

PAIA manual

OmniMIS Consulting (Pty) Ltd

Registration number 2012/022750/07

VAT number 4040275242

Trading names: OmniMIS, Tickmark Studio

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

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1. Acronyms and abbreviations

Term	Meaning
IO	Information Officer
PAIA	Promotion of Access to Information Act 2 of 2000 (as amended)
POPIA	Protection of Personal Information Act 4 of 2013
Regulator	Information Regulator
Republic	Republic of South Africa
the Company	OmniMIS Consulting (Pty) Ltd, including its trading names

2. Purpose of this manual

This manual helps members of the public to:

- 2.1 see which categories of the Company's records are available without a formal PAIA request;
- 2.2 understand how to request access to a record, by describing the subjects on which the Company holds records and the categories of records held on each;
- 2.3 know which records are available in terms of other legislation;
- 2.4 find the contact details of the Information Officer;
- 2.5 know about the Regulator's Guide on how to use PAIA, and how to obtain it;
- 2.6 know whether the Company processes personal information, why, and about whom;
- 2.7 know the categories of personal information processed;
- 2.8 know to whom personal information may be supplied;

- 2.9 know whether personal information is transferred or processed outside the Republic, and to whom; and
- 2.10 know whether the Company has appropriate security measures for the personal information it processes.

3. About the Company

OmniMIS Consulting (Pty) Ltd is a small private company. It:

- provides consulting on ERP and business intelligence systems to manufacturing and distribution businesses;
- develops and licenses the OmniMIS reporting software; and
- trades as **Tickmark Studio**, which arranges animated explainer videos for software companies, produced by a contracted production team.

4. Key contact details for access to information

4.1 Information Officer

Name	Leo Oosthuizen, Director
Telephone	+27 83 289 9179
Email	leo@omnimis.com

4.2 Deputy Information Officer

None designated. The Information Officer handles all requests.

4.3 Head office

Physical and registered address	10 Tudor Lodge, 25 Bakkerskloof Road, Somerset West, 7130, South Africa
Postal address	As above
Telephone	As in 4.1
Email	As in 4.1
Website	https://omnimis.com

5. The Regulator's Guide on how to use PAIA

- 5.1 In terms of section 10(1) of PAIA, the Regulator has updated and made available a Guide on how to use PAIA ("the Guide"), in an easily understood form, for anyone who wishes to exercise a right under PAIA or POPIA.
- 5.2 The Guide is available in each official language and in braille.
- 5.3 The Guide describes:
- the objects of PAIA and POPIA;
 - the contact details of every public body's Information Officer and of every Deputy Information Officer of every public and private body;
 - how to request access to a record of a public body (section 11) and of a private body (section 50);
 - the help available from Information Officers and from the Regulator under PAIA and POPIA;
 - the legal remedies available, including how to lodge an internal appeal, a complaint to the Regulator, or an application to court;
 - the requirements for public and private bodies to compile a manual (sections 14 and 51), and how to obtain one;
 - voluntary disclosure of records (sections 15 and 52);
 - the fees payable for requests (sections 22 and 54); and
 - the regulations made under section 92.
- 5.4 The Guide can be inspected or copied at the Regulator's office during normal working hours, requested from the Company's Information Officer, or downloaded from the Regulator's website, info regulator.org.za.
- 5.5 A copy of the Guide is available for inspection at the Company's head office, by appointment, in English and Afrikaans.

6. Records available without a request

Category	Types of record	On a website	On request
Public information	Service descriptions, contact details	Yes	Yes
Policies	Privacy policy, this manual	Yes	Yes
Marketing	Brochures, profiles, sample videos	Yes	Yes

7. Records available in terms of other legislation

Category of records	Applicable legislation
Memorandum of incorporation, register of directors, securities register, minutes, annual returns	Companies Act 71 of 2008

Category of records	Applicable legislation
Accounting records, financial statements, tax records	Companies Act 71 of 2008; Income Tax Act 58 of 1962
VAT records	Value-Added Tax Act 89 of 1991
Personal information records	Protection of Personal Information Act 4 of 2013
This manual	Promotion of Access to Information Act 2 of 2000
Records of electronic transactions	Electronic Communications and Transactions Act 25 of 2002

8. Subjects on which the Company holds records

Subject	Categories of records
Company administration	Incorporation documents, CIPC filings, directors' resolutions, share register
Finance and tax	Financial statements, management accounts, invoices, bank records, tax returns
Clients	Proposals, quotes, contracts, correspondence, project and support records, licence records
Prospective clients	Enquiries, call bookings, correspondence
Suppliers and service providers	Agreements, orders, invoices, correspondence
Products and services	OmniMIS software, documentation, video briefs and deliverables
Marketing	Website content, brand material, portfolio
Information technology	Account and access records, backups, system logs

9. Processing of personal information

9.1 Purpose

The Company processes personal information to:

- respond to enquiries and schedule calls;
- prepare proposals and quotes;
- deliver consulting, software, support and video projects;

- invoice, collect payment and keep financial records;
- manage suppliers and service providers;
- meet legal, tax and regulatory obligations; and
- keep its systems and websites secure.

9.2 Categories of data subjects and their information

Data subjects	Personal information that may be processed
Clients and their contact persons	Names, job titles, work email and phone, company details, correspondence, billing details
Prospective clients	Names, email, company name, product description, call booking details, correspondence
Suppliers and service providers	Contact names, email and phone, company registration and VAT numbers, bank details
Website visitors	IP address and technical details in hosting logs
People whose data is in client systems	Names, contact details, account, transaction and banking details, as held in a client's ERP or reporting systems

When the Company works in a client's ERP or reporting systems, the client remains the responsible party for the personal information in those systems. The Company processes it only as an operator: on the client's instructions, for the agreed work, and under the security measures in section 9.5.

9.3 Recipients

Personal information	Recipients
Financial and tax records	South African Revenue Service; the Company's accountant or auditor; banks
Project briefs and client contact details needed for production	The contracted video production team (Tickmark Studio projects only)
Contact, booking and email records	Service providers that host the Company's email, calendar, booking page and websites (see 9.4)
Any category, where the law requires it	Courts, regulators and law enforcement agencies

The Company does not sell or rent personal information.

9.4 Planned transborder flows

Some personal information is stored or processed outside the Republic by the Company's service providers:

Provider	Purpose	Country
Google LLC	Email, calendar, video calls	United States
Cloudflare, Inc.	Website hosting and DNS	United States, with servers worldwide
Cal.com, Inc.	Call booking	United States
Microsoft Corporation	Backups of business files (OneDrive)	United States and other countries where Microsoft operates
Contracted video production team	Producing Tickmark Studio videos	Outside the Republic; the country is confirmed with the client before any personal information is shared

These transfers take place only where the recipient is subject to law, binding rules or contract terms that give protection substantially similar to POPIA, as section 72 of POPIA requires.

9.5 Security measures

The Company protects personal information with:

- two-factor authentication on email, booking and hosting accounts;
- access limited to the people working on the enquiry or project;
- credentials for client systems stored separately from project files, and client data kept out of public code repositories;
- use of client-provided accounts and access controls when working in client systems;
- device encryption and anti-malware on work computers; and
- regular backups to OneDrive.

10. How to request access to a record

- 10.1 Use Form 2 (Request for Access to Record) prescribed by the PAIA Regulations, 2021, available from the Regulator's website or from the Information Officer. Send it to the Information Officer at the contact details in section 4.
- 10.2 A requester must identify the record, give their contact details, and state which right they are exercising or protecting and why the record is needed for it (section 53 of PAIA).
- 10.3 The Company may ask for the prescribed request fee, and an access fee, before releasing the record. Fees are set in Annexure B of the PAIA Regulations, 2021.

- 10.4 The Company will decide on a request within 30 days, and may extend this once by up to 30 days where section 57 of PAIA allows.
- 10.5 Access may be refused on the grounds in Chapter 4 of Part 3 of PAIA, for example to protect another person's privacy, commercial information of a third party, or confidential information.
- 10.6 A requester who is unhappy with a decision may complain to the Regulator, or apply to court. A private body has no internal appeal.

Information Regulator

Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191

Telephone: 010 023 5200 · Toll free: 0800 017 160

Email: enquiries@inforegulator.org.za · PAIA complaints: PAIAComplaints@inforegulator.org.za

Website: inforegulator.org.za

11. Availability of this manual

11.1 This manual is available:

- on <https://omnimis.com>;
- at the Company's head office, for inspection by appointment;
- to any person on request, on payment of the prescribed fee for copies; and
- to the Regulator on request.

11.2 The fee for a printed copy is set out in Annexure B of the PAIA Regulations, 2021.

12. Updating this manual

The Company's director will review this manual at least once a year, and whenever the Company's records or processing change.

Issued by

Leo Oosthuizen

Director and Information Officer

OmniMIS Consulting (Pty) Ltd