



Landau Group



Landau
Medical Recoveries



Landau
Collections

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

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1 **“CEO”** Chief Executive Officer

1.2 **“DIO”** Deputy Information Officer;

1.3 **“IO”** Information Officer;

1.4 **“LANDAU”** Landau Group companies, consisting of LANDAU COLLECTIONS Propriety Limited, Registration number 2017/333817/07 and LANDAU MEDICAL RECOVERIES Propriety Limited, Registration number 2014/273349/07;

1.5 **“Minister”** Minister of Justice and Correctional Services;

1.6 **“PAIA”** Promotion of Access to Information Act No. 2 of 2000 (as Amended);

1.7 **“POPIA”** Protection of Personal Information Act No.4 of 2013;

1.8 **“Regulator”** Information Regulator; and

1.9 **“Republic”** Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;

2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;

- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF LANDAU

3.1. Chief Information Officer

Name: Lior Woznica

Tel: +27 11 329 8500

Email: info@landau.co.za

3.2. Deputy Information Officer

Name: Jorica Hamman
Tel: +27 11 329 8500
Email: info@landau.co.za

3.3 Access to information general contacts

Email: info@Landau.co.za

3.4 National or Head Office and Company details

Landau Collections (Pty) Ltd Registration Number: 2017/333817/07		LANDAU MEDICAL RECOVERIES (Pty) Ltd Registration number 2014/273349/07	
Postal Address:	P O Box 952 Randburg 2125	Postal Address:	P O Box 952 Randburg 2125
Physical Address:	ECO PARK 332 Kent Avenue Randburg 2125	Physical Address:	ECO PARK 332 Kent Avenue Randburg 2125
Telephone:	011 329 8500	Telephone:	011 329 8500
Email:	info@landau.co.za	Email:	info@landau.co.za
Website:	www.landau.co.za	Website:	www.landau.co.za

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

4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2. The Guide is available in each of the official languages and in braille.

4.3. The aforesaid Guide contains the description of-

4.3.1. the objects of PAIA and POPIA;

- 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 4.3.3. the manner and form of a request for-
 - 4.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

- 4.3.6.1. an internal appeal;
- 4.3.6.2. a complaint to the Regulator; and
- 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding- (a) any matter which is required or permitted by this Act to be prescribed;
 (b) any matter relating to the fees contemplated in sections 22 and 54;
 (c) any notice required by this Act;
 (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
 (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

4.5.3. A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

- English
- Afrikaans

4.6 Information Regulator details:

Physical address: Woodmead North Park,
54 Maxwell Drive
Woodmead
Johannesburg
2191

Email address: enquiries@infoeregulator.org.za

Website: www.infoeregulator.org.za

Toll Free: +27 80 001 7160

5. CATEGORIES OF RECORDS OF LANDAU WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available without request on Website
PAIA MANUAL		X
PRIVACY POLICY		X
WEBSITE CONTENT		X

6. DESCRIPTION OF THE RECORDS OF LANDAU WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
• death and estate reporting documentation • will and testamentary documents • estate administration documents • Liquidation and distribution of accounts • Heir and beneficiary documentation • Tax and compliance documentation • legal fees and costs • correspondences and notices • estate closure documents	Administration of Estates Act 66 of 1965
• Trustee/curator documentation • Creditor claims documentation • Estate administration documentation • Asset sale and realisation documents • Correspondence and notices • Tax and compliance documentation • Legal fees and costs	Insolvency Act 24 of 1936
• Pension fund registration and compliance documents • Member/staff related documentation • Trustee and administrator documentation • Pension fund contributions and financial records • Legal and dispute resolution documents • Governance and compliance documents Tax and regulatory documents	Pension Funds Act 24 of 1956
• Income and financial records • Tax returns and supporting documents • Correspondence with SARS • Financial Records • Employee related tax document • Tax deduction and exemption documents • Third party contracts and agreements • Trust account documents	Income Tax Act 58 of 1962
• Building plans approvals • Compliance certificates • Contractual agreements • Property title documents • Health and safety compliance documents • Insurance and warranty documents • Litigation documents	National Building Regulations and Building Standards Act 103 of 1977
• VAT registration documents • Tax invoices • Purchase records and input	Value Added Tax Act 89 of 1991

• VAT documentation • VAT returns and payments • VAT reconciliations and working papers • VAT adjustments and special transactions • Client files and contracts related to VAT • Financial records related to VAT • SARS Correspondence • Record of non-vatable transactions	
• Health and Safety policy documents Risk • Assessments Health and Safety appointment documents • Health and safety training Incident reporting and investigation • Emergency Preparedness documents • Inspection and maintenance records • PPE issuance records • Health and safety audit documents • Records of health and safety meetings • Certificates and approvals • Occupational health and medical surveillance records	Occupational Health and Safety Act 85 of 1993
• COIDA Registration documents • Return of earnings • Employee records Incident and accident reports • Occupational diseases records • Claims documentation • Employee and time off compensation documents • Occupational health and safety committee documentation • Legal and dispute resolution documents	Compensation for Occupational Injuries and Diseases Act 130 of 1993
• Employment contracts • Disciplinary records • Grievance procedures • Workplace policies and procedures • Dispute resolution documents • Dismissals and terminations • Employment equity and affirmative action records • Leave records • Performance management and appraisal records • Training and skills development records • Retrenchment documentation • Employee representation and consultation documents	Labour Relations Act 66 of 1995
• Employment contracts • Employee records • employee personal information • severance pay records	Basic Conditions of Employment Act 75 of 1997

• training and skills development • UIF records • Client service and correspondence records	
• Employment Equity Plan • Employment equity reports Workforce profile and demographics • Affirmative action measures • Training and development records • Consultation and communication records • Discrimination complaints and resolutions • Monitoring and evaluation reports • Employment equity committee records EEA Policies and procedures • Employee survey feedback	Employment Equity Act 55 of 1998
• Workplace Skills Plan • Annual Training Report Skill development levy payment documentation Employee Training records • YES Programme Candidates agreements and records Training Provider • Information • Employee Skills Audit • Reports • Correspondences with • SETAs • Employee Development • Policies • Employee feedback and skills improvement assessments	Skills Development Act 97 of 1998
• Client agreements • Debt collection mandates • Power of attorney • Debt collection correspondences • Payment and Financial records • Debtor's personal information • Debtors credit history • Court orders and judgements • Summons and Notices	Debt Collectors Act 114 of 1998
• UIF Registration confirmation Employee records • Payroll UIF contribution records • Employee termination records • Communication with the Department of employment and labour	Unemployment Insurance Act 63 of 2001 and Unemployment Insurance Contributions Act 4 of 2002
• Email correspondences • Electronic meeting records • Electronic agreements and contracts • Electronically signed contracts and agreements • Digital certificate records where electronic signatures are used	Electronic Communications and Transactions Act 25 of 2002

• Client instructions and authorisations • Website terms and conditions • Privacy policy • Website user consent records • Data retention and security policies • Records of electronic disputes or litigation	
• Credit agreements • Client records for credit and debt related matters • Legal proceedings and dispute documents • Court orders and judgements • Debt collection documents	National Credit Act 34 of 2005
• Memorandum of Incorporation • Company registration documents • Shareholder agreements • Board resolutions • Shareholder resolutions • Minutes of board meetings • Director Appointment and Resignations • Share register • Share certificates • Annual Returns • Annual Financial statements	Companies Act 71 of 2008
• Service level agreements drafted for clients • Standard terms and conditions drafted for clients • Clients Mediation and arbitration agreements • Legal proceedings documentation	Consumer Protection Act 68 of 2008
• PAIA Manual • Record of information requests and responses Information Officer appointment records • Employee records • Client contracts • Third party agreements • Financial records • Section 32 PAIA report	Promotion of Access to Information Act 2 of 2000
• POPIA Policy • Personal Information • Impact assessments • Privacy Policy • Data Retention and Disposal Policy • Data Breach Response Plan • Information Officer • Appointment records	Protection of Personal Information Act 4 of 2013

• POPIA Training records Data processing agreements • Cross Border data transfer agreements • Data subject access requests • Security Policies • Data breach notifications Client and employee notification • POPIA Audits and compliance review reports	
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7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY LANDAU.

Subjects on which LANDAU holds records	Categories of Records
Company secretarial and legal records	• Memorandum of incorporation • Annual financial statements • Records relating to appointment of directors and auditors • Statutory registers and records • Minute book of directors'/shareholders' meetings and resolutions • Contracts and agreements
Financial Records	• Electronic accounting records • Taxation records • Asset registers • Annual financial statements • Banking records (relating to business and trust accounts held) • Invoices • Bank statements • Supplier records
Operational Documents and Records	• Operating procedure Manuals • Internal phone lists • Address lists • Company policies • Directives to staff • Minutes of meetings • General housekeeping information • Commercial contracts • Employment contracts • Employment equity report • Skills development report • Vehicle registration documents; • Cellular phone registration documents including RICA. • Access Control Records • CCTV records

Human Resources including internal policies and procedures.	• LANDAU employee records • Personal information relating to past, present and prospective employees • Directors' insurance policies • Rules and regulations relating to the pension fund and/or provident fund • Information relating to LANDAU marketing, business plans, systems and procedures • Requisitions, permits, licences, authorisations, approvals, applications, consents required for the day to day running of LANDAU • Records relating to information technology (hardware, software and data collection and storage) • Rules and regulations relating to the Provident Fund • Marketing records • Employee records • Employment contracts • Payroll records • LANDAU POPIA Policy • LANDAU Risk Management and Compliance Programme. • Employment equity records • UIF records • Medical aid records • Provident Fund records • Legal services
Client records	• FICA Information • Client personal information • Investment Mandates • Legal services
Information Technology (IT)	• IT contracts and operational records • Asset and policy records
Library and Research Centre	• External publications • Internal publications • Reference work • Periodicals • Research files and articles.

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Personal information shall be processed only for specific, explicitly defined and legitimate reasons and the data subject will be informed if required, of these reasons prior to collecting

or recording the information. This Manual can be read in conjunction with Landau's POPIA Policy which specifically deals with how the company processes personal information.

Landau may process your personal details for the following purposes:

- Human Resources and Employment: Managing job applicants, payroll, employee benefits, tax deductions, and disciplinary records.
- Customer and Client Services: Delivering contracted goods or services, processing orders, managing accounts, and handling customer support or complaints.
- Vendor and Supplier Management: Processing procurement, managing vendor contracts, and issuing payments to third-party service providers.
- Complying with South African laws such as the Tax Administration Act (SARS), the Companies Act, and the Consumer Protection Act (CPA),
- Debt Recovery and Administration: Calculating outstanding capital, accruing interest, adding regulated collection fees, and managing payment plans.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Employees	• Name and surname, address, race and gender, marital status and emergency contact details (extending to family) • ID numbers • Contact number/s • Insurance information such as dependants • Employee remuneration / salary information & financial information, including garnishees and other statutory deductions, SARS Information. • Banking details • Special information such as religion and biometric information • Vehicle Registration details for parking • Medical Aid and health status information, including special personal information (extending to family) • Pension / Provident information (extending to family) • Photos, voice recording, CCTV footage, biometric data and reporting methods attached to these.
Companies	• Company registration information • SARS income tax number and VAT registration number • Shareholder information • Source of wealth and source of income

	• Banking details • Personal information about a matter they are seeking our services for. • Contracts • Agreements
Suppliers/ Third Parties	• Identification details such as ID numbers, passport, drivers' licences • CCTV images • contracts • Banking Details • BBBEE scorecards • Agreements • Tax certificates • Addresses • Company registration information

8.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of Personal Information	Recipients or categories of recipients to whom the personal information may be supplied
Identity number and names for criminal checks	Third Party Verification Company or SAPS
Qualification for qualification verifications	Third Party Verification Company or SAQA
Name, surname and ID number for FICA Screening	Financial Intelligence Centre (FIC)
Name and confirmation of pay date	On receipt of legal documentation, garnishee
All aforementioned employee personal information and special personal information (purpose-specific only and extending to family)	• Department of Labour - • Unemployment Fund, Workman's compensation (COID / RMA), Employment Equity reporting, • Covid-19 TERS • Medical Aid service providers • Auditors, external business consultants, BBBEE auditors
Identity number, names, employment history, associations and memberships (purpose specific) for credit, recruitment or criminal checks, with prior consent of the employee or prospective employee	• South African Police Services • Other accredited bodies • Credit Bureaus • Any legally authorized external bodies

8.4 Planned transborder flows of personal information

Insofar as the transborder flow of information is concerned, the Company does not transfer personal information outside of South Africa, except where required in certain matters and where the firm has the client's express permission to do so, save when acting in terms of a Court Order or any other legal requirement to do so. Where a client's personal information is transferred outside of South Africa, the Company will seek to ensure that there are laws or rules in place to ensure adequate levels of protection, subject to the proviso that it is obliged to comply with any Court Order or other lawful process requiring it to disclose that information.

8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

The Company employs the following technology and security measures to ensure the confidentiality and integrity of personal information:

- firewalls.
- virus protection software and update protocols.
- logical and physical access controls.
- secure setup of hardware and software making up the IT infrastructure.
- any outsourced service providers who process personal information on behalf of the firm are contracted to implement security controls.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on www.landau.co.za;

9.1.2 head office of Landau for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. HOW TO REQUEST ACCESS

Complete Form 2 and submit with ID. Requests processed within 30 days. Fees may apply.

11. UPDATING OF THE MANUAL

The head of Landau will on a regular basis updates this manual.

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

TO: The Information Officer

(Address)

E-mail address:

--

Fax number:

--

Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			

Identity Number	
Postal Address	

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		

PARTICULARS OF RECORD REQUESTED

Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD
(Mark the applicable box with an "X")

Record is in written or printed form	
Record comprises virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	
FORM OF ACCESS (Mark the applicable box with an "X")	
Printed copy of record (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of record on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of record on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS (Mark the applicable box with an "X")	
Personal inspection of record at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	
Preferred language (<i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i>)	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES

a) <i>A request fee must be paid before the request will be considered.</i> b) <i>You will be notified of the amount of the access fee to be paid.</i> c) <i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i> d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>	
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

Signature of Information Officer