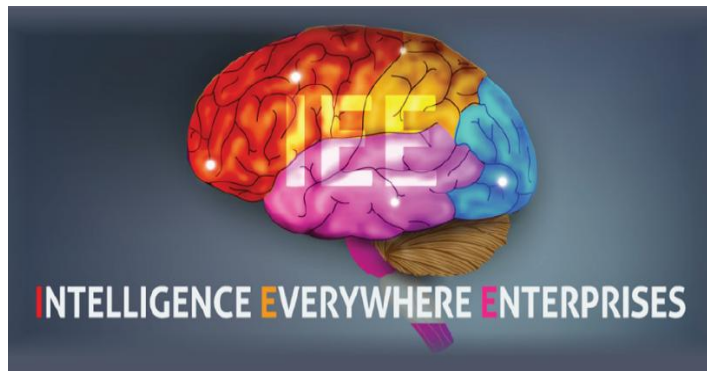


TITLE: IEE PAIA Manual



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Date:	05/12/2025	Date:	05/12/2025
Sign:		Sign:	
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IEE (Intelligence Everywhere Enterprises) — PAIA Manual

(Compiled in terms of Section 51 of the Promotion of Access to Information Act, 2000)

1. Contact Details

- Name of Company: Intelligence Everywhere Enterprises (IEE)
- Registered Address: Fredman Towers, 10th Floor, Cnr Fredman and Bute Lane, Sandton, 2191
- Website: www.iee.co.za
- Information Officer: Ms Sasha-leigh Naidoo
- Email Address for PAIA Requests: info@iee.co.za
- Physical Address for PAIA Correspondence: as per the registered address above
- Postal Address : P O Box 3629, Pinegowrie, 2123
- Telephone Number: 010-157-4285

2. Guide in terms of Section 10 of PAIA

- The requester is referred to the official guide compiled under Section 10 of PAIA by the Information Regulator.
- On request, IEE will provide access to the guide (or direct requester to publicly available version).

3. Records held by IEE

IEE holds various records including (but not limited to):

- Client contracts and agreements.
- Service proposals (SLA's), project plans, and reports (consulting, IT services, cloud solutions, support documents and agreements).
- Internal policies and procedures (governance, compliance, HR).
- Correspondence (emails, letters) relating to projects and clients.
- Billing, invoices, financial records for services provided.
- Personnel – HR Records, Payroll.
- Support tickets, service logs, system integration records, application-development documentation, disaster-recovery plans.

4. Information automatically available without a PAIA request

- Publicly available information posted on IEE's website (services offered, company profile, contact details, etc).
- Any other records IEE chooses to publish proactively (e.g. public policies, standard terms & conditions).

5. Information available on request under PAIA

Any requester may request other records as described in section 3, subject to PAIA limitations and grounds for refusal.

6. Procedure for Requesting Access

- Requests must be made in writing using the prescribed form (insert form number here – as per regulations).

- Requests must clearly describe: the record(s) sought, sufficient detail to enable identification; the form of access desired (e.g. copy, inspection); contact details of requester; if acting on behalf of another, proof of authority; the right which requester seeks to exercise or protect (optional).
- Submit request to Information Officer at the physical or postal address (or email address) provided.
- IEE will acknowledge receipt and respond within 30 days (or notify extension if needed).
- If request granted: provide record in requested form (copy, inspection, other) - subject to reasonable fees for reproduction.
- If refused: inform requester in writing of refusal, specifying grounds under PAIA. Include right to internal appeal or further legal remedy.

7. Fees

- Prescribed fees may apply for reproduction, search and preparation of records, as permitted by PAIA.
- If request is for personal information about the requester, the request fee may be waived (depending on the requester’s income) - though private-body rules may differ; IEE will follow PAIA regulations.

8. Grounds for Refusal / Limitations

IEE may refuse or limit access where providing the record would:

- Infringe privacy of another person;
- Harm commercial interest or reveal trade secrets;
- Pose a security risk or compromise company operations;
- Involve records not held, or that don’t exist;
- Other statutory exclusions under PAIA.

9. Availability of This Manual

- This manual shall be published on IEE’s website (www.iee.co.za) and be available for inspection at IEE’s registered office during normal business hours.

10. Revision and Update

- The Information Officer must review and, where necessary, update this manual annually (or when organizational changes warrant).

DATE	NATURE / DETAIL OF CHANGE	REV No.
05/12/2025	First Approval	00