FAKADE INNOVATIONS (PTY) LTD

PAIA Manual

Ilungiselelwe ngokwecandelo lama-51 loMthetho wokuKhuthaza ukuFikelela kuLwazi 2 ka-2000 (njengoko ulungisiwe).

Uphawu lokurhweba: M-Works™ | Ukubhaliswa kwenkampani: 2024/044399/07

Ulawulo lwamaxwebhu	Iinkcukacha
Inguqulelo	1.0
Ubume	Kuvunyiwe
Umhla wokuhlanganisa	25 Novemba 2026
Umhla osebenzayo/uhlaziyo	25 Novemba 2026
Umnini wamaxwebhu	IGosa loLwazi – Ulwazi Mapukata

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1. Izishunqulelo kunye nezifinyezo

Ixesha	Intsingiselo
PAIA	Ukukhuthazwa koFikelelo kuLwazi loMthetho wesi-2 ka-2000, njengoko ulungisiwe
POPIA	UMthetho woKhuseleko loLwazi loBuqu wesi-4 wowama-2013
IO /DIO	IGosa loLwazi/iSekela leGosa loLwazi
Umlawuli	UMlawuli woLwazi (uMzantsi Afrika)
CIPC	IKomishoni yeeNkampani kunye nePropati yoBukrelekrele
SARS	Inkonzo yeNgeniso yaseMzantsi Afrika

2. Injongo yale ncwadana

Le ncwadana ichaza indlela yokufumana iirekhodi ezigcinwe yiFakade Innovations (Pty) Ltd, kubandakanywa uphawu lwayo lwe-M-Works kunye nesoftware esebenzayo, iwebhusayithi elawulwayo kunye neenkonzo zobuchwepheshe. Ichonga iindidi zeerekhodi, iinkqubo zofikelelo, iinkcukacha zoqhagamshelwano, ukusetyenzwa kolwazi lomntu siqu, abamkeli, ukuhamba kwemida kunye nokhuseleko jikelele. Ikwachaza indlela yokufumana iSikhokelo se-PAIA se-Regulator’s kunye nokusebenzisa amalungelo asebenzayo phantsi kwe-PAIA kunye ne-POPIA.

Ukufikelela kwirekhodi edwelisiweyo akuzenzekeli ngaphandle kokuba kuboniswe ngokuthe ngqo. Izicelo ziqwalaselwa phantsi komthetho osebenzayo, kubandakanywa izizathu zokwala kunye nokukhuselwa kolwazi lomntu wesithathu.

3. Iinkcukacha zoqhagamshelwano eziphambili

Uqhagamshelwano /iinkcukacha	Ulwazi
Umzimba wabucala	Fakade Innovations (Pty) Ltd t/a M-Works
Igosa loLwazi	Ulwazi Mapukata
IO ukubhaliswa	2026-069873; ibhaliswe nge-21 ka-Okthobha ngo-2026
USekela Gosa loLwazi	Akukho namnye onyuliweyo
Ubumfihlo kunye ne-imeyile ye-PAIA	privacy@m-works.co.za
I-imeyile ngokubanzi	info@m-works.co.za
Idilesi yendawo/yeposi	50 Winchester Crescent, Morningside, East London, 5247 (ngokomzimba nangeposi)
Umnxeba/ifeksi	Umnxeba: awufumaneki okwangoku; ifeksi: ayisebenzi. Qhagamshelana nge-imeyile.
Iiwebhusayithi	https://fakade.co.za/ | https://m-works.co.za/

4. Isikhokelo kwi-PAIA kunye nezicelo zokufikelela

4.1 Isikhokelo seRegulator's

UMlawuli woLwazi upapasha isikhokelo phantsi kwecandelo le-10 le-PAIA elichaza amalungelo phantsi kwe-PAIA kunye ne-POPIA, iinkqubo zokufikelela, iifizi, uncedo, izizathu zokwala kunye nezilungiso ezikhoyo. Isikhokelo sifumaneka ngeelwimi ezisemthethweni kunye neBraille. Inokucelwa kuMlawuli okanye kwiGosa loLwazi.

Isikhokelo kunye nezibonelelo: https://inforegulator.org.za/paia/
Uqhagamshelwano lomlawuli: enquiries@inforegulator.org.za | 010 023 5200

Iikopi zeSikhokelo ziyafumaneka ukuze zihlolwe ngesiNgesi, isiBhulu nesiXhosa ngeeyure zokuhlolwa koluntu ezichazwe kwicandelo lesi-9.

4.2 Indlela yokucela irekhodi

Sebenzisa iFomu yesi-2 emiselweyo (Isicelo sokuFikelela kwiRekhodi), efumaneka kwi-https://inforegulator.org.za/paia-forms/. Yingenise kwintloko yequmrhu labucala ngoqhagamshelwano oluchongiweyo lweGosa loLwazi kwicandelo lesi-3. Chonga irekhodi, ilungelo lokusetyenziswa okanye ukukhuselwa, kutheni irekhodi lifuneka, indlela ekhethiweyo yokufikelela kunye neenkcukacha zoqhagamshelwano. Nika ubungqina begunya apho usebenzela omnye umntu.

Izicelo zivavanywa phantsi kwecandelo 50 kunye ne-53 ye-PAIA. Inkampani iya kunxibelelana nesigqibo kunye naziphi na iintlawulo ezisebenzayo usebenzisa inkqubo emiselweyo, ngokuqhelekileyo phakathi kweentsuku ze-30 zokufunyanwa, ngokuxhomekeke kwizandiso ezisemthethweni. Ukukhululwa ngokusemthethweni, izizathu zokwala kunye nothethwano nomntu wesithathu kunokusebenza.

4.3 Imirhumo kunye namayeza

Imirhumo emiselweyo inokusebenza phantsi kwecandelo 54 kunye neMimiselo ye-PAIA, ngokuxhomekeke kuxolelo olusebenzayo. Imirhumo yangoku iyafumaneka kwi-https://inforegulator.org.za/paia-fees-structure-2/. Ukuba ufikelelo lwaliwe okanye akukho sigqibo sifunyenweyo ngexesha elifanelekileyo, umceli unokufaka isikhalazo kuMlawuli woLwazi esebenzisa uFomu 5, ngokubanzi kwiintsuku ezili-180 njengoko kufanelekile, okanye alandele izilungiso zenkundla ezikhoyo. Jonga https://inforegulator.org.za/complaints/.

5. Iirekhodi ezikhoyo ngaphandle kwesicelo esisemthethweni

Ezi ndidi zilandelayo zeerekhodi zoluntu ziyafumaneka ngaphandle kwesicelo esisemthethweni se-PAIA ngendlela ebonisiweyo.

Udidi	Iirekhodi kunye nokufikelela
Ulwazi lweshishini loluntu	Iinkcazo zenkampani kunye nemveliso, ukunikezelwa kwenkonzo kunye nolwazi loqhagamshelwano – iiwebhusayithi zenkampani.
Izaziso zomthetho zoluntu	ISaziso saBucala esipapashiweyo, iMigaqo yeNkonzo, isishwankathelo seDPA kunye noMgaqo-nkqubo weCookie – iiwebhusayithi zeshishini.
PAIA Manual	Iiwebhusayithi ezivunyiweyo zemanuwali – kwaye ziceliwe emva kokupapashwa.

6. Iirekhodi ezifumaneka phantsi kweminye imithetho

Itheyibhile ibonisa imithetho esebenza kwezi ndidi zeerekhodi. Ukufikelela kuxhomekeke kwiimfuno zomthetho nakwimiqathango yobumfihlo esebenzayo.

Udidi lwerekhodi	Umthetho osebenzayo
Ukubhaliswa kwenkampani, imemorandam yokubandakanywa, iirekhodi zenkampani	Companies Act 71 ka-2008
Iimbuyekezo zerhafu, ubalo-mali kunye neerekhodi zerhafu ezixhasayo, njengoko kufanelekile	UMthetho weRhafu yeNgeniso wama-58 ka-1962; UMthetho woLawulo lweRhafu wama-28 ka-2011
Iirekhodi ze-PAIA zencwadana kunye nesicelo sokufikelela	Ukukhuthazwa koFikelelo kuLwazi loMthetho wesi-2 ka-2000
Ubumfihlo kunye namaxwebhu okusebenza; Ukubhaliswa kweGosa loLwazi	UMthetho woKhuseleko loLwazi loBuqu wesi-4 wowama-2013
Izivumelwano ze-elektroniki kunye neerekhodi zentengiselwano, njengoko kufanelekile	UMthetho woNxibelelwano lweKhompyutha kunye neeNtengiselwano wama-25 ka-2002; UMthetho woKhuseleko lwabathengi wama-68 ka-2008, apho kufanelekileyo

7. Izifundo kunye neendidi zeerekhodi ezibanjiweyo

Itheyibhile ichaza iirekhodi inkampani ezigcinayo okanye enokuzigcina xa imisebenzi echaphazelekayo isenzeka.

Umxholo	Iindidi zeerekhodi
Ulawulo loshishino	Ubhaliso lwenkampani, umlawuli kunye neerekhodi zolawulo, amaxwebhu okuthotyelwa.
Imali kunye nerhafu	Ubalo-mali, ii-invoyisi, iirisithi, iirekhodi zababoneleli kunye namaxwebhu erhafu.
Intengiso kunye nobudlelwane babathengi	Imibuzo, iimvavanyo, iikowuti, unxibelelwano, izivumelwano kunye neerekhodi zenkxaso.
Isoftware kunye neewebhusayithi ezilawulwayo	Amaxwebhu emveliso, umxholo wewebhusayithi yomxhasi, ulungelelwaniso, iirekhodi zobugcisa, ukusasazwa kunye neerekhodi zokugcinwa; iirekhodi zokuhlawula apho ziqhutyelwa khona abathengi.
Ubumfihlo kunye nokhuseleko lolwazi	Izaziso zabucala, izivumelwano zokusetyenzwa, izicelo zofikelelo, izehlo kunye neerekhodi zokhuseleko apho zibanjelwe khona.
Ababoneleli kunye nentsebenziswano	Izivumelwano zokubonelela, abafowunelwa bababoneleli kunye nembalelwano yorhwebo.
Abasebenzi/iikontraka	Iirekhodi zokuqeshwa nezekontraka apho zigcinwayo.

8. Ukusetyenzwa kolwazi lomntu

8.1 Injongo kunye neendima

Inkampani iqhuba ulwazi lwemibuzo, iingxoxo zangaphambi kwekhontrakthi, ukuhanjiswa kwenkonzo, inkxaso, ulawulo lwe-akhawunti, izibophelelo zomthetho, kunye nokhuseleko lwenkqubo kunye nokusebenza. Isebenza njengeqela elinoxanduva ngeenjongo zayo zoshishino kwaye inokusebenza njengomqhubi xa icubungula ulwazi kubathengi kwimiyalelo ebhaliweyo, kubandakanywa ukuhlawula kunye neenkonzo zewebhusayithi. Iindima zixhomekeke kweyona nkonzo.

Iindidi ze-8.2 zezifundo zedatha kunye nolwazi

Izifundo zedatha	Iindidi zolwazi
Abathengi abalindelekileyo nabakhoyo; abameli boshishino	Amagama, iinkcukacha zoqhagamshelwano, umbutho, iimfuno zenkonzo, unxibelelwano kunye nobhaliso okanye ulwazi lokuhlawula apho kufanelekileyo.
Abasebenzi babathengi kunye neendwendwe zewebhusayithi	Izichongi zabasebenzi, idatha yengqesho kunye nentlawulo yeenkonzo ezifanelekileyo zokurhola; uqhagamshelwano lwabatyeleli kunye neenkcukacha zokubuza apho ziphathwa kubathengi bewebhusayithi.
Ababoneleli kunye neekontraka	Iinkcukacha zoshishino kunye noqhagamshelwano, izivumelwano, intlawulo kunye nolwazi lolawulo apho kufanelekileyo.
Abasebenzisi bewebhusayithi	Idatha yobugcisa kunye nokusetyenziswa, kubandakanywa iidilesi ze-IP kunye nolwazi lwesiphequluli; iinkcukacha zemibuzo zingeniswe ngokuzithandela.

8.3 Abamkeli

Udidi lwabamkeli	Injongo /ulwazi
Ukubamba, ukhuseleko kunye nababoneleli be-imeyile	Ukunikezelwa kwenkonzo, iziseko zophuhliso, ukuhanjiswa kweefom kunye nenkxaso; umxholo ofanelekileyo kunye nedatha yobugcisa.
Abathengi abagunyazisiweyo kunye nabasebenzi	Ukusebenza kwenkonzo, inkxaso kunye nemiyalelo yomxhasi ebhaliweyo.
Abalawuli kunye nabasemagunyeni	Ulwazi olufunwa ngokusemthethweni ngeenjongo ezisemthethweni okanye zolawulo.
Iibhanki kunye nababoneleli bentlawulo	Iimbekiselo zentlawulo okanye imiyalelo apho kufanelekileyo; Udibaniso lwentlawulo yamaPhepha acwangcisiweyo akamelwanga njengophilayo.

8.4 Ukusetyenzwa kwemida

I-Cloudflare ne-Mailtrap zixhasa ukuhanjiswa kwewebhusayithi kunye ne-imeyile yemibuzo. Olunye ulwazi lunokuqhutyelwa ngaphandle koMzantsi Afrika, kuquka eUnited States apho umboneleli ochaphazelekayo asebenza khona. Ugqithiso olulawulwa yi-POPIA kufuneka luhlangabezane nemeko esebenzayo yecandelo 72. IGosa loLwazi linganika iinkcukacha ngokhuseleko olusebenza kugqithiso oluthile.

8.5 Imilinganiselo yokhuseleko lolwazi ngokubanzi

Amanyathelo okhuseleko aquka uguqulelo oluntsonkothileyo ngexesha lokudluliselwa, ulawulo lofikelelo, ukuqinisekisa isazisi nokubeka esweni apho kufanelekileyo. Sisebenzisa amanyathelo alungele inkonzo nomngcipheko ukukhusela iirekhodi, ukuphatha izehlo nokulawula ukufikelela, ukugcinwa nokucinywa.

KumaPhepha eM-Works, umgaqo-nkqubo worhwebo ovunyiweyo ubonelela ngokugcina ukuphunyezwa kwewebhusayithi kangangeentsuku ezingama-90 emva kokurhoxiswa okanye ukupheliswa. Elo xesha ayilogunya lokugcina ingubo kwiirekhodi zeendwendwe okanye olunye ulwazi lomntu. Ukugcinwa, ukubuyisela kunye nokucinywa kufuneka kulandele iinjongo ezisemthethweni, imiyalelo ebhaliweyo yomxhasi kunye nezibophelelo ezisebenzayo.

9. Ukufumaneka kwencwadana

Incwadana evunyiweyo iyafumaneka simahla ukuze ihlolwe kwindawo ephambili yoshishino, 50 Winchester Crescent, Morningside, East London, 5247, ukusuka ngo-09:00 ukuya ku-16:00 ngeentsuku zokusebenza. Iyafumaneka nakwiiwebhusayithi zenkampani nakwiGosa loLwazi nge-imeyile ethi privacy@m-works.co.za. Iintlawulo ezimiselweyo zinokusebenza kwiikopi. Siyinika uMlawuli woLwazi xa eyicela.

10. Ukuhlaziya le ncwadana

IGosa loLwazi liya kuphononongа le ncwadana rhoqo kwaye xa utshintsho lwezinto eziphathekayo lwenzeka kubafowunelwa benkampani, iirekhodi, imisebenzi yokucubungula, ababoneleli ngeenkonzo okanye iimfuno ezifanelekileyo zomthetho. Uhlaziyo luya kubhalwa umhla kwaye inguqulelo evunyiweyo yenziwe ifumaneke kuluntu.

IGosa loLwazi: Ulwazi Mapukata
Umsayino: _____ Umhla: 25/11/2026

Izalathiso: ithempleyithi ye-PAIA yoMlawuli woLwazi yamaqumrhu abucala nezixhobo ze-PAIA ezidweliswe kwicandelo 4.