

Promotion of Access to Information Act (PAIA) Manual

WirelessONE (Pty) Ltd

Reference	WO-LEG-PAI-001
Version	1.0
Effective Date	2026-08-31
Approved By	Bertus Meintjes, Director
Review Cycle	Annual

Statutory basis. Prepared in accordance with section 51 of the Promotion of Access to Information Act, 2 of 2000 ("PAIA") and inclusive of relevant requirements under the Protection of Personal Information Act, 4 of 2013 ("POPIA").

1. Introduction

This Manual is published in accordance with section 51 of PAIA and incorporates POPIA-related disclosures. It explains:

- What information WirelessONE (Pty) Ltd ("WirelessONE") holds.
- How that information may be accessed.
- How personal information is processed and protected.

WirelessONE is committed to transparency, lawful information handling, and the protection of personal information.

2. Contact Details of WirelessONE

Registered Name	WirelessONE (Pty) Ltd
Registration Number	2019/058513/07
Registered Office	11A Dannhauser, Meyerville, Standerton, 2430
Operating Office	17 Caledon Street, Kasselmann Building, Standerton, 2430
Postal Address	P.O. Box 3737, Standerton, 2430
Telephone	(017) 422 0299 / (082) 826 9234
Email	bertus@wirelessone.co.za
Website	www.wirelessone.co.za

3. Information Officer

In terms of PAIA and POPIA, the head of the private body is automatically the Information Officer.

Information Officer	Bertus Meintjes
Position	Director
Telephone	(082) 826 9234
Email	bertus@wirelessone.co.za

The Information Officer is responsible for:

- Ensuring PAIA and POPIA compliance.
- Handling access-to-information requests.
- Managing data-subject requests.
- Liaising with the Information Regulator.

4. Guide of the Information Regulator

The Information Regulator has compiled a guide to assist individuals in understanding their rights under PAIA and POPIA. It is available from:

Body	Information Regulator (South Africa)
Website	https://inforegulator.org.za
Email	PAIAComplaints@inforegulator.org.za

5. Business Overview

WirelessONE is a wireless internet service provider and IT solutions company specialising in last-mile connectivity, network infrastructure deployment, technical support and managed IT services.

6. Records Held by WirelessONE

6.1 Records held (not automatically available)

WirelessONE holds the following categories of records, which may be requested under PAIA:

- Client account records.
- Network infrastructure documentation.
- Technical logs and diagnostic reports.
- Financial and accounting records.
- Contracts and service agreements.

- Policies, standard operating procedures and compliance documents.
- Marketing and operational documents.

Note. HR and employee records are not covered by this Manual.

6.2 Records automatically available

The following records are automatically available without a PAIA request:

- Information published on the WirelessONE website.
- Publicly distributed marketing material.
- Public notices and service announcements.

7. Procedure for Access to Records

7.1 Submitting a request

Requests must be submitted using Form C (as prescribed by PAIA) and addressed to the Information Officer:

- Email: bertus@wirelessone.co.za
- Telephone: (082) 826 9234

7.2 Requirements for a valid request

A requester must:

- Provide sufficient detail to identify the record requested.
- Provide proof of identity.
- Indicate the form of access required.
- State the reason for the request (only if required by law).
- Pay the applicable request fee.

7.3 Decision

WirelessONE will respond within the statutory timeframes prescribed by PAIA. Access may be refused on grounds permitted by PAIA, including confidentiality, commercial sensitivity, safety or privacy.

8. PAIA Fee Structure

8.1 Request fee (non-refundable)

Request fee	R140.00
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8.2 Access fees

Type of Fee	Amount
Photocopy / printed page (A4)	R2.00 per page
Computer / email search and preparation	R145.00 per hour
Copy of computer record (USB / CD / DVD)	R40.00
Postage / courier	Actual cost

8.3 Deposits

If the search or preparation time exceeds 6 hours, a deposit of one-third of the estimated total fee may be charged.

8.4 Payment details

Banking details are supplied upon request.

9. POPIA Compliance

WirelessONE processes personal information in accordance with POPIA. Full detail of WirelessONE's data-protection commitments is set out in the WirelessONE POPIA Policy and the WirelessONE Privacy Policy. Key points are reproduced below for the purposes of this Manual.

9.1 Purpose of processing

Personal information is processed for:

- Providing internet and IT services.
- Client account management.
- Technical support and diagnostics.
- Billing and financial administration.
- Legal and regulatory compliance.

9.2 Categories of personal information

WirelessONE may process:

- Contact details.
- Account information.
- Network usage data.
- Technical logs.
- Billing information.

9.3 Data subject rights

Under POPIA, data subjects have the right to:

- Access their personal information.
- Request correction or deletion.
- Object to processing.
- Withdraw consent.
- Lodge a complaint with the Information Regulator.

9.4 Security safeguards

WirelessONE implements:

- Network security controls.
- Access control and authentication.
- Data encryption where applicable.
- Secure data retention and destruction practices.

9.5 Retention of records

Records are retained only as long as necessary for legal compliance, operational requirements and contractual obligations.

9.6 Cross-border transfers

Personal information is not transferred outside South Africa unless required for service delivery and subject to adequate protection consistent with POPIA.

9.7 Complaints

Complaints may be submitted to:

Body	Information Regulator (South Africa)
Email	PAIAComplaints@inforegulator.org.za
Website	https://inforegulator.org.za

10. Availability of this Manual

This Manual is available:

- On request from WirelessONE.
- In electronic format via email.
- On the WirelessONE website at www.wirelessone.co.za.

11. Updates to this Manual

WirelessONE reviews this Manual annually and may update it from time to time to reflect changes in operations, legislation, or compliance requirements.

Document Control

Reference	WO-LEG-PAI-001
Version	1.0
Issued	2026-08-31
Next Review	2027-08-31
Custodian	Director, WirelessONE (Pty) Ltd

Version History

Version	Date	Notes
0.1	2026-05-13	Initial draft. Registered office and operating office disambiguated.
1.0	2026-08-31	Published — first public release at wirelessone.co.za/legal .