C TO Z SUPPLIES t/a IT Galaxy

PROMOTION OF ACCESS TO INFORMATION (PAIA) MANUAL

Prepared in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)

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IT Galaxy

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1. Introduction

C TO Z SUPPLIES, trading as (“t/a”) IT Galaxy is committed to conducting business in a transparent, ethical and lawful manner. This manual has been compiled in accordance with Section 51 of the Promotion of Access to Information Act, 2000 ("PAIA") to assist individuals in requesting access to records held by C TO Z SUPPLIES t/a IT Galaxy while protecting confidential information and personal information in accordance with the Protection of Personal Information Act, 2013 ("POPIA").

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2. Purpose of this Manual

The purpose of this manual is to:

• Explain the types of records held by C TO Z SUPPLIES t/a IT Galaxy.

• Describe how requests for access to records may be made.

• Promote transparency.

• Protect confidential and personal information.

• Comply with PAIA and other applicable South African legislation.

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3. Company Information

Company Name
C TO Z SUPPLIES

Trading Name (t/a)
IT Galaxy

Registration Number
2024/689902/07

Enterprise Type
Private company

VAT Number
(Not VAT Registered)

Physical Address
Friedenheim JT258
Nelspruit
1200, Mpumalanga

Postal Address
Friedenheim JT258
Nelspruit
1200, Mpumalanga

Telephone
+27 (0) 83 946 3469

Email
admin@itgalaxy.co.za

Website

https://www.itgalaxy.co.za

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4. Information Officer

In terms of POPIA, the Information Officer is responsible for ensuring compliance with PAIA and POPIA.

Information Officer

Cara James

Position: Director and Information Officer

Telephone: +27 (0) 83 946 3469

Email: admin@itgalaxy.co.za

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5. Guide on PAIA

The Information Regulator has compiled a Guide explaining how to exercise rights under PAIA.

The Guide may be obtained from:

The Information Regulator (South Africa)

Website:
https://www.justice.gov.za/inforeg/

Email:
PAIACompliance@inforegulator.org.za

General enquiries:
010 023 5200

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6. Records Available in Terms of Other Legislation

C TO Z SUPPLIES t/a IT Galaxy maintains records in accordance with various South African laws and regulations applicable to its operations. Where required by law, these records may be made available in accordance with the relevant legislation and the provisions of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000).

Examples of applicable legislation include, but are not limited to:

- Promotion of Access to Information Act, 2000 (PAIA)
- Protection of Personal Information Act, 2013 (POPIA)
- Electronic Communications and Transactions Act, 2002
- Consumer Protection Act, 2008
- Companies Act, 2008
- Income Tax Act, 1962
- Value-Added Tax Act, 1991
- Basic Conditions of Employment Act, 1997
- Labour Relations Act, 1995
- Occupational Health and Safety Act, 1993
- Employment Equity Act, 1998 (where applicable)
- Skills Development Act, 1998 (where applicable)
- Compensation for Occupational Injuries and Diseases Act, 1993 (where applicable)
- Unemployment Insurance Act, 2001 (where applicable)
- Any other legislation applicable to the operations of C TO Z SUPPLIES t/a IT Galaxy.

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7. Categories of Records Held

C TO Z SUPPLIES t/a IT Galaxy maintains records in various formats, including paper-based and electronic records, where applicable. The categories below describe the types of records generally maintained by the Company. Inclusion of a category does not automatically imply that a record is available for access, as requests will be considered in accordance with PAIA, POPIA, and any other applicable legislation.

7.1 Corporate Records

- Certificate of Incorporation
- Company Registration Documents
- Company Policies
- Governance Documents
- Internal Procedures
- Business Plans
- Strategic Planning Documents

7.2 Financial Records

- Financial Statements
- Banking Records
- Invoices
- Quotations
- Payment Records
- Credit Notes
- Supplier Statements

7.3 Accounting & Tax Records

- Accounting Records
- General Ledger
- Trial Balances
- VAT Records (where applicable)
- Income Tax Records
- Supporting Financial Documentation

7.4 Customer Records

- Customer Information
- Customer Enquiries
- Request for Quotation Forms
- Quotations Issued
- Orders
- Customer Correspondence
- Customer Support Records

7.5 Supplier & Distributor Records

- Supplier Agreements
- Distributor Information
- Product Catalogues
- Pricing Information
- Purchase Orders
- Supplier Correspondence

7.6 Human Resources Records *(where applicable)*

- Employment Contracts
- Leave Records
- Payroll Records
- Training Records
- Performance Records
- Disciplinary Records

7.7 Information Technology Records

- Website Content
- Website Analytics
- Domain Information
- Hosting Information
- System Configuration Records
- Backup Records
- Information Security Policies
- Software Licensing Records

7.8 Marketing & Communications

- Marketing Material
- Social Media Content
- Promotional Campaigns
- Newsletters
- Website Content
- Brand Assets

7.9 Legal & Contractual Records

- Contracts
- Agreements
- Non-Disclosure Agreements
- Service Level Agreements
- Compliance Documents
- Legal Correspondence

7.10 Operational Records

- Product Information
- Service Information
- Technical Documentation
- Standard Operating Procedures
- Business Processes
- Internal Work Instructions

7.11 Electronic Records

- Emails
- Electronic Documents
- Cloud Storage Records
- Electronic Correspondence
- Digital Backups
- Electronic Databases

7.12 Procurement and Distributor Records

- Distributor Price Lists
- Procurement Records
- Product Availability Information
- Vendor Quotations
- Supplier Communications

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8. Processing of Personal Information (POPIA)

C TO Z SUPPLIES t/a IT Galaxy is committed to processing personal information responsibly, lawfully, and transparently in accordance with the **Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPIA")**.

Personal information is collected only where it is necessary to conduct business, provide requested products and services, prepare quotations, communicate with customers and suppliers, comply with legal obligations, or fulfil other legitimate business purposes.

8.1 Purpose for Collecting Personal Information

Personal information may be collected for purposes including, but not limited to:

- Preparing and responding to quotation requests.
- Processing customer enquiries.
- Supplying products and services.
- Providing customer support.
- Managing supplier and distributor relationships.
- Communicating with customers regarding products, services, quotations and orders.
- Maintaining business records.
- Complying with legal, tax and regulatory obligations.

8.2 Categories of Data Subjects

Personal information may be collected from or relate to:

- Customers and prospective customers.
- Suppliers and distributors.
- Service providers.
- Website visitors.
- Employees (where applicable).
- Contractors and consultants.
- Any other individual or organisation that interacts with C TO Z SUPPLIES t/a IT Galaxy.

8.3 Lawful Basis for Processing

Personal information is processed only where permitted by POPIA, including when:

- The data subject has provided consent.
- Processing is necessary to perform a contract or provide requested services.
- Processing is required to comply with a legal obligation.
- Processing protects the legitimate interests of the data subject.
- Processing is necessary for the legitimate interests of C TO Z SUPPLIES t/a IT Galaxy, provided such interests do not override the rights of the data subject.

8.4 Retention of Personal Information

Personal information is retained only for as long as it is necessary to fulfil the purpose for which it was collected, to comply with applicable legal or regulatory requirements, or to protect the legitimate interests of the Company. Once personal information is no longer required, it will be securely deleted, destroyed, or anonymised where appropriate.

8.5 Information Security

C TO Z SUPPLIES t/a IT Galaxy implements reasonable technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration, or disclosure. Access to personal information is restricted to authorised persons who require it to perform their duties or provide requested products and services.

8.6 Sharing of Personal Information

Personal information is not sold, rented, or traded to third parties. Information may only be shared where necessary to obtain quotations, source products or services from authorised suppliers or distributors, fulfil customer requests, comply with legal obligations, or protect the legitimate interests of the Company. Only the minimum information necessary will be shared for these purposes.

8.7 Rights of Data Subjects

In accordance with POPIA, data subjects may, where applicable:

- Request access to their personal information.
- Request correction or updating of inaccurate information.
- Request deletion of personal information where legally permissible.
- Object to the processing of personal information.
- Withdraw consent where processing is based on consent.
- Lodge a complaint with the Information Regulator.

Requests relating to personal information should be directed to the Information Officer using the contact details contained in this Manual.

8.8 POPIA Policy

Further information regarding the processing, protection and management of personal information is contained in the **POPIA Manual and Privacy Policy** of C TO Z SUPPLIES t/a IT Galaxy, which are available upon request or via the Company's website where applicable.

C TO Z SUPPLIES t/a IT Galaxy recognises that personal information belongs to the individual. We are committed to handling that information with integrity, respect, confidentiality, and in accordance with the principles of transparency, accountability, and responsible business practice.

9. Procedure for Requesting Access to Records

Any person wishing to request access to records held by **C TO Z SUPPLIES t/a IT Galaxy** must submit a request in accordance with the provisions of the **Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA")**.

All requests will be considered on their own merits and in accordance with the requirements of PAIA, POPIA, and any other applicable legislation.

9.1 Who May Request Access

Requests for access to records may be submitted by:

- Any natural person requesting access to their own personal information.
- An authorised representative acting on behalf of another person.
- A juristic person (such as a company, close corporation, trust, or organisation).
- Any other person entitled to request access in terms of PAIA.

9.2 Submission of Requests

Requests for access to information should be submitted in writing to the Information Officer using the prescribed PAIA Request Form.

Requests may be submitted:

By Email

admin@itgalaxy.co.za

Where applicable, requests may also be delivered by hand to the registered business address during normal business hours.

9.3 Required Information

To enable the Company to process a request efficiently, the requester should provide sufficient information, including:

- Full name and contact details of the requester.
- Proof of identity.
- Where applicable, proof of authority to act on behalf of another person.
- A clear description of the record or information requested.
- The reason for requesting access, where required by PAIA.
- The preferred method of access to the requested record.

Incomplete requests may result in delays while additional information is obtained.

9.4 Verification of Identity

To protect confidential and personal information, C TO Z SUPPLIES t/a IT Galaxy may require reasonable proof of identity before processing any request.

Where a request is submitted on behalf of another person or organisation, proof of authority to act on behalf of that person or organisation may also be required.

9.5 Response Timeframes

The Information Officer will acknowledge receipt of a request and will process it in accordance with the timeframes prescribed by PAIA.

Unless an extension is permitted by law, the Company will endeavour to respond to requests within **30 calendar days** of receiving a valid request.

Where an extension is necessary, the requester will be notified in writing together with the reasons for the extension.

9.6 Fees

Certain requests may be subject to the payment of prescribed fees in accordance with PAIA and the applicable Regulations.

Where a fee is payable, the requester will be advised of the amount, and the request will be processed once the required payment has been received.

9.7 Outcome of the Request

Following consideration of the request, the Information Officer will notify the requester in writing whether:

- Access to the requested record has been granted;
- Access has been partially granted;
- Access has been refused; or
- Additional information is required before a decision can be made.

Where access is refused, the reasons for the refusal will be provided together with information regarding any available remedies in terms of PAIA.

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10. Fees

Requests for access to records may be subject to the payment of prescribed fees in accordance with the **Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)** and the applicable Regulations.

Where a request is subject to a prescribed request fee, access fee, reproduction fee, or any other fee permitted by law, the requester will be notified in writing before the request is processed.

The Information Officer may require payment of the applicable fee prior to processing the request where permitted by PAIA.

Fees will be determined and charged in accordance with the most current PAIA Regulations published by the Minister of Justice and Constitutional Development or any successor legislation.

Where applicable, an estimate of the fees payable will be provided to the requester before processing continues.

10.1 Fee Schedule

The prescribed PAIA fees are determined by legislation and may be amended from time to time.

The current prescribed fee schedule is available:

- From the Information Regulator;
- From the Department of Justice and Constitutional Development; or
- Upon request from the Information Officer.

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11. Grounds for Refusal of Access to Records

In accordance with the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), C TO Z SUPPLIES t/a IT Galaxy may refuse a request for access to records where the refusal is permitted or required by law.

Each request will be considered individually, considering the rights of the requester, the rights of third parties, and the Company's legal obligations.

Grounds for refusal may include, but are not limited to, the following:

11.1 Commercial Confidentiality

Access may be refused where disclosure would reveal confidential commercial information, trade secrets, pricing structures, supplier agreements, business strategies, intellectual property, or any other commercially sensitive information that could reasonably be expected to prejudice the commercial interests of C TO Z SUPPLIES t/a IT Galaxy or those of a third party.

11.2 Protection of Personal Information and Third-Party Privacy

Access may be refused where disclosure would involve the unreasonable release of another person's personal information or would otherwise infringe the privacy rights protected under POPIA or other applicable legislation.

11.3 Legally Privileged Information

Access may be refused where the requested information is subject to legal professional privilege or forms part of confidential communications between the Company and its legal advisers.

11.4 Security and Protection of Assets

Access may be refused where disclosure could reasonably be expected to compromise the security of the Company's information systems, technology infrastructure, premises, assets, employees, customers, suppliers, or business operations.

11.5 Information Protected by Law

Access may be refused where disclosure is prohibited by any applicable South African legislation, court order, contractual obligation, or regulatory requirement.

11.6 Records Not Held by the Company

Where the requested record is not held by C TO Z SUPPLIES t/a IT Galaxy or cannot reasonably be located after all reasonable steps have been taken, the requester will be informed accordingly.

11.7 Frivolous, Vexatious or Manifestly Unreasonable Requests

The Company may refuse requests that are frivolous, vexatious, repetitive, or manifestly unreasonable where such refusal is permitted by PAIA.

11.8 Partial Access

Where only part of a requested record is subject to a ground for refusal, C TO Z SUPPLIES t/a IT Galaxy will, where reasonably possible and permitted by law, provide access to the remaining portions of the record after removing or redacting the protected information.

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12. Remedies

If a requester is dissatisfied with a decision made by C TO Z SUPPLIES t/a IT Galaxy regarding a request for access to records, the requester may exercise the remedies available in terms of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) and any other applicable legislation.

12.1 Internal Remedies

As C TO Z SUPPLIES is a **private company**, there are generally no internal appeal procedures available under PAIA.

Where appropriate, a requester may contact the Information Officer to seek clarification regarding a decision or to provide additional information that may assist in reconsidering the request.

12.2 Complaint to the Information Regulator

A requester who believes that their rights under PAIA or POPIA have been infringed may lodge a complaint with the Information Regulator (South Africa).

Information Regulator (South Africa)

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

General Enquiries: 010 023 5200

Email: enquiries@inforegulator.org.za

Complaints Email: PAIAComplaints@inforegulator.org.za

The Information Regulator is responsible for monitoring and enforcing compliance with PAIA and POPIA and may investigate complaints where appropriate.

12.3 Application to Court

Where permitted by PAIA, a requester may apply to a court of competent jurisdiction for appropriate relief if they are dissatisfied with the outcome of a request or any decision made under PAIA.

Any such application must be made in accordance with the applicable legal procedures and within any prescribed timeframes.

12.4 Commitment to Fair Resolution

C TO Z SUPPLIES t/a IT Galaxy is committed to handling requests for access to information fairly, transparently, and in accordance with applicable legislation. Wherever reasonably possible, the Company will endeavour to resolve concerns through constructive communication before formal legal remedies become necessary.

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13. Availability

This PAIA Manual is made available in accordance with Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000).

The Manual may be obtained through any of the following channels:

13.1 Company Website

A current version of this Manual will be made available on the Company's website:

https://www.itgalaxy.co.za

Where applicable, this Manual may also be made available through other official websites operated by **C TO Z SUPPLIES**.

13.2 Registered Business Address

A copy of this Manual is available for inspection, by prior arrangement during normal business hours, at the registered business address of:

C TO Z SUPPLIES t/a IT Galaxy

Friedenheim JT258
Nelspruit
Mpumalanga
1200

13.3 On Request

A copy of this Manual may be requested by contacting the Information Officer using the contact details contained in this Manual.

Where appropriate, the Manual may be provided electronically or in printed format, subject to any applicable fees prescribed by law.

13.4 Information Regulator

Where required by law, this Manual will also be made available to the Information Regulator of South Africa in accordance with the applicable legislative requirements.

14. Review and Updating of this Manual

This Manual will be reviewed periodically to ensure that it remains accurate, relevant, and compliant with the **Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)**, the **Protection of Personal Information Act, 2013 (Act No. 4 of 2013)**, and any other applicable legislation.

The Manual may be updated from time to time to reflect:

- Changes in applicable legislation or regulatory requirements;
- Changes to the operations or organisational structure of **C TO Z SUPPLIES t/a IT Galaxy**;
- Changes to the categories of records held by the Company;
- Changes to the contact details of the Information Officer; or
- Improvements to the Company's governance and compliance practices.

The most recent version of this Manual will supersede all previous versions and will be made available in accordance with Section 13 of this Manual.

15. Contact Details

For any enquiries relating to this Manual or requests submitted in terms of the Promotion of Access to Information Act, please contact:

C TO Z SUPPLIES t/a IT Galaxy

Information Officer:
Cara James

Telephone:
+27 (0) 83 946 3469

Email:
admin@itgalaxy.co.za

Website:
https://www.itgalaxy.co.za

Registered Business Address:
Friedenheim JT258
Nelspruit
Mpumalanga
1200

Confidentiality

This Manual is a public document prepared in accordance with the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000). Nothing contained in this Manual shall be interpreted as granting unrestricted access to confidential, commercially sensitive, legally privileged, or personal information protected by law.

List of Appendices

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Appendix B
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Appendix A - Official PAIA Request Form (Form 2)

PAIA Request for Access to Record

The prescribed **Form 2 – Request for Access to Record (Regulation 7)**, issued in terms of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), forms part of this Manual.

The current version of the prescribed form is attached as **Appendix A** and should be completed and submitted to the Information Officer when requesting access to records held by **C TO Z SUPPLIES t/a IT Galaxy**.

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

TO: The Information Officer

_____
_____
_____
_____
(Address)

E-mail address: _____

Fax number: _____

*Mark with an **"X"***

☐ Request is made in my own name ☐ Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made *(when made on behalf of another person)*				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile:	
	Cellular:			
Full names of person on whose behalf request is made *(if applicable):*				
Identity Number				
Postal Address				

Street Address				
E-mail Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

PARTICULARS OF RECORD REQUESTED

Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (*If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)*

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD
*(Mark the applicable box with an "**X**")*

Record is in written or printed form	
Record comprises virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS *(Mark the applicable box with an "**X**")*	
Printed copy of record *(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)*	
Written or printed transcription of virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Transcription of soundtrack *(written or printed document)*	
Copy of record on flash drive *(including virtual images and soundtracks)*	
Copy of record on compact disc drive*(including virtual images and soundtracks)*	
Copy of record saved on cloud storage server	

MANNER OF ACCESS *(Mark the applicable box with an "**X**")*	
Personal inspection of record at registered address of public/private body *(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)*	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
E-mail of information *(including soundtracks if possible)*	
Cloud share/file transfer	
Preferred language *(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)*	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED *If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.*	
Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a) A request fee must be paid before the request will be considered. *b) You will be notified of the amount of the access fee to be paid.* *c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.* *d) If you qualify for exemption of the payment of any fee, please state the reason for exemption*	
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	**Facsimile**	**Electronic communication** ***(Please specify)***

Signed at _____ this _____ day of _____ 20 _____

_____

Signature of Requester / person on whose behalf request is made

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FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

_____

Signature of Information Officer

Appendix B - Official PAIA Fee Schedule

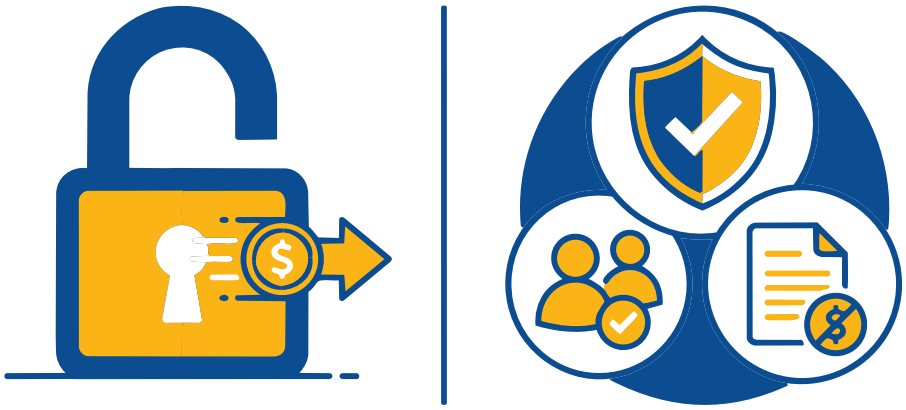
Prescribed PAIA Fee Schedule

The fees applicable to requests for access to records are prescribed in terms of the **Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)** and the applicable Regulations.

The current prescribed PAIA Fee Schedule forms part of this Manual as **Appendix B**.

Should the prescribed fees be amended by legislation or regulation, the most recent official fee schedule shall apply and will replace any previous version attached to this Manual.

PAIA FEE STRUCTURE AND EXEMPTIONS



Fee schedule and exemption information for information requesters.

INFORMATION REGULATOR (SOUTH AFRICA)

New address: Woodmead North Office Park, 54 Maxwell Drive Woodmead, Johannesburg 2191, Gauteng Province, South Africa
Tel: +27 10 023 5246 **Toll Free:** +27 80 001 7160
Website: www.inforegulator.org.za

Private Body Fees

Item	Description	Amount
1.	Request fee, payable by every requester	R140.00
2.	Photocopy or printed black & white copy for every A4 page	R2.00 per page or part of the page
3.	Printed copy of A4-size page	R2.00 per page or part of the page
4.	For a copy in a computer-readable form on: • a flash drive (provided by the requester) • a compact disc (CD) if the requester provides the CD to us • a compact disc (CD) if we give the CD to the requester	R40.00 R40.00 R60.00
5.	For a transcription of visual images, for an A4-size page or part of the page	This service will be outsourced. The fee will depend on the quotation from the service provider.
6.	For a copy of visual images	This service will be outsourced. The fee will depend on the quotation from the service provider.
7.	For a transcription of an audio record, per A4-size page	R24.00
8.	For a copy of an audio record on a flash drive (provided by the requester) For a copy of an audio record on compact disc (CD) if the requester provides the CD to us For a copy of an audio record on compact disc (CD) if we give the CD to the requester	R40.00 R40.00 R60.00

Item	Description	Amount
9.	For each hour or part of an hour (excluding the first hour) reasonably required to search for, and prepare the record for disclosure The search and preparation fee cannot exceed	R145.00 R435.00
10.	Deposit: if the search exceeds 6 hours	One-third of the amount per request. It is calculated in terms of items 2 to 8 above.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

Public Body Fees

Item	Description	Amount
1.	Request fee, payable by every requester	R100.00
2.	Photocopy or printed black & white copy for every A4 page	R1.50 per page or part of the page
3.	Printed copy of A4-size page	R1.50 per page or part of the page
4.	For a copy in a computer-readable form on: • a flash drive (provided by the requester) • a compact disc (CD) if the requester provides the CD to us • a compact disc (CD) if we give the CD to the requester	R40.00 R40.00 R60.00
5.	For a transcription of visual images, for an A4-size page or part of the page	This service will be outsourced. The fee will depend on the

Item	Description	Amount
		quotation from the service provider.
6.	For a copy of visual images	This service will be outsourced. The fee will depend on the quotation from the service provider.
7.	For a transcription of an audio record, per A4-size page	R24.00
8.	For a copy of an audio record on a flash drive (provided by the requester) For a copy of an audio record on compact disc (CD) if the requester provides the CD to us For a copy of an audio record on compact disc (CD) if we give the CD to the requester	R40.00 R40.00 R60.00
9.	For each hour or part of an hour (excluding the first hour) reasonably required to search for, and prepare the record for disclosure The search and preparation fee cannot exceed	R100.00 R300.00
10.	Deposit: if the search exceeds 6 hours	One-third of the amount per request. It is calculated in terms of items 2 to 8 above.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

Exemption from fees: applicable only to public bodies

A requester does not need to pay an access fee to a public body if:

- they are a single person whose annual income, after permissible deductions (such as PAYE and UIF), is less than R14 712.00 a year, or
- they are married and the joint income with their partner, after permissible deductions (such as PAYE and UIF), is less than R27 192.00 per year.

Appendix C – IT Galaxy Records Classification Matrix

Records Classification Matrix

The following matrix provides a high-level overview of the categories of records maintained by **C TO Z SUPPLIES t/a IT Galaxy**.

The matrix has been developed to support effective records management, promote transparency, assist with information governance, and facilitate requests for access to records in terms of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000).

The inclusion of a category of records in this matrix does not imply that every record is automatically accessible. Access will be considered in accordance with PAIA, POPIA, and any other applicable legislation.

Record Category	**Examples of Records**	**Retention**	**Access Classification**
Corporate Records	Company registration, governance documents, policies, strategic plans	As required by law	Restricted
Financial Records	Financial statements, invoices, quotations, payment records	As required by law	Restricted
Accounting & Tax Records	General ledger, tax records, VAT records (where applicable), supporting documentation	As required by law	Restricted
Customer Records	RFQs, quotations, orders, customer correspondence, support records	As required by law	Restricted
Supplier & Distributor Records	Supplier agreements, distributor information, procurement records, pricing, purchase orders	As required by law	Restricted

Human Resources Records *(where applicable)*	Employment contracts, payroll, leave, training and personnel records	As required by law	Restricted
Information Technology Records	Website information, hosting, domains, software licences, system configuration, backups	Operational Requirement	Restricted
Marketing & Communications	Marketing material, newsletters, website content, social media, brand assets	Operational requirement	Internal
Legal & Contractual Records	Contracts, service agreements, NDAs, legal correspondence, compliance documentation	As required by law	Restricted
Operational Records	Product information, service information, procedures, work instructions	Operational requirement	Internal
Electronic Records	Emails, cloud storage, electronic databases, digital correspondence and backups	Operational requirement	Restricted



Access Classification

Public
Information that may be made available without restriction.

Internal
Information intended for authorised internal business use only.

Restricted
Information containing confidential, commercial, financial, legal, technical or personal information. Access is subject to PAIA, POPIA and other applicable legislation.

Governance Commitment

C TO Z SUPPLIES t/a IT Galaxy is committed to maintaining accurate, secure and well-managed business records in support of transparency, responsible governance and legislative compliance.

The Records Classification Matrix forms part of the Company's broader Information Governance Framework and will be reviewed periodically to ensure it remains aligned with the Company's operations and applicable legislation.
