



**TM INNOVATIVE SOLUTIONS**  
Redefining Great Ideas for Prosperity

## **PAIA MANUAL**

**Prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2 of 2000 (PAIA)**



Effective date: 22 May 2025  
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# 1. Introduction

This manual has been prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2000 ("PAIA") and the Protection of Personal Information Act, 2013 ("POPIA"). It is intended to provide a reference to the records held by **TM Innovative Solutions (PTY) Ltd** and to outline the process for requesting access to such records.

## 2. Company Details

| Item                            | Details                                                                                  |
|---------------------------------|------------------------------------------------------------------------------------------|
| Company Name:                   | TM Innovative Solutions (PTY) Ltd                                                        |
| Registration Number:            | 2019/107904/07                                                                           |
| Designated Information Officer: | The Information Officer                                                                  |
| Physical Address:               | 1690 Morolong Sec, Kgabalatsane, ZA, 0208                                                |
| Postal Address:                 | 1690 Morolong Sec, Kgabalatsane, ZA, 0208                                                |
| Telephone Number:               | +27 (087) 133 1526                                                                       |
| Email:                          | <a href="mailto:info@tminnovativesolutions.africa">info@tminnovativesolutions.africa</a> |
| Website:                        | <a href="https://tminnovativesolutions.africa">https://tminnovativesolutions.africa</a>  |

## 3. Guide to PAIA (Section 10 Guide)

A guide on how to use PAIA is available from the South African Human Rights Commission (SAHRC):

| SAHRC Contact Information                                                  |
|----------------------------------------------------------------------------|
| Website: <a href="https://www.sahrc.org.za/">https://www.sahrc.org.za/</a> |
| Tel: (011) 877 3600                                                        |

## 4. Categories of Records Available Without a Request

The following records are automatically available and do not require a formal PAIA request:

- Company brochures
- Public product or service information
- Frequently asked questions
- Media releases
- Published annual reports

## 5. Records Held by TM Innovative Solutions (PTY) Ltd

Records are maintained in accordance with applicable legislation. Categories may include:

## **5.1 Company Records**

- Incorporation documents
- Memorandum of Incorporation
- Shareholder and director information
- Minutes of board meetings

## **5.2 Financial Records**

- Annual financial statements
- Tax records
- Asset registers
- Audit reports

## **5.3 Human Resources**

- Employee records
- Payroll information
- Employment contracts
- Policies and procedures

## **5.4 Client and Supplier Information**

- Contracts
- Billing records
- Correspondence

## **5.5 Information Technology**

- IT policies
- Data backups
- Access logs

## **5.6 POPIA-Related Records**

- Consent forms
- Data subject request logs
- Personal information processing documentation

## **6. Request Procedure**

Requests must be made in writing using the prescribed Form C and directed to the Information Officer at the address provided above.

### **Request Fees:**

- **Request fee:** R140.00 (non-refundable)
- **Access fee:** Determined based on the request

Download Form C from the Department of Justice website or request it via email.

## **7. Grounds for Refusal**

Access to records may be refused on various grounds, including:

- Protection of personal information of third parties
- Legal privilege
- Commercial confidentiality
- Safety of individuals or property

## **8. Remedies Available**

If a request for access is refused, the requester may lodge an internal appeal (if applicable), or approach a court of law.

## **9. Availability of the Manual**

This manual is available:

- At our head office (free of charge for inspection)
- On request via email
- On our website