



Promotion of Access to Information Act (PAIA) Manual

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If you're reading this, you probably want to get your hands on our information or records. Well, we're here to help!

1. How to access our records

The Information Regulator has published a guide that will help you navigate this process of asking for information. The guide explains the types of information that you can ask for and how to submit a PAIA request. Yup, it's a bit of a process.

We've got copies of the guide in English, Afrikaans, and isiXhosa, or you can swing by our offices and check out a hardcopy. The Information Regulator has copies available in each official language here: <https://www.justice.gov.za/inforeg/>.

Hey Plain Jane (Pty) Ltd
34 Dorp Street, Stellenbosch, 7600

2. Who to ask

If you want access to our information or records, you can ask Liezl, our information officer. Here are her details:

Liezl van Zyl

34 Dorp Street, Stellenbosch, 7600

076 113 5002

liezl@heyplainjane.com

3. What you may ask us about

Look, there are some things we simply cannot share with you (like what really happens at our Friday morning stand-up meetings), but we'll gladly share what we can. Here is a description of different subjects and the categories of records we hold for each subject:

Subject	Category of records
We have client records to provide and bill for our services.	<ul style="list-style-type: none">• Company information• Billing details and invoices• Contact information• Records provided by clients• Advice and records created for clients• Correspondence
We have human resources records to recruit new employees, manage existing employees, and pay their salaries. We also need this information to comply with a bunch of legal obligations (including the Labour Relations Act, Basic Conditions of Employment Act, Employment Equity Act, and Compensation for	<ul style="list-style-type: none">• Internal policies and procedures• Employee records• Training schedules and material• Minutes of meetings• Records of performance reviews• CVs, interview notes, job applicant references

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Occupational Injuries and Diseases Act)	
We keep business records to manage our business. No surprises there.	<ul style="list-style-type: none"> • Financial records • Operational records • Marketing materials • Internal correspondence • Strategy and planning records
We keep supplier records to manage our relationships with service providers and pay them for products and services.	<ul style="list-style-type: none"> • Company information • Billing details and invoices • Contact information • Correspondence

4. Who receives personal information

We may share personal information with:

Category of personal information	Recipients or categories of recipients
Tax and VAT information of clients, employees, and service providers.	South African Revenue Services
Employee information	Department of Labour Simplepay PJ Accounting
Client, employee, and service providers information cloud storage	Microsoft360
Client, employee, and service provider information for accounting purposes	QuickBooks online PJ Accounting
Client and service provider information to manage projects	Harvest

5. Where personal information travels

We use Microsoft 365 to do our work and store all information. Microsoft stores all our content in the European Union.

We use QuickBooks online that stores information in the cloud. Intuit hosts on AWS.

6. How we protect personal information

We have taken reasonable steps to protect the integrity and confidentiality of personal information.

We use internet security software to scan and block emails and websites with malicious content, to block malware, to detect incoming network attacks and detect and block botnet communication.

We also use firewalls to protect our computers, and we regularly remind each other not to be idiots. That has been the most effective security measure we could have implemented.