



# RCL Technologies

1989 / 019142 / 23

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[www.rcl.za.net](http://www.rcl.za.net)

RCL TECHNOLOGIES CC

PAIA MANUAL (Prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2000 and the Protection of Personal Information Act, 2013)

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## 1. Contact Details

**Name of Company:** RCL Technologies CC

**Registration Number:** 1989/019142/23

**Physical Address:** Shop 1, Weskus Sentrum, 11 Long street, Vredenburg, 7380

**Postal Address:** Same as above

**Telephone:** 022 001 0351

**Email:** [info@rcl.za.net](mailto:info@rcl.za.net)

**Website:** [www.rcl.za.net](http://www.rcl.za.net)

**Information Officer:** Jacobus Johannes van der Merwe

**Deputy Information Officer:** Christiaan van Jaarsveldt

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## 2. Introduction

RCL Technologies CC is a South African technology company providing digital management, booking, and payment systems for institutional clients. This manual has been prepared in accordance with Section 51 of the Promotion of Access to Information Act (Act 2 of 2000) and aligned with the Protection of Personal Information Act (Act 4 of 2013). It explains how individuals may request access to information held by the company and describes how RCL Technologies ensures compliance with privacy and data-protection legislation.

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## 3. The PAIA and POPIA Guide

A guide to using PAIA and exercising rights under POPIA is available from the Information Regulator of South Africa.

Website: <https://www.inforegulator.org.za>

Email: [inforeg@inforegulator.org.za](mailto:inforeg@inforegulator.org.za)

Telephone: 010 023 5200

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## 4. Applicable Legislation

RCL Technologies CC is subject to, among others, the following legislation:

- Companies Act, 2008
- Basic Conditions of Employment Act, 1997

- Labour Relations Act, 1995
- Income Tax Act, 1962
- Value Added Tax Act, 1991
- Protection of Personal Information Act, 2013 (POPIA)
- Electronic Communications and Transactions Act, 2002
- Promotion of Access to Information Act, 2000 (PAIA)

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## 5. Categories of Information Held

Category	Description
Company Records	Registration documents, governance records, and compliance certificates
Financial Records	Invoices, tax filings, and financial statements
Employee Records	Employment contracts, payroll, and HR documentation
Client / Customer Records	Contracts, communications, and service usage details
Technical / System Data	Server logs, backups, and configuration data
POPIA & PAIA Documentation	Policies, compliance frameworks, and manuals

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## 6. Information Available Without Request

The following information is freely available without submitting a PAIA request:

- Company contact details and website information
- POPIA Privacy Policy
- POPIA Compliance Framework
- This PAIA Manual

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## 7. Procedure to Request Access

Requests for access to information must be made in writing using Form 2 of the PAIA Regulations and addressed to the Information Officer. The request should include:

- The requester's full name, contact details, and proof of identity
- A clear description of the information sought
- The preferred form of access (electronic or physical copy)

Requests can be submitted to:

**Email:** [info@rcl.za.net](mailto:info@rcl.za.net)

**Physical Delivery:** Shop 1, Weskus Sentrum, 11 Long street, Vredenburg, 7380

A response will be provided within 20 working days, as required by PAIA. Fees may apply as per the prescribed PAIA fee schedule.

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## **8. Grounds for Refusal**

Access to information may be refused if:

- It would unreasonably disclose personal information of another individual
  - It compromises the company's trade secrets or intellectual property
  - It breaches confidentiality agreements
  - It endangers the safety or security of persons, systems, or facilities
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## **9. Access Fees**

Access and reproduction fees are charged according to the PAIA Regulations. Requesters will be notified of any applicable fees before processing begins.

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## **10. Availability of the Manual**

This manual is available for inspection at the company's offices and can be requested electronically at [info@rcl.za.net](mailto:info@rcl.za.net).

It is also available on the company website: [www.rcl.za.net](http://www.rcl.za.net)

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## **11. Approval and Sign-Off**

Signed on behalf of RCL Technologies CC:

**Jacobus Johannes van der Merwe**

Information Officer

Date: 01 October 2025

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