



ALTERNATIVE FUNERAL SOLUTIONS

Recording-keeping and information within our business

Registration Number: 2003/019623/07

FSP NO: 25074

PAIA MANUAL

COMPANY INFORMATION

- Registration Number: 2003/019623/07

- Contact Details:

Phone: +27 64 856 2698 / +27 82 510 974

Email: info@alternativefunerals.co.za

- Physical Address: 11 Police Station Street, Kwaggafontein-C, Mpumalanga
0458

- Postal Address: PO Box 2919, Mpumalanga 0458

- Website: www.alternativefunerals.co.za

www.alternativefunerals.co.za

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1. LIST OF ACRONYMS AND ABBREVIATIONS:

1. PAIA: Promotion of Access to Information Act
2. POPIA: Protection of Personal Information Act
3. CIO: Chief Information Officer
4. ID: Identification
5. HR: Human Resources
6. IT: Information Technology
7. SA: South Africa
8. Pty: Proprietary (used in company names)
9. Ltd: Limited (used in company names)
10. Reg: Regulation
11. Sec: Section
12. Act: Act of Parliament
13. NPO: Non-Profit Organisation
14. PI: Personal Information

Note:

This list is not exhaustive and may need to be updated based on the specific needs of the manual.

2. PURPOSE OF THE PAIA MANUAL

The purpose of this Promotion of Access to Information Act (PAIA) manual is to facilitate access to information held by Alternative Funeral Solutions, as required by the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000).

This manual provides a framework for requesting access to information held by Alternative Funeral Solutions and outlines the procedures to be followed in dealing with such requests.

The manual is intended to promote transparency, accountability, and good governance, and to ensure that Alternative Funeral Solutions complies with its obligations under the PAIA.

By providing this manual, Alternative Funeral Solutions aims to:

1. Provide a clear and accessible guide to the types of information held by the company
2. Outline the procedures for requesting access to information
3. Ensure that requests for access to information are dealt with in a fair, efficient, and transparent manner
4. Promote a culture of transparency and accountability within the company

This manual is subject to review and update to ensure that it remains relevant and effective in facilitating access to information.

3. KEY CONTACT FOR ACCESS TO INFORMATION

The contact person for all requests for access to information, as well as for any queries or complaints related to access to information, is:

Name: Pamela Lindiwe Ntuli

Title: Chief Information Officer (CIO) and Managing Director

Contact Details:

Phone: +27 82 496 7486 / +27 82 567 0937

Email: pamela@alternativefunerals.co.za

Physical Address: 11 Police Station Street, Kwaggafontein-C, Mpumalanga 0458

Name: Ms Winny Mthobeni

Title: Deputy Information Officer (DPCIP)

Contact Details:

Phone: +27 76 305 7760

Email: eastlynn@alternativefunerals.co.za

HOURS OF OPERATION:

Monday to Friday: 08h00 to 16h30

Please note that all requests for access to information must be submitted in writing, using the prescribed form (available on our website or upon request), and must be addressed to the CIO.

Alternative Funeral Solutions is committed to providing access to information in a fair, efficient, and transparent manner.

www.alternativefunerals.co.za

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

This guide is intended to assist you in understanding how to use and obtain access to the Alternative Funeral Solutions PAIA manual.

Obtaining a Copy of the Manual

The Alternative Funeral Solutions PAIA manual is available:

1. On our website: You can download a copy of the manual from our website at www.alternativefunerals.co.za
2. By email: You can request a copy of the manual by emailing us at info@alternativefunerals.co.za
3. In person: You can obtain a copy of the manual at our offices located at 11 Police Station Street, Kwaggafontein-C, Mpumalanga 0458.

USING THE MANUAL

To use the manual, follow these steps:

1. Read the manual: Take some time to read through the manual to understand the types of information that are available and how to request access to them.
2. Identify the information you need: Determine what information you need and whether it is available in terms of the manual.
3. Complete the request form: If you need to request access to information, complete the prescribed form (available on our website or upon request) and submit it to the CIO.
4. Submit your request: Submit your request to the CIO, either by email, fax, or in person.

Additional Assistance

If you need additional assistance or have any questions about the manual or how to use it, please don't hesitate to contact us.

Contact Details:

Phone: +27 82 496 7486 / +27 82 567 0937

Email: pamela@alternativefunerals.co.za

Phone: +27 76 305 7760

Email: eastlynn@alternativefunerals.co.za

Physical Address: 11 Police Station Street, Kwaggafontein-C, Mpumalanga 0458

5. CATEGORIES OF RECORDS AVAILABLE WITHOUT A REQUEST

The following categories of records are available to the public without the need to submit a formal request:

1. Company Annual Reports: Copies of our annual reports are available on our website or upon request.

2. Newsletters: Our newsletters are available on our website or upon request.

3. Public Notices: Public notices issued by Alternative Funeral Solutions are available on our website or upon request.

4. Company Profile: A copy of our company profile is available on our website or upon request.

5. Services Information: Information on our services, including funeral services, cremation services, and memorial services, is available on our website or upon request.

6. Contact Information: Our contact information, including phone numbers, email addresses, and physical address, is available on our website or upon request.

7. Policies and Procedures: Copies of our policies and procedures, including our privacy policy and complaints procedure, are available on our website or upon request.

These records are available:

On our website at www.alternativefunerals.co.za

Upon request by email at <mailto:info@alternativefunerals.co.za>

Upon request in person at our offices located at 11 Police Station Street, Kwaggafontein-C, Mpumalanga 0458.

6. DESCRIPTION OF RECORDS AVAILABLE UNDER OTHER LEGISLATION

In addition to the records available in terms of the PAIA, Alternative Funeral Solutions also has records available under other legislation, including:

1. Companies Act, 2008: Records available under this Act include:

- Company registration documents
- Memorandum of Incorporation
- Articles of Association
- Annual financial statements
- Minutes of shareholders' meetings

2. Labour Relations Act, 1995: Records available under this Act include:

- Employee records, including personnel files and employment contracts
- Records of disciplinary proceedings and grievances
- Collective agreements and bargaining council agreements

3. Basic Conditions of Employment Act, 1997: Records available under this Act include:

- Employee records, including personnel files and employment contracts
- Records of working hours, leave, and remuneration
- Records of health and safety policies and procedures

4. Value-Added Tax Act, 1991: Records available under this Act include:

- VAT registration documents
- VAT returns and payments
- Records of VAT invoices and credit notes

5. Income Tax Act, 1962: Records available under this Act include:

- Company tax returns and payments
- Records of employee tax deductions and payments
- Records of company tax certificates and assessments

These records are available:

- Upon request by the relevant authorities or regulatory bodies
- To employees, in terms of the relevant labour legislation
- To the public, in terms of the relevant legislation and regulations

Please note that access to these records may be subject to certain restrictions and requirements, as set out in the relevant legislation.

7. DESCRIPTION OF SUBJECTS AND CATEGORIES OF RECORDS HELD

Alternative Funeral Solutions holds records on the following subjects:

1. Client Records:

- Personal details (name, ID number, address, etc.)
- Funeral service records (date, time, location, etc.)
- Payment records (invoices, receipts, etc.)
- Correspondence (letters, emails, etc.)

2. Employee Records:

- Personal details (name, ID number, address, etc.)
- Employment contracts and agreements
- Performance records (appraisals, evaluations, etc.)
- Training records (courses, certifications, etc.)
- Leave and attendance records

3. Financial Records:

- Accounting records (invoices, receipts, etc.)
- Bank statements and reconciliation records
- Tax records (VAT, income tax, etc.)
- Budget and financial planning records

4. Operational Records:

- Funeral service records (scheduling, logistics, etc.)
- Equipment and vehicle maintenance records
- Health and safety records (incident reports, etc.)
- Quality control records (audits, inspections, etc.)

5. Marketing and Sales Records:

- Marketing campaigns and advertising records
- Sales records (leads, conversions, etc.)
- Customer feedback and complaints records

6. Governance and Compliance Records:

- Company registration and licensing records
- Compliance records (legislative, regulatory, etc.)
- Governance records (board meetings, etc.)
- Risk management records (risk assessments, etc.)

These records are held in various formats, including:

- Physical files and documents
- Electronic files and databases
- Email and other digital communication records

Please note that this list is not exhaustive, and Alternative Funeral Solutions may hold additional records not listed here.

8. PROCESSING OF PERSONAL INFORMATION

Alternative Funeral Solutions processes personal information for various purposes, including:

1. Client Services: We process personal information to provide funeral services, including:

- Name, ID number, and contact details
- Funeral service details (date, time, location, etc.)
- Payment information (invoices, receipts, etc.)

2. Employee Management: We process personal information to manage our employees, including:

- Name, ID number, and contact details
- Employment contracts and agreements
- Performance records (appraisals, evaluations, etc.)
- Leave and attendance records

3. Marketing and Sales: We process personal information to market and sell our services, including:

- Name, contact details, and preferences
- Sales records (leads, conversions, etc.)
- Customer feedback and complaints

4. Compliance and Governance: We process personal information to comply with laws and regulations, including:

- Company registration and licensing records
- Compliance records (legislative, regulatory, etc.)
- Governance records (board meetings, etc.)

8.1 PURPOSE OF PROCESSING

Alternative Funeral Solutions processes personal information for the following purposes:

1. Client Services: To provide funeral services to our clients, including:

- Arranging and coordinating funeral services
- Processing payments and invoices
- Communicating with clients and their families

2. Employee Management: To manage our employees and their performance, including:

- Administering employment contracts and benefits
- Evaluating employee performance and providing feedback
- Maintaining employee records and personnel files

3. Marketing and Sales: To market and sell our services, including:

- Identifying potential clients and marketing our services to them
- Processing sales inquiries and converting them into sales
- Maintaining records of sales and customer interactions

4. Compliance and Governance: To comply with laws and regulations, including:

- Maintaining records of company registration and licensing
- Complying with tax and financial regulations
- Maintaining records of governance and compliance

5. Operational Management: To manage our operations and provide effective services, including:

- Maintaining records of funeral services and operations
- Managing our fleet and equipment
- Maintaining health and safety records

Lawful Basis for Processing

We process personal information on the following lawful basis:

1. Consent: We obtain consent from clients and employees to process their personal information.
2. Contract: We process personal information to fulfil our contractual obligations to clients and employees.
3. Legitimate Interest: We process personal information to pursue our legitimate interests, such as marketing and sales.
4. Compliance with Law: We process personal information to comply with laws and regulations.

Retention Period

We retain personal information for the following periods:

1. Client Records: 5 years from the date of last service
2. Employee Records: 5 years from the date of termination
3. Marketing and Sales Records: 2 years from the date of last interaction
4. Compliance and Governance Records: 10 years from the date of creation

8.2 DESCRIPTION OF CATEGORIES OF INFORMATION

Alternative Funeral Solutions processes the following categories of personal information:

1. Identifying Information:

- Name
- ID number
- Passport number
- Driver's license number
- Date of birth
- Age
- Gender
- Nationality
- Language
- Ethnicity

2. Contact Information:

- Home address
- Work address
- Postal address
- Email address
- Phone number
- Fax number

3. Employment Information:

- Job title
- Department
- Employment status
- Employment dates
- Salary
- Benefits
- Performance records
- Disciplinary records

4. Financial Information:

- Bank account details
- Credit card details
- Payment history
- Invoices
- Receipts

5. Funeral Service Information:

- Funeral service details (date, time, location, etc.)
- Deceased person's details (name, ID number, etc.)
- Next of kin details (name, ID number, etc.)
- Funeral service payment details

6. Marketing and Sales Information:

- Sales records
- Customer feedback and complaints
- Marketing campaign records
- Lead generation records

7. Compliance and Governance Information:

- Company registration and licensing records
- Compliance records (legislative, regulatory, etc.)
- Governance records (board meetings, etc.)
- Risk management records (risk assessments, etc.)

Special Categories of Information

Alternative Funeral Solutions also processes special categories of personal information, including:

1. Health Information: Medical records, health status, etc.
2. Religious or Philosophical Beliefs: Religious affiliation, philosophical beliefs, etc.
3. Racial or Ethnic Origin: Racial or ethnic origin, language, etc.
4. Trade Union Membership: Trade union membership, etc.

Please note that we only process special categories of personal information with the explicit consent of the individual or as required by law.

8.3 RECIPIENTS OF PERSONAL INFORMATION

Alternative Funeral Solutions may share personal information with the following recipients:

1. **Employees:** We share personal information with our employees to manage our operations and provide services to our clients.
2. **Service Providers:** We share personal information with our service providers, such as funeral homes, crematoria, and florists, to provide funeral services to our clients.
3. **Regulatory Bodies:** We share personal information with regulatory bodies, such as the South African Revenue Service (SARS) and the Department of Home Affairs, to comply with laws and regulations.
4. **Marketing and Sales Partners:** We share personal information with our marketing and sales partners to market and sell our services.
5. **Auditors and Accountants:** We share personal information with our auditors and accountants to conduct audits and prepare financial statements.
6. **Law Enforcement Agencies:** We share personal information with law enforcement agencies, such as the South African Police Service (SAPS), to comply with laws and regulations.
7. **Third-Party Suppliers:** We share personal information with third-party suppliers, such as IT service providers and data storage providers, to manage our operations and provide services to our clients.

We ensure that all recipients of personal information agree to protect the confidentiality, integrity, and availability of the information and comply with applicable data protection laws.

We share personal information with the following recipients:

1. **Employees:** to manage our employees and their performance
2. **Service Providers:** to provide funeral services to our clients
3. **Regulatory Bodies:** to comply with laws and regulations
4. **Marketing and Sales Partners:** to market and sell our services

8.4 Transborder Flows of Personal Information

Alternative Funeral Solutions may transfer personal information across borders to:

1. Service Providers: We may transfer personal information to our service providers located in other countries to provide funeral services to our clients.
2. Marketing and Sales Partners: We may transfer personal information to our marketing and sales partners located in other countries to market and sell our services.
3. Regulatory Bodies: We may transfer personal information to regulatory bodies located in other countries to comply with laws and regulations.
4. Third-Party Suppliers: We may transfer personal information to third-party suppliers located in other countries to manage our operations and provide services to our clients.

Countries to Which Personal Information May Be Transferred

Personal information may be transferred to the following countries:

African and International Countries: We may transfer personal information to our service providers and marketing and sales partners located in any country.

Safeguards for Transborder Flows

We ensure that all Transborder flows of personal information are subject to appropriate safeguards, including:

1. Data Transfer Agreements: We enter into data transfer agreements with our service providers and marketing and sales partners to ensure that personal information is protected.
2. Encryption: We encrypt personal information before transferring it across borders.
3. Access Controls: We implement access controls to ensure that only authorized personnel have access to personal information.

By implementing these safeguards, we ensure that personal information is protected when transferred across borders.

8.5 Information Security Measures

Alternative Funeral Solutions implements the following information security measures to protect personal information:

1. Access Controls: We implement access controls to ensure that only authorized personnel have access to personal information.
2. Encryption: We encrypt personal information to protect it from unauthorized access.
3. Firewalls: We implement firewalls to prevent unauthorized access to our systems.
4. Intrusion Detection and Prevention Systems: We implement intrusion detection and prevention systems to detect and prevent unauthorized access to our systems.
5. Secure Data Storage: We store personal information in secure data storage facilities.
6. Secure Communication: We use secure communication protocols to protect personal information when transmitted.
7. Regular Security Updates and Patches: We regularly update and patch our systems to ensure that they are secure.
8. Virus and Malware Protection: We implement virus and malware protection to prevent malicious software from accessing our systems.
9. Backup and Recovery Procedures: We implement backup and recovery procedures to ensure that personal information is not lost in the event of a disaster.
10. Employee Training and Awareness: We provide employee training and awareness programs to ensure that employees understand the importance of protecting personal information.

Physical Security Measures

We also implement physical security measures to protect personal information, including:

1. **Secure Facilities:** We store personal information in secure facilities that are protected by access controls and surveillance cameras.
2. **Locks and Access Controls:** We use locks and access controls to restrict access to areas where personal information is stored.
3. **Surveillance Cameras:** We use surveillance cameras to monitor areas where personal information is stored.

Incident Response Plan

We have an incident response plan in place to respond to security incidents, including:

1. **Incident Detection and Reporting:** We have procedures in place to detect and report security incidents.
2. **Incident Containment and Eradication:** We have procedures in place to contain and eradicate security incidents.
3. **Post-Incident Activities:** We have procedures in place to conduct post-incident activities, including incident analysis and reporting.

AVAILABILITY OF THE MANUAL

The Alternative Funeral Solutions PAIA manual is available:

1. **On our website:** You can download a copy of the manual from our website at (link unavailable).
2. **At our offices:** You can obtain a copy of the manual at our offices located at 11 Police Station Street, Kwaggafontein-C, Mpumalanga 0458.
3. **upon request:** You can request a copy of the manual by emailing us at <mailto:info@alternativefunerals.co.za> or by calling us at 064 856 2698 / 082 510 9742.

Formats Available

The manual is available in the following formats:

1. Printed copy: You can obtain a printed copy of the manual at our offices or by requesting one by email or phone.
2. Electronic copy: You can download an electronic copy of the manual from our website or by requesting one by email.

Languages Available

The manual is available in the following languages:

1. English: The manual is available in English.
2. Other languages: We can provide the manual in other languages upon request and all costs involved will be on requester's account.

UPDATES TO THE MANUAL

Alternative Funeral Solutions will review and update the PAIA manual regularly to ensure that it remains relevant and accurate.

Frequency of Updates

We will review and update the manual:

1. Annually: We will conduct an annual review of the manual to ensure that it remains compliant with the Promotion of Access to Information Act and other relevant laws.
2. As needed: We will update the manual as needed to reflect changes to our business, operations, or policies.

Process for Updating the Manual

We will follow the following process to update the manual:

1. Review: We will review the manual to identify areas that require updating.
2. Consultation: We will consult with relevant stakeholders, including employees, clients, and regulatory bodies, to ensure that the manual remains relevant and accurate.
3. Update: We will update the manual to reflect changes to our business, operations, or policies.
4. Approval: We will obtain approval for the updated manual from our management team.
5. Publication: We will publish the updated manual on our website and make it available at our offices.

Notification of Updates

We will notify the following parties of updates to the manual:

1. Clients: We will notify our clients of updates to the manual through our website and email newsletters.
2. Employees: We will notify our employees of updates to the manual through our intranet and email.
3. Regulatory bodies: We will notify relevant regulatory bodies of updates to the manual as required by law.

We will review and update the manual regularly to ensure that it remains relevant and accurate. Updates to the manual will be made available on our website and at our offices.

APPENDIX 1: PRESCRIBED FORM FOR REQUESTERS

FORM C

REQUEST FOR ACCESS TO RECORDS OF ALTERNATIVE FUNERAL SOLUTIONS

Section 1: Requester's Details:

- 1.1 Full names: _____
1.2 Identity number: _____
1.3 Address: _____
1.4 Telephone number: _____
1.5 Email address: _____

Section 2: Records Requested:

- 2.1 Description of records requested: _____
2.2 Reference number (if available): _____
2.3 Any other relevant details: _____

Section 3: Purpose of Request:

- 3.1 Purpose of request: _____
3.2 Specific reason for request: _____

Section 4: Fees:

- 4.1 I am willing to pay the prescribed fee for access to records. ☐ Yes ☐ No
4.2 I request that the fee be waived. ☐ Yes ☐ No

Section 5: Form of Access:

- 5.1 I request access to the records in the following form:
* Inspection
* Copy
* Electronic copy

Section 6: Particulars of Person Requesting Access:

- 6.1 If the request is made on behalf of another person, provide the following details:
* Name: _____
* Identity number: _____
* Relationship to requester: _____

Section 7: Certification:

I certify that I have read and understood the contents of this form and that the information provided is true and correct.

Signature: _____

Date: _____

Note: This form must be completed in full and submitted to Alternative Funeral Solutions together with the prescribed fee (if applicable).

APPENDIX 2: APPLICABLE POPIA FEES

In terms of the Protection of Personal Information Act, 2013 (POPIA), the following fees are applicable:

Fees for Access to Records

1. Request Fee: R50.00 (non-refundable)
2. Access Fee: R20.00 per page (or part thereof)
3. Copy Fee: R10.00 per page (or part thereof)
4. Transcription Fee: R30.00 per hour (or part thereof)
5. Postage Fee: Actual cost of postage

Payment Terms

1. Payment Method: Electronic funds transfer (EFT) or deposit into our bank account
2. Payment Details: Request them from Administration Personnel
3. Proof of Payment: Required before processing request

Exemptions

1. No fee for correction or updating: No fee payable for requests to correct or update personal information
2. Reduced fee for pensioners, students, and people with disabilities: Reduced fee may be payable for requests from these individuals

Note: These fees are subject to change, and Alternative Funeral Solutions reserves the right to adjust them as needed.