



Promotion of Access to Information Act (PAIA)

Information Manual

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1. Introduction

This manual has been prepared in terms of Section 51 of the Promotion of Access to Information Act, 2 of 2000 (as amended)

2. 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

3. Company Information

Registered Name: amaDigital IT Solutions

Registration Number: 1997/027760/23

Physical Address: 107 South Lobby, Cramerview Village Centre, 277 Main Road, Bryanston, 2191

Postal Address: PO Box 71700, Bryanston, 2021

Telephone Number: 011 568 0300

Email Address: info@amadigital.co.za

Website: www.amadigital.co.za

4. Information Officer and Deputy

Information Officer: Louis Moskowitz

Email: louis@amadigital.co.za | Tel: 082 552 4957

Deputy Information Officer: David Llewelyn Janse van Rensburg

Email: dave@amadigital.co.za | Tel: 082 737 7924

5. Nature of Business

amaDigital IT Solutions is a South African IT Managed Services Provider (MSP) established in 1997, serving small to medium-sized enterprises across a range of sectors. The company specialises in the full outsourcing of IT environments, delivering both remote and on-site support tailored to each client's operational needs.

Its comprehensive service offering includes proactive infrastructure monitoring, helpdesk support, network and cybersecurity management, Microsoft 365 licensing and enablement, endpoint protection, VoIP telephony solutions, hardware and software procurement, cloud services, disaster recovery planning, and business continuity management.

amaDigital is committed to delivering measurable value through consistent service delivery, transparent communication, and flexible support models. Clients benefit from predictable monthly IT costs and a dedicated team that prioritises uptime, security, and long-term efficiency—without the burden of fixed-term contracts.

6. Company Structure

The company has a lean structure with a total of 10 staff. The management consists of a CEO, a Finance member and then the two other managers looking after Sales & Marketing and then Operations.

7. Records Held

Categories include:

- Client contact details and configurations
- Maintenance and support logs

- Internal HR records (limited)
- Financial records for equipment financing and maintenance contracts

Note: amaDigital may access but does not store CCTV footage, call recordings, or biometric data.

8. Access to Records

Records are not automatically available and may be requested by completing Form C and submitting it via email to either the Information Officer or Deputy.

Fees

Standard fees as prescribed by the Information Regulator apply. Records may be withheld until applicable fees are paid.

9. Grounds for Refusal

Access may be refused if records contain confidential client data, personal information protected under POPIA, trade secrets, privileged legal communications, or if disclosure would pose security risks.

10. Information Security

amaDigital uses Microsoft 365 (SharePoint), locally hosted ManageEngine SDP MSP, and NinjaOne for RMM. All systems enforce strong password policies and 2FA. Internal access is strictly managed.

11. PAIA and POPIA Commitment

amaDigital IT Solutions is committed to upholding the rights to access information under PAIA and to the responsible processing of personal information under POPIA. We implement robust technical and procedural safeguards to protect all personal and client data.

12. Availability of the Manual

This manual is available on request from the Information Officer or Deputy, and is also available on the company's website.

