



PAIA MANUAL

Promotion of Access to Information Act

Guide for access to information requests

STAY KUUH-NECTED

Kuuh Internet Services (Pty) Ltd

PAIA requests: compliance@kuuh.co.za

Website: www.kuuh.co.za

This guide explains how to request access to records held by Kuuh.



Keeping you connected to the world with quality internet.

Overview

A clear guide to requesting access to Kuuh records under PAIA.

PURPOSE

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This manual is prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2000 [Act No. 2 of 2000] ("PAIA").

It explains the categories of records held by Kuuh Internet Services (Pty) Ltd and how members of the public may request access to those records.

- Describe records held by Kuuh.
- Explain how to submit a request.
- Provide contact details for the Information Officer and Deputy Information Officer.
- Outline the request procedure and related requirements.

QUICK CONTACTS

CONTACT

PAIA EMAIL compliance@kuuh.co.za

INFO OFFICER Rikus Stander

INFO DESIGNATION Managing Director

DEPUTY IO Ané Visser

DEPUTY DESIGNATION Business Operations & Governance Manager

GENERAL EMAIL info@kuuh.co.za

WEBSITE www.kuuh.co.za

Email compliance@kuuh.co.za

INSIDE THIS MANUAL

READ ME

- Company, Information Officer and Deputy Information Officer details.
- Legal basis and Information Regulator guide details.
- Records that may already be available without a formal request.
- Categories of records held by Kuuh.
- How to submit a PAIA request, possible fees, response timeframes and POPIA privacy commitments.

Company and contact information

Essential company, officer and legal details for PAIA access requests.

COMPANY DETAILS 2

COMPANY NAME	Kuuh Internet Services (Pty) Ltd
REGISTRATION NUMBER	2023/676383/07
WEBSITE	www.kuuh.co.za
PHYSICAL ADDRESS	Cnr Bergvlei and Stellenberg Roads Wadeville Germiston 1428
GENERAL CONTACT EMAIL	info@kuuh.co.za

INFORMATION OFFICER 3

NAME	Rikus Stander
DESIGNATION	Managing Director
PAIA REQUESTS	compliance@kuuh.co.za

DEPUTY INFORMATION OFFICER 3A

NAME	Ané Visser
DESIGNATION	Business Operations & Governance Manager
PAIA REQUESTS	compliance@kuuh.co.za

LEGAL BASIS 4

This manual is prepared in accordance with:

- Promotion of Access to Information Act, 2000 [Act No. 2 of 2000].
- Protection of Personal Information Act, 2013 [Act No. 4 of 2013].
- Applicable telecommunications and regulatory obligations.

GUIDE ON HOW TO USE PAIA 5

A guide on how to exercise rights under PAIA has been compiled by the Information Regulator.

REGULATOR	The Information Regulator (South Africa)
WEBSITE	www.inforegulator.org.za

Records and information

Records that may be available and categories of records held by Kuuh.

RECORDS AUTOMATICALLY AVAILABLE 6

The following records are generally available without the need for a formal PAIA request:

- Information published on the Kuuh website.
- Product and service information.
- Terms and conditions.
- Privacy policy.
- Marketing material and public notices.
- Planned maintenance and service notifications.

Categories of records held by Kuuh

CORPORATE AND GOVERNANCE RECORDS 7.1

- Company registration documents.
- Governance reports.
- Internal policies and procedures.
- Compliance records and registers.

CUSTOMER RECORDS 7.2

- Customer onboarding documentation.
- RICA verification records.
- Customer account records.
- Support and complaint records.
- Communication records.

FINANCIAL AND BILLING RECORDS 7.3

- Billing records.
- Invoices.
- Payment records.
- Financial transaction records.

TECHNICAL AND OPERATIONAL RECORDS 7.4

- Installation records.
- Technical support records.
- Incident and outage reports.
- Network operational records.

Records continued

Additional record categories and how to submit a PAIA request.

HUMAN RESOURCES RECORDS

7.5

- Employment contracts.
- Leave records.
- Performance records.
- Disciplinary records.
- HR policy acknowledgements.

LEGAL AND CONTRACTUAL RECORDS

7.6

- Supplier agreements.
- Reseller agreements.
- Service agreements.
- Regulatory documentation.

REQUEST PROCEDURE

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Requests for access to records must:

- Be made in writing.
- Use the prescribed PAIA Request Form, available on the Kuuh website.
- Contain sufficient detail to identify the requested records.

SUBMIT REQUESTS TO

compliance@kuuh.co.za

Please include your completed PAIA Request Form and any information needed to help identify the record requested.



Fees and response timeframes

What to expect once a PAIA request has been submitted.

FEES

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Applicable request fees may be charged in accordance with the PAIA Regulations.

These may include:

- Request fees.
- Search and preparation fees.
- Reproduction or copying fees.

Requesters will be informed of any applicable fees before processing proceeds.

RESPONSE TIMEFRAMES

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Kuuh Internet Services (Pty) Ltd will process requests within the timeframes prescribed by PAIA.

The requester will be informed:

- Whether access is granted or refused.
- If additional information is required.
- If extensions are necessary.



Privacy and availability

How personal information is managed and where this manual can be accessed.

PROTECTION OF PERSONAL INFORMATION

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Personal information processed by Kuu Internet Services (Pty) Ltd is managed in accordance with the Protection of Personal Information Act ("POPIA").

Kuu maintains governance measures intended to protect personal information against unauthorised access, disclosure, alteration, or destruction.

AVAILABILITY OF THIS MANUAL

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This manual is available:

- On the Kuu website.
- From the Information Officer or Deputy Information Officer upon request.

Need help with a PAIA request?

Submit your completed PAIA Request Form to the compliance mailbox. Kuu will let you know whether more information, fees or extensions are required.

compliance@kuuh.co.za

www.kuuh.co.za

