

# REPORTSTAR

TECHNOLOGIES

## PAIA AND POPIA MANUAL

**Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (PAIA) and to address requirements of the Protection of Personal Information Act, No. 4 of 2013 (POPIA).**

**Company Name:** ReportStar Technologies CC

**Date of Compilation:** 01/03/2026

**Date of Revision:** 01/04/2026

# 1. Introduction

ReportStar Technologies operates as an IT Value-Added Reseller, providing cyber hardware, software solutions, and managed IT services.

This manual is published in terms of Section 51 of PAIA. The purpose of this manual is to facilitate requests for access to records of ReportStar Technologies and to outline our data processing practices in terms of POPIA.

This PAIA Manual is useful for the public to:

1. check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
2. have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
3. know the description of the records of the body which are available in accordance with any other legislation;
4. access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
6. know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 7.
8. know the description of the categories of data subjects and of the information or categories of information relating thereto;
9. know the recipients or categories of recipients to whom the personal information may be supplied;
10. know 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; and
11. Know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed

## 2. Company Contact Details

**Company Name:** ReportStar Technologies CC

**Registration Number:** 2001/023170/23

**Information Officer:** Darren Mark Fine

**Postal Address:** 114 4th Street Parkmore Sandton 2196 Gauteng South Africa

**Physical Address:** 114 4th Street Parkmore Sandton 2196 Gauteng South Africa

**Telephone Number:**+27 11 884 7633

**Email Address:** info@reportstar.net

**Website:** www.reportstar.net

### 3. The Information Regulator and Section 10 Guide

The Information Regulator has updated the Guide on how to use PAIA. Any person who wishes to exercise any right contemplated in PAIA or POPIA can obtain the guide from the Information Regulator.

**Contact details for the Information Regulator:**

- **Physical Address:** JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
- **Postal Address:** P.O Box 31533, Braamfontein, Johannesburg, 2017
- **Website:** <https://info regulator.org.za/>
- **Email:** PAIACompliance@info regulator.org.za

### 4. Applicable Legislation

ReportStar Technologies maintains records in accordance with, but not limited to, the following South African legislation:

Reference	Act Name
No. 71 of 2008	Companies Act
No. 2 of 2000	Promotion of Access to Information Act (PAIA)
No. 4 of 2013	Protection of Personal Information Act (POPIA)
No. 75 of 1997	Basic Conditions of Employment Act

No. 55 of 1998	Employment Equity Act
No. 66 of 1995	Labour Relations Act
No. 89 of 1991	Value Added Tax Act
No. 58 of 1962	Income Tax Act
No. 25 of 2002	Electronic Communications and Transactions Act

## 5. Schedule of Records Held by ReportStar Technologies

The following categories of records are held by the company. *Note: Access to these records may be subject to the grounds of refusal set out in PAIA.*

### 5.1 Corporate Governance & Company Records

- Memorandum of Incorporation
- Company Register and Share Certificates
- Minutes of Members meetings
- Statutory returns to relevant authorities

### 5.2 Financial Records

- Annual Financial Statements
- Tax Returns and VAT Records
- Accounting records and ledgers
- Banking records and statements
- Invoices and receipts

### 5.3 Human Resources Records

- Employee contracts and policies
- Payroll records and PAYE/UIF returns
- Disciplinary records

- Leave records

## 5.4 Operational & IT Reseller Records

- Vendor/Supplier agreements (Value-Added Reseller contracts)
- Client contracts and service level agreements (SLAs)
- Software licensing records
- IT infrastructure and security policies

## 6. Form of Request (How to Request Access)

To facilitate the processing of your request, kindly follow these steps:

1. Use the prescribed **Form 2** (Request for Access to Record) available on the Information Regulator's website.
2. Address your request to the Information Officer of ReportStar Technologies.
3. Provide sufficient details on the form to enable the Information Officer to identify:
  - The record(s) requested.
  - The identity of the requester.
  - The form of access required.
  - The postal address or email address of the requester.
4. State the right that you are seeking to exercise or protect, and explain why the requested record is required for this purpose.
5. If the request is made on behalf of another person, submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the Information Officer.

## 7. Prescribed Fees

The fee structure is determined by the Information Regulator and is subject to change. The standard PAIA fees apply:

Request Type	Fee Structure
<b>Request Fee</b>	A non-refundable request fee of R140.00 is payable upon submitting a request.
<b>Access Fee</b>	Calculated based on reproduction costs, search, and preparation time.

<b>Deposit</b>	If the search and preparation exceed 6 hours, a deposit of one-third of the access fee is required.
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*Note: Personal requesters (requesting personal information about themselves) are exempt from paying the request fee, but access fees may still apply.*

## 8. Processing of Personal Information (POPIA)

ReportStar Technologies is committed to protecting the privacy of personal information.

- **Purpose of Processing:** We process personal information to fulfill our contractual obligations as an IT reseller, manage employees, communicate with clients/vendors, and comply with legal requirements.
- **Categories of Data Subjects:** Employees, clients, suppliers, vendors, and contractors.
- **Information Security:** We employ appropriate, reasonable technical and organizational measures to prevent loss, damage, or unauthorized destruction of personal information. (e.g., Firewalls, encryption, access controls).
- **Cross-border Transfers:** As an IT business, we may utilize cloud services hosted outside of South Africa. We ensure that such third-party providers are subject to binding corporate rules or agreements that provide an adequate level of protection.

## 9. Availability of the Manual

A copy of this manual is available:

- On the ReportStar Technologies website at [portal.reportstar.net](http://portal.reportstar.net).
- At the physical address of ReportStar Technologies for public inspection during normal business hours.
- Upon request by any person (subject to payment of a prescribed fee, if applicable).