



**MANUAL
PROMOTION OF ACCESS TO INFORMATION ACT
(NO 2 OF 2000)**

This manual has been compiled in compliance with provisions of the above Act and lists the records in the possession of Get Sorted (Pty) Ltd and accessibility thereof.

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1. GET SORTED (PTY) LTD

Get Sorted is a marketplace platform that connects users, on-demand, with individuals and businesses offering a wide range of services, including leisure, household, personal care, and transport, all based on the user's geolocation.

The company is headquartered in Cape Town, South Africa, with its operations focused on the Atlantic Seaboard, Central Business District (CBD), and Southern Suburbs.

Get Sorted functions as a facilitator of transactions between "vendors" (independent service providers) and "users" (customers requesting services through the platform). The platform itself does not provide services directly but enables smooth interactions and transactions between these parties.

2. Business Structure

Get Sorted is a private limited company (PTY Ltd), legally registered in South Africa. The business is owned by two shareholders, one of whom is the founder, who also serves as the sole employee, fulfilling the roles of CEO and Director. The second shareholder is not involved in day-to-day operations.

The company operates using a lean model, with all other roles filled by independent contractors. These contractors manage functions such as marketing, mobile app development, legal, and data security. This structure allows Get Sorted to remain flexible and scalable, drawing on expertise from various specialists as needed.

Get Sorted's core operations revolve around its mobile app platform, which connects users with on-demand service providers and transport solutions. The founder oversees all key decisions and strategies, while outsourcing specific tasks to contracted professionals to ensure efficient and cost-effective operations.

The company also collaborates with independent service providers and drivers who join the platform to offer services, rather than employing them directly. This allows Get Sorted to operate with a decentralized and community-based approach.

3. Contact Details [Section 14(1)(b)]

- Information Officer: Mr Nicolas Fredericks
- Postal Address: 33 Medburn Road, Camps Bay, Western Cape, South Africa, 8005
- Telephone: +27 83 704 2161
- Email: nicolas@getsortedservices.com
- Website: www.getsortedservices.com

4. THE Section 10 Guide on how to use the Act [SECTION 14(1)(C)]

The Human Rights Commission is required to produce a guide containing the information that may be reasonably required by a person who wishes to exercise any right contemplated in the Act.

The Commission may be contacted at:

Private Bag 2700

Houghton, 2041

(11) 877 3750

(11) 403 0668

5. Records that may be Requested [SECTIONS 14(1)(d)]

- No records available to be requested at present
- Documents that may be requested in future relate to the following acts:
 - Arbitration Act No. 42 of 1965
 - Basic Conditions of Employment Act No. 75 of 1997
 - Broad-based Black Economic Empowerment Act 53 of 2003
 - Companies Act No 71 of 2008 and Applicable Regulations
 - Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993
 - Competition Act No. 89 of 1998
 - Consumer Protection Act 68 of 2008
 - Electronic Communications and Transactions Act No 25 of 2002
 - Employment Equity Act. No. 55 of 1998
 - Insurance Act No. 27 of 1943
 - Labour Relations Act No 66 of 1995
 - National Credit Act No. 34 of 2005
 - Occupational Health and Safety Act No. 85 of 1993
 - Promotion of Access to Information Act No.2 of 2000
 - Protection of Personal Information Act 4 of 2013
 - Regulation of Interception of Communication and Provision of Communications Act, No.2 of 2000
 - Skills Development Act 97 of 1998
 - Skills Development Levies Act No 9 of 1999
 - Unemployment Insurance Act No. 63 of 2001
 - Unemployment Insurance Contributions Act No 4 of 2002

6. Descriptions of the Subjects

1. COMPANIES ACT RECORDS
 - All trust deeds;
 - Documents of Incorporation;
 - Index of names of members of Close Corporation;
 - Memorandum of Incorporation;
 - Minutes of meeting of the Board of Directors;
 - Minutes of meetings of Shareholders;
 - Proxy forms
 - Register of debenture-holders;
 - Register of directors' shareholdings;
 - Research and development;
 - Share certificates; and
 - Share Register and other statutory registers and/or records and/or documents;
 - Special resolutions/Resolutions passed at General and Class meetings.

2. Records relating to the appointment of:

- Auditors;
- Directors;
- Prescribed Officer.
- Public Officer; and
- Secretary;

3. FINANCIAL RECORDS

- Accounting Records
- Annual Financial Reports;
- Annual Financial Statements
- Asset Registers;
- Bank Statements
- Banking details and bank accounts;
- Banking Records
- Debtors / Creditors statements and invoices;
- General ledgers and subsidiary ledgers;
- General reconciliation;
- Invoices;
- Paid Cheques
- Policies and procedures;
- Rental Agreements; and
- Tax Returns.

4. INCOME TAX RECORDS

- PAYE Records
- Documents issued to employees for income tax purposes
- Records of payments made to SARS on behalf of employees
- All other statutory compliances:
 - VAT
 - Regional Services Levies
 - Skills Development Levies
 - UIF
 - Workmen's Compensation

5. PERSONNEL DOCUMENTS AND RECORDS

- Accident books and records;
- Address Lists;
- Disciplinary Code and Records;
- Employee benefits arrangements rules and records;
- Employment Contracts;
- Employment Equity Plan
- Forms and Applications;
- Grievance Procedures;
- Leave Records;
- Medical Aid Records;
- Payroll reports/ Wage register;
- Pension Fund Records;
- Safety, Health and Environmental records;
- Salary Records;

- SETA records
 - Standard letters and notices
 - Training Manuals;
 - Training Records;
 - Workplace and Union agreements and records.
6. PROCUREMENT DEPARTMENT
- Standard Terms and Conditions for supply of services and products;
 - Contractor, client and supplier agreements;
 - Lists of suppliers, products, services and distribution; and
 - Policies and Procedures.
7. SALES DEPARTMENT
- Customer details
 - Credit application information
 - Information and records provided by a third party
8. MARKETING DEPARTMENT
- Newsletter subscriber details
 - Advertising and promotional material
9. Risk Management and Audit
- Audit reports;
 - Risk management frameworks; and
 - Risk management plans.
10. SAFETY, HEALTH AND ENVIRONMENT
- Complete Safety, Health and Environment Risk Assessment
 - Environmental Managements Plans
 - Inquiries, inspections, examinations by environmental authorities
11. IT DEPARTMENT
- Computer / mobile device usage policy documentation;
 - Disaster recovery plans;
 - Hardware asset registers;
 - Information security policies/standards/procedures;
 - Information technology systems and user manuals
 - Information usage policy documentation;
 - Project implementation plans;
 - Software licensing; and
 - System documentation and manuals.

7. Documents Covering the Former Topics that may be Requested

- No documents available to be requested at present.

8. Documents Readily Available

- No documents readily available at present.
- Engage with the information officer to discuss your request

9. Documents not Readily Available

- No documents exist at present
- Engage with the information officer to discuss your request

10. Protection of Personal Information

- Documents that might contain personal info on it (e.g. from sales, marketing- customer details, trainer details, supplier contracts, etc.)

11. Purpose of Processing Personal Information

- To support sales and marketing activities
- To support recruitment and management of staff
- To support engagement with suppliers
- To support engagement with the public
- To support engagement with investors and the media
- To enhance the user experience

12. Data Subjects Categories and their Personal Information

- Customers: record of customer life cycle
- Employees: record of employee life cycle
- Suppliers: record of supplier life cycle
- General public: tracking general enquiries and web site visits
- General public: record of email marketing
- Investors: records as maintained by the Company Secretary
- Media: records of media interactions

13. Planned Recipients of Personal information

- Statutory authorities
- Law enforcement
- Tax authorities
- Financial institutions
- Medical schemes
- Employee pension and provident funds
- Industry bodies

14. Planned Trans-border Flows of Personal Information

- No current trans-border flow of personal information

15. Security Measures To Protect Personal Information

- Physical security measures
- Cyber security measures
- Training in information security
- Policies in information security
- Audits of information security

16. Webpage

www.getsortedservices.com is accessible to anyone that has access to the internet. The Website is intended for information purposes only, and does not serve as a portal for facilitating transactions. The Get Sorted webpage is intended to inform its potential users and customers of its offering, explain how the platform works, and how users and providers may access the platform and register on it.

17. Request for Access to Documents (Telephonic/ Email Requests)

Telephonic calls and email requests are permitted. Requestors may be directed to lodge a formal request where it is established from the nature of the verbal/written request.

18. Voluntary Access

Information that is automatically available can be obtained from Get Sorted's website.

Reports that are not automatically available is subject to approval. Reports that are approved for release are available at a cost. Requestors may be directed to lodge a formal request (see below).

19. Formal Requests

The requestor must complete the form attached to this manual; [Form 2](#). Requestors will be assisted in completing the form if required.

- The requestor must indicate the form or manner of access required.
- Get Sorted (Pty) Ltd will endeavour to provide information in the form indicated where possible.
- There will be a thirty-day waiting period for a response to the request. These thirty days may further be extended to another thirty working days on notification to the requestor.
- Where a request is denied, this can be addressed via email or telephonically.
- Fee impositions are required in terms of PAIA.
- All purchases/costs are Cash on delivery.

20. Location of Forms:

Form 2 – Access to a Record

<https://infoeregulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf>

Form 5 – Complaint Form

<https://infoeregulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form05-Reg10-1.pdf>

