



SonixSystems

PAIA MANUAL

**Prepared in terms of section 51 of the
Promotion of Access to Information Act 2 of 2000 (as amended)**

SonixSystems (Pty) Ltd

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1 "IO" - Information Officer

1.2 "PAIA" - Promotion of Access to Information Act 2 of 2000, as amended

1.3 "POPIA" - Protection of Personal Information Act 4 of 2013

1.4 "Regulator" - Information Regulator

1.5 "Republic" - Republic of South Africa

2. PURPOSE OF THIS PAIA MANUAL

This PAIA Manual is intended to assist members of the public to:

2.1 identify categories of records held by SonixSystems that are available without having to submit a formal PAIA request;

2.2 understand how to make a request for access to a record held by SonixSystems, including the subjects on which records are held and the categories of records relating to those subjects;

2.3 identify records of SonixSystems that are available in accordance with other applicable legislation;

2.4 obtain the relevant contact details of the Information Officer who can assist with requests for access to records;

2.5 understand the PAIA Guide published and updated by the Information Regulator and how the Guide may be obtained;

2.6 understand the purposes for which SonixSystems processes personal information and the categories of data subjects and personal information processed;

2.7 understand the recipients or categories of recipients to whom personal information may be supplied;

2.8 understand whether SonixSystems may transfer or process personal information outside the Republic of South Africa; and

2.9 understand the general security measures implemented by SonixSystems to protect the confidentiality, integrity and availability of personal information.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

3.1 Information Officer

Name: Andreo Burton Murugan

Telephone: +27 78 103 2184

Email: admin@sonixsystems.co.za

3.2 Deputy Information Officer

SonixSystems (Pty) Ltd has not designated a Deputy Information Officer.

3.3 Access to Information - General Contact

Email: admin@sonixsystems.co.za

3.4 Registered / Head Office

Postal Address: 62 Nanyuki Rd, Sunninghill, Sandton, Johannesburg, 2191, South Africa

Physical Address: 62 Nanyuki Rd, Sunninghill, Sandton, Johannesburg, 2191, South Africa

Telephone: +27 78 103 2184

Email: admin@sonixsystems.co.za

Website: https://sonixsystems.co.za

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

The Information Regulator has, in terms of section 10(1) of PAIA, as amended, made available a Guide on how to use PAIA. The Guide is intended to assist persons who wish to exercise rights contemplated in PAIA and POPIA.

The Guide includes information about the objects of PAIA and POPIA, how to make requests for access to records, assistance available from the Regulator, remedies available in law, applicable forms and fees, and other procedural matters.

Requests for access to records are made using the prescribed Form 2 (Request for Access to Record). For a request to a private body, the requester must identify the right they seek to exercise or protect and explain why the requested record is required for that purpose.

The current PAIA Guide, prescribed forms and related guidance are available from the Information Regulator at info regulator.org.za. The Guide may also be requested from the Information Officer of SonixSystems.

5. CATEGORIES OF RECORDS AVAILABLE WITHOUT A FORMAL PAIA REQUEST

The following categories of records are generally available without a formal PAIA request, subject to the manner of access indicated below:

Category of records	Type of record	Website	Upon request
Privacy and Data Protection	Privacy Notice	Yes	Yes
Access to Information	PAIA Manual	Yes	Yes
General Company Information	Public information published by SonixSystems	Yes	Yes
Products and Services	Public descriptions of SonixSystems products, services and packages	Yes	Yes

6. RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION

SonixSystems may create, retain or make records available in accordance with applicable South African legislation, including the following, to the extent applicable to its operations:

Category of records	Applicable legislation
Company incorporation and statutory company records	Companies Act 71 of 2008
PAIA Manual and access-to-information records	Promotion of Access to Information Act 2 of 2000
Personal-information and privacy compliance records	Protection of Personal Information Act 4 of 2013
Tax and related financial records	Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011
Electronic business and transaction-related records, where applicable	Electronic Communications and Transactions Act 25 of 2002
Consumer-related records, where applicable	Consumer Protection Act 68 of 2008

7. SUBJECTS ON WHICH SONIXSYSTEMS HOLDS RECORDS AND CATEGORIES OF RECORDS

The categories below describe records that SonixSystems may hold. Inclusion in this table does not mean that a record is automatically available to the public. Any formal request remains subject to PAIA, including applicable procedural requirements and grounds for refusal.

Subject	Categories of records held
Corporate and Statutory	Company registration and incorporation records; corporate governance records; statutory and compliance documentation
Customers and Prospective Customers	Contact details; enquiries and demo requests; quotations or proposals; service agreements; onboarding records; customer correspondence
Lead Management Services	Lead or enquiry information processed in providing SonixSystems services; lead status and follow-up information; service-related records
Financial and Accounting	Invoices; payment and transaction records; accounting records; tax-related records; expense and supplier records
Suppliers and Service Providers	Supplier/service-provider details; agreements; invoices; correspondence and account records
Technology and Operations	System configurations; automation records; operational procedures; technical documentation; access and security records
Privacy and Compliance	Privacy Notice; PAIA Manual; POPIA/PAIA compliance records; information-access requests and related correspondence
Marketing and Website	Website content; marketing materials; business communications; publicly released company and product information

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

SonixSystems processes personal information where reasonably necessary for its legitimate business activities and the provision of its services, including to:

- respond to enquiries, contact requests and demo requests;
- communicate with prospective and existing customers;
- provide, administer and support SonixSystems services;
- process and manage lead information on behalf of customers where applicable;
- manage customer and supplier relationships;
- process billing, payments and related financial administration;
- maintain business, operational and compliance records;
- maintain and improve the security and operation of SonixSystems systems and services;
- comply with applicable legal and regulatory obligations; and
- protect and enforce the lawful rights and interests of SonixSystems, its customers and other relevant parties.

8.2 Categories of Data Subjects and Personal Information

Categories of data subjects	Personal information that may be processed
Prospective customers / website visitors	Name; company name; email address; telephone number; enquiry/message; related correspondence
Customers / client representatives	Name; contact information; company/business information; contractual, billing, service and correspondence records
Customer leads / enquiries	Name; email address; telephone number; message/enquiry information; company name where applicable; lead status and follow-up information
Suppliers / service providers	Names; contact details; company information; registration/tax information where applicable; contractual, invoice and payment information
Other business contacts	Names; contact details; correspondence and other information supplied in legitimate business interactions

8.3 Recipients or Categories of Recipients

Personal information may, where necessary and lawful, be supplied to:

- the relevant SonixSystems customer where the information relates to an enquiry or lead intended for that customer;
- service providers and operators used by SonixSystems to provide, host, automate, communicate, secure or administer its services;
- professional advisers, accountants or other authorised professional service providers where necessary;
- financial institutions and payment service providers where required for payment or financial administration; and
- regulators, governmental bodies, law-enforcement authorities or other parties where disclosure is required or permitted by law.

8.4 Planned Transborder Flows of Personal Information

SonixSystems may make use of service providers and technology infrastructure that process or store personal information outside the Republic of South Africa. Where personal information is transferred outside South Africa, SonixSystems will take reasonable steps to ensure that such transfers are conducted in accordance with POPIA and that appropriate safeguards are applied.

8.5 General Description of Information Security Measures

SonixSystems implements reasonable technical and organisational safeguards appropriate to the nature of the personal information processed and the risks associated with such processing. Measures may include:

- access controls and authentication mechanisms;
- restricted access to personal information based on operational requirements;
- secure cloud and technology service providers;
- password and account-security controls;
- encryption and secure transmission mechanisms where applicable;
- anti-malware and endpoint security measures where applicable;
- appropriate backup and recovery measures;
- monitoring and management of system access and configurations; and
- reasonable organisational procedures designed to prevent loss, unauthorised access, misuse, alteration or disclosure of personal information.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of this Manual is available:

9.1.1 on the SonixSystems website at sonixsystems.co.za;

9.1.2 at the principal place of business of SonixSystems for public inspection during normal business hours;

9.1.3 to any person upon request, subject to any applicable prescribed fee for the provision of a physical copy; and

9.1.4 to the Information Regulator upon request.

9.2 Any fee payable for a physical copy of this Manual will be determined in accordance with the applicable PAIA Regulations.

10. UPDATING OF THE MANUAL

SonixSystems (Pty) Ltd will review and update this Manual from time to time as reasonably necessary to reflect changes to its operations, records, processing activities or applicable legal and regulatory requirements.

Issued by:

Andreo Burton Murugan

Information Officer

SonixSystems (Pty) Ltd

9 September 2026