

PAIA MANUAL

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

Olarm (Pty) Ltd, Registration No. 2015/057946/07

Last updated: 01 September 2025

1. LIST OF ACRONYMS AND ABBREVIATIONS

- CEO – Chief Executive Officer
- DIO – Deputy Information Officer
- IO – Information Officer
- Minister – Minister of Justice and Correctional Services
- PAIA – Promotion of Access to Information Act No. 2 of 2000 (as amended)
- POPIA – Protection of Personal Information Act No. 4 of 2013
- Regulator – Information Regulator
- Republic – Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is helpful for the public to:

- Check the categories of records Olarm holds that are available without a formal PAIA request.
- Understand how to request access to a record and handle such requests.
- Know which records are available under other legislation.
- Access relevant contact details of the Information Officer and Deputy Information Officer.
- Understand how Olarm processes personal information and your rights under POPIA.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

- Private Body: **Olarm (Pty) Ltd (2015/057946/07)**
- Registered Address: 3rd Floor, 325 Main Road, Kenilworth, Cape Town, 7708, South Africa
- Telephone: +27 21 009 0911
- CEO: Mark Slingsby
- Information Officer: Justin Zondagh
- Email: legal@olarm.co.za
- Website: <https://olarm.com/>

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

- The Regulator has updated the Guide on how to use PAIA and POPIA.
- It is available in each official language and in Braille.
- The Guide describes the objectives of PAIA and POPIA, explains how to make requests, and outlines remedies available.
- It can be obtained from the Regulator's website: <https://www.justice.gov.za/infoereg/>.

5. CATEGORIES OF RECORDS AVAILABLE WITHOUT A REQUEST

- Examples include documents on the Olarm website or for free inspection at the Olarm office.

6. DESCRIPTION OF RECORDS AVAILABLE UNDER OTHER LEGISLATION

- Olarm holds records under various legislation, including the Companies Act, PAIA, POPIA, CPA, ECTA, BCEA, LRA, Tax Acts, FICA, and others.

7. DESCRIPTION OF SUBJECTS AND RECORD CATEGORIES

- Client & Service Records: contracts, correspondence, risk logs, terms
- Corporate Governance: policies, codes, compliance records
- Finance & Administration: invoices, statements, purchase orders
- Human Capital: employment policies, HR records (where permitted)
- IT & Security: standards, procedures, guidelines
- Learning & Education: training materials, statistics
- Marketing & Communications: brand assets, publications
- Operations: process documents, correspondence

8. PROCESSING OF PERSONAL INFORMATION

- Olarm processes personal information lawfully, fairly, and transparently. Processing is limited to what is necessary and accurate, and stored for as long as required.
- Categories of Data Subjects include: customers/clients, employees, service providers, and regulators.
- Recipients include: Olarm Group companies, service providers, advisors, regulators, and counterparties.
- Information Security: Olarm applies technical and organizational security measures to ensure confidentiality and integrity.

9. AVAILABILITY OF THE MANUAL

This Manual is available:

- For free inspection at Olarm's offices during business hours.
- On the website: <https://olarm.com/>
- On request, subject to prescribed copying fees.
- To the Information Regulator upon request.

10. UPDATING OF THE MANUAL

The Information Officer of Olarm (Pty) Ltd will update this Manual regularly as the law requires.

ANNEXURES

ANNEXURE A — PAIA FORM 2 (Request for Access)

PAIA Form 2 – Request for Access to Record of Private Body

Regulation 7.1 of the 2021 PAIA Regulations requires the use of this Form.

Submit to: Information Officer, Olarm (Pty) Ltd

Email: legal@olarm.co.za

Address: 3rd Floor, 325 Main Road, Kenilworth, Cape Town, 7708, South Africa

The prescribed form is available at:

<https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf>

ANNEXURE B — POPIA REGULATION 2 (Objection to Processing)

POPIA – Regulation 2: Objection to Processing of Personal Information

Submit to: Information Officer, Olarm (Pty) Ltd

Email: legal@olarm.co.za

Address: 3rd Floor, 325 Main Road, Kenilworth, Cape Town, 7708

The form allows data subjects to:

- Withdraw consent previously provided
- Object to processing not necessary for the stated purpose
- Object to processing for direct marketing
- Specify other grounds

A. Data Subject Details

| Full Names / Registered Name | To be Completed |
|------------------------------|-----------------|
| Identity/Registration Number | |
| Residential/Business Address | |
| Email | |
| Contact Number(s) | |

B. Responsible Party Details

| Responsible Party | Olarm (Pty) Ltd |
|-------------------|--|
| Address | 3rd Floor, 325 Main Road, Kenilworth, Cape Town, 7708 |
| Email | legal@olarm.co.za |

C. Objection

Mark applicable grounds (replace [] with [X]) and provide reasons:

- [] I withdraw consent previously provided.
- [] Processing is not necessary for the stated purpose.
- [] I object to processing for direct marketing.
- [] Other (specify): [Enter]

| Reasons for Objection (detail): | To be Completed |
|---------------------------------|-----------------|
| | |

Signature

| Signed at | To be Completed |
|-------------------------------------|-----------------|
| Date | |
| Signature (type name if electronic) | |

The objection must be signed and dated by the data subject.

ANNEXURE C — POPIA REGULATION 3 (Correction/Deletion of Personal Information)

POPIA – Regulation 3: Request for Correction/Deletion of Personal Information

Submit to: Information Officer, Oalarm (Pty) Ltd

Email: legal@olarm.co.za

Address: 3rd Floor, 325 Main Road, Kenilworth, Cape Town, 7708

The form allows data subjects to:

- Correct personal information that is inaccurate, outdated, or incomplete
- Delete information that Oalarm is no longer authorised to retain
- Destroy/delete records of personal information no longer authorised to be kept

A. Data Subject Details

| Full Names / Registered Name | To be Completed |
|------------------------------|-----------------|
| Identity/Registration Number | |
| Residential/Business Address | |
| Email | |
| Contact Number(s) | |

B. Responsible Party Details

| Responsible Party | Oalarm (Pty) Ltd |
|-------------------|---|
| Address | 3rd Floor, 325 Main Road, Kenilworth, Cape Town, 7708 |
| Email | legal@olarm.co.za |

C. Request Type

- ☐ Correct personal information that is inaccurate/outdated/incomplete.
- ☐ Delete personal information that Oalarm is no longer authorised to retain.
- ☐ Destroy/delete a record of personal information that Oalarm is no longer authorised to retain.

| Details of the information concerned | To be Completed |
|---|-----------------|
| Reasons for the request (section 24(1)) | |

Signature

| Signed at | To be Completed |
|-------------------------------------|-----------------|
| Date | |
| Signature (type name if electronic) | |

The request must be signed and dated by the data subject.