

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: 18 November 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.com
- 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.com

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.com

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.com

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.com

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.com

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.