956

- Payroll

Basic Conditions of Employment Act 75 of 1997 | Employment Equity Act 55 of 1998 | Labour Relations Act 66 of 1995 | Protection of Personal Information Act 4 of 2013 | Income Tax Act 58 of 1962 | Insurance Act, 18 of 2017 | Skills Development Act 97 of 1998 | National Credit Act 34 of 2005 | Pension Funds Act 24 of 1956 | Unemployment Insurance Act 63 of 2001 | Compensation for Occupational Injuries and Health Diseases Act 130 of 1993

- Personnel File

Basic Conditions of Employment Act 75 of 1997 | Employment Equity Act 55 of 1998 | Labour Relations Act 66 of 1995 | Protection of Personal Information Act 4 of 2013 | Income Tax Act 58 of 1962 | Insurance Act, 18 of 2017 | Skills Development Act 97 of 1998 | National Credit Act 34 of 2005 | Pension Funds Act 24 of 1956 | Unemployment Insurance Act 63 of 2001 | Compensation for Occupational Injuries and Health Diseases Act 130 of 1993

- Policies and procedures

Basic Conditions of Employment Act 75 of 1997 | Employment Equity Act 55 of 1998 | Labour Relations Act 66 of 1995 | Protection of Personal Information Act 4 of 2013 | Income Tax Act 58 of 1962 | Insurance Act, 18 of 2017 | Skills Development Act 97 of 1998 | National Credit Act 34 of 2005 | Pension Funds Act 24 of 1956

- Recruitment and appointments

Basic Conditions of Employment Act 75 of 1997 | Employment Equity Act 55 of 1998 | Labour Relations Act 66 of 1995 | Protection of Personal Information Act 4 of 2013 | Income Tax Act 58 of 1962 | Insurance Act, 18 of 2017 | Skills Development Act 97 of 1998 | National Credit Act 34 of 2005 | Pension Funds Act 24 of 1956

- Salary and wage registers

Basic Conditions of Employment Act 75 of 1997 | Employment Equity Act 55 of 1998 | Labour Relations Act 66 of 1995 | Protection of Personal Information Act 4 of 2013 | Income Tax Act 58 of 1962 | Insurance Act, 18 of 2017 | Skills Development Act 97 of 1998 | National Credit Act 34 of 2005 | Pension Funds Act 24 of 1956

- Salary slips and wage cards

Basic Conditions of Employment Act 75 of 1997 | Employment Equity Act 55 of 1998 | Labour Relations Act 66 of 1995 | Protection of Personal Information Act 4 of 2013 | Income Tax Act 58 of 1962 | Insurance Act, 18 of 2017 | Skills Development Act 97 of 1998 | National Credit Act 34 of 2005

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Pension Funds Act 24 of 1956

- Staff records after employment

Basic Conditions of Employment Act 75 of 1997 | Employment Equity Act 55 of 1998 | Labour Relations Act 66 of 1995 | Protection of Personal Information Act 4 of 2013 | Income Tax Act 58 of 1962 | Insurance Act, 18 of 2017 | Skills Development Act 97 of 1998 | National Credit Act 34 of 2005 | Pension Funds Act 24 of 1956

- Training and development

Basic Conditions of Employment Act 75 of 1997 | Employment Equity Act 55 of 1998 | Labour Relations Act 66 of 1995 | Protection of Personal Information Act 4 of 2013 | Income Tax Act 58 of 1962 | Insurance Act, 18 of 2017 | Skills Development Act 97 of 1998 | National Credit Act 34 of 2005 | Pension Funds Act 24 of 1956

- UIF, PAYE and SDL returns

Basic Conditions of Employment Act 75 of 1997 | Employment Equity Act 55 of 1998 | Labour Relations Act 66 of 1995 | Protection of Personal Information Act 4 of 2013 | Income Tax Act 58 of 1962 | Skills Development Act 97 of 1998 | National Credit Act 34 of 2005 | Pension Funds Act 24 of 1956 | Compensation for Occupational Injuries and Health Diseases Act 130 of 1993 | Insurance Act, 18 of 2017 | Unemployment Insurance Act 63 of 2001

- Workmen's Compensation Documents

Unemployment Insurance Act 63 of 2001 | Compensation for Occupational Injuries and Health Diseases Act 130 of 1993

Information Technology

- Agreements

Protection of Personal Information Act 4 of 2013 | Electronic Communications and Transactions Act, 25 of 2002

- Client database

Protection of Personal Information Act 4 of 2013 | Electronic Communications and Transactions Act, 25 of 2002

- Internet

Electronic Communications and Transactions Act, 25 of 2002 | Protection of Personal Information Act 4 of 2013

- Intranet

Electronic Communications and Transactions Act, 25 of 2002

- LAN Installations

Electronic Communications and Transactions Act, 25 of 2002

- Licenses

Electronic Communications and Transactions Act, 25 of 2002

- Operating systems

Electronic Communications and Transactions Act, 25 of 2002

- Software packages

Electronic Communications and Transactions Act, 25 of 2002

- Systems support, programming and development

Electronic Communications and Transactions Act, 25 of 2002 | Protection of Personal Information Act 4 of 2013

- Telephone exchange equipment

Electronic Communications and Transactions Act, 25 of 2002

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- Telephone lines, leased lines and data lines
  Electronic Communications and Transactions Act, 25 of 2002

8. Requesting Procedures

A person who wishes to obtain access to a record of the Company must submit a request in the prescribed form, using the contact details of the Information Officer set out in this manual. The request must be made in writing and must provide sufficient detail to enable the Company to identify the record requested and the right that the requester seeks to exercise or protect, where applicable.

The requester must provide:
- Full name and contact details.
- Proof of authority if the request is made by a representative.
- A clear description of the record requested.
- The form of access required.
- A postal or email address in South Africa for correspondence.
- An explanation of the right to be exercised or protected, where the request is made in terms of PAIA.

Once the request is received, the Information Officer will:
- Record and acknowledge the request.
- Check whether the request is sufficiently detailed and complies with PAIA.
- Notify the requester of any request fee, access fee, or deposit that may apply.
- Consider the request in accordance with PAIA and any applicable grounds for refusal.
- Provide a written decision within the statutory period, or notify the requester of any lawful extension.

If access is granted, the record will be provided in the form requested, where reasonably possible, after the applicable fees have been paid. If access is refused, the Company will provide written reasons for the refusal and the requester's available remedies.

If the request is unclear, incomplete, or does not contain enough information to identify the record, the Information Officer may ask the requester to clarify or supplement the request before it is processed further.

Requests should be sent to the Information Officer at the Company's postal address, physical address, email address, or fax number, as set out in the Contact Particulars section of this manual.

9. Prescribed Fees

11.1. A requestor is required to pay the prescribed fees before a request will be processed;
11.2. If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
11.4. A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
11.5. Records may be withheld until the fees have been paid.
11.6. The fee structure is available on the website of the Information Regulator at:

> *https://inforegulator.org.za/paia-fees-structure-2/*

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10. Protection of Personal Information Processed

AQRate (Pty) Ltd is committed to protecting the privacy of personal information of our data subjects. The information you share with us as a data subject allows us to provide you with the best experience with our products and services, or as a stakeholder.
AQRate (Pty) Ltd has dedicated policies and procedures in place to protect all personal information collected and processed by us. Please read below for more information on how we collect, process, use and disclose personal information.

We process personal information for various reasons, including but not limited to the following:

- Employment purposes;
- Engaging with the public
- Financial and tax purposes;
- General administration
- Legal or contractual purposes;
- Manage customers
- Marketing purposes
- Recruitment purposes;
- To help us detect and prevent fraud and money laundering under FICA;
- To help us identify data subjects when they contact us;
- To improve the quality of our products and services;
- To manage information, products and/or services requested by data subjects;

10.1 Data subject categories and personal information processed

Categories of Data Subjects	Personal Information that may be processed
Prospective employees	Race, Gender, Sex, Pregnancy, Age, Physical or mental health, Well-being, Disability, Language and birth of the person, Education history, Criminal history, alleged commission of offence and proceedings in respect of these offences, ID number, E-mail address, Physical address, Telephone number, Name of individual if it appears with other personal information
Employees	Race, Gender, Sex, Pregnancy, Physical or mental health, Language and birth of the person, Education history, Criminal history, alleged commission of offence and proceedings in respect of these offences, Employment history, ID number, E-mail address, Physical address, Telephone number, Name of individual if it appears with other personal information
Customers	Language and birth of the person, Criminal history, alleged commission of offence and proceedings in respect of these offences, E-mail address, Physical address, Telephone number, Name of individual if it appears with other personal information
Business partners	Race, Gender, Sex, Language and birth of the person, Financial history, Criminal history, alleged commission of offence and proceedings in respect of these offences, ID number, E-mail address, Physical address, Telephone number, Name of individual if it appears with other personal information

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Group companies	Language and birth of the person, Criminal history, alleged commission of offence and proceedings in respect of these offences, E-mail address, Physical address, Telephone number

10.2 Recipients with whom personal information is shared

- Agents
- Data storage providers
- Email management and distribution tools
- Employee pension and provident funds;
- Group companies
- Law enforcement agencies;
- Payment processors
- Server hosts
- Service providers
- Statutory authorities;
- Tax authorities;

10.3 Security measures implemented to protect personal information

We have identified our security risks over the personal information we process in line with the Protection of Personal Information Act, and we have implemented various security measures to ensure reasonable protection against the risk of loss, misuse, unauthorised access and disclosure, alteration and destruction of the personal information.
We also take steps to ensure that operators that process personal information on behalf of company name apply adequate safeguards as outlined above.

10.4 Trans-border flows of personal information

We may transfer to, and store personal information we collect about you, in countries other than South Africa, if the relevant business transactions or situation requires trans-border processing. These countries may not have the same data protection laws as South Africa, and in this instance we will only transfer the information if we have consent from you, or it is necessary for the performance or conclusion of a contract between us.

10.5 Personal information received from third parties

When we receive personal information from a third party on behalf of a data subject, we require confirmation that they have written consent from the data subject that they are aware of the contents of this PAIA manual and the Privacy Policy, and do not have any objection to our processing their information in accordance with this policy.
Where information on third parties is provided by a data subject, or a third party provides information on a data subject, that information may be taken into account with other personal information.

10.6 Data Breaches

Where there are reasonable grounds to believe that the personal information of a data subject has been accessed or acquired by any unauthorised person, AQRate (Pty) Ltd shall notify:
a) the Regulator; and
b) the data subject, unless the identity of such data subject cannot be established.
The notification will be made as soon as reasonably possible after the discovery of the compromise, taking into account the legitimate needs of law enforcement or any measures reasonably necessary to determine the scope of the compromise and to restore the integrity of the responsible party's information system.

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11. Availability of the Manual

A copy of the Manual is available-

1. on https://www.aqrate.co.za/;
2. head office of AQRate (Pty) Ltd for public inspection during standard business hours;
3. to any person upon request and upon the payment of a reasonable prescribed fee; and
4. to the Information Regulator upon request.

A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

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Signatures

By signing below, the undersigned acknowledges and confirms the contents of this manual on behalf of Schoemans Accountants (Pty) Ltd.

Head of the Business

Name: Jeanette Buys

Signature: DocuSigned by: Jeanette Buys 26F346758773435...

Date: 7/21/2026

Information Officer

Name: Jeanette Buys

Signature: DocuSigned by: Jeanette Buys 26F346758773435...

Date: 7/21/2026