



**Panda  
Consulting**

## Privacy Policy

*Last Updated: 01/08/2025*

Panda Consulting Chartered Accountants (Pty) Ltd (“Panda Consulting”, “we”, “us”, or “our”) is committed to protecting your privacy and handling your personal information in compliance with the **Protection of Personal Information Act (POPIA)** and the **Promotion of Access to Information Act (PAIA)**.

This Privacy Policy explains how we collect, use, and safeguard your personal information when you engage with us for **consulting, tax advisory, and financial statement preparation services**.

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### 1. What This Policy Covers

This Privacy Policy applies to:

- All visitors to our website
- Clients and prospective clients
- Suppliers and business partners
- Employees, candidates, and third parties whose personal information we process

By interacting with us, you consent to the processing of your personal information as described in this policy.

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### 2. Information We Collect

We may collect the following types of personal information:

#### Clients:

- Names, contact details, ID or passport numbers
- Tax numbers, CIPC details, and financial information
- Banking details for accounting and tax purposes

#### Employees and Candidates:

- Names, contact details, qualifications, and employment history
- Payroll and tax information

#### Other:

- Communication records and documents required for service delivery
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### 3. How We Use Your Information

Your information is used for:

- Delivering **consulting, tax, and accounting services**
- Preparing **financial statements and statutory submissions**
- **SARS and CIPC compliance**
- Invoicing, billing, and account management
- Fulfilling our **legal and regulatory obligations**

We do **not** use personal information for unsolicited marketing without your consent.

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### 4. Legal Basis for Processing

We process your information on the following grounds:

- **Your consent** where applicable
  - **Contractual necessity** to provide services
  - **Compliance with legal obligations**
  - **Legitimate business interests**
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### 5. Data Security and Retention

We take data security seriously:

- All personal information is **stored securely** in encrypted digital systems and/or locked facilities.
  - Access is **restricted** to authorized personnel only.
  - Records are retained **only as long as required by law** (e.g., SARS requires 5-year retention).
  - Data is securely **deleted or anonymized** when no longer required.
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### 6. Sharing of Personal Information

We only share information when:

- **Legally required**, e.g., with SAPS, SARS or CIPC
  - With **service providers** under confidentiality agreements (e.g., IT hosting)
  - **Never sold or shared for marketing purposes** without consent
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## 7. Your Rights Under POPIA

You have the right to:

- Access the personal information we hold about you
- Request correction or deletion where applicable
- Object to or restrict processing in certain circumstances
- Withdraw consent for processing (where consent applies)

All requests can be directed to our **Information Officer** below.

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## 8. PAIA and Access to Information

In compliance with **PAIA**, we have a **PAIA Manual** which explains:

- The records we hold
- How to request access to them
- Fees and processes involved

Our PAIA Manual is available on request.

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## 9. Cross-Border Data Transfers

If personal information is stored or processed outside South Africa (e.g., cloud storage), we ensure:

- The recipient country has **adequate protection laws**, or
  - We implement **binding data protection agreements**
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## 10. Updates to This Policy

We may update this Privacy Policy to reflect changes in legislation or our operations. Updates will be posted on this page with the revised **“Last Updated”** date.

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## **11. Contact Our Information Officer**

**Name:** Leuba Bradely Kekana

**Position:** Information Officer

**Company:** Panda Consulting Chartered Accountants (Pty) Ltd

**Email:** bradley.kekana@pandaconsulting.africa

**Phone:** +27 68 228 4530

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**By using our website or engaging our services, you acknowledge that you have read and understood this Privacy Policy and you agree to the terms thereof.**

# PAIA & POPIA Manual

*(Prepared in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA"), as amended by the Protection of Personal Information Act 4 of 2013 ("POPIA"))*

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## 1. Introduction

This manual is prepared to assist members of the public in understanding how to:

1. Request access to information held by **Panda Consulting Chartered Accountants (Pty) Ltd** in terms of **PAIA**.
2. Understand how we process and protect personal information in terms of **POPIA**.

Panda Consulting is a **professional services firm** providing:

- Tax advisory and compliance
- Accounting and financial statement preparation
- General business consulting services

We are committed to **lawful, transparent, and secure** processing of personal information.

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## 2. Company Information

**Name of Company:** Panda Consulting Chartered Accountants (Pty) Ltd

**Registration Number:** 2025 / 305219 / 07

**Information Officer:** Leuba Bradely Kekana

**Physical Address:** 81/67 Daleen Street, NewMark estate Silverlakes, Pretoria

**Phone Number:** +2768 228 4530

**Email Address:** bradley.kekana@pandaconsulting.africa

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## 3. Information Officer and Deputy Information Officer Duties

The **Information Officer** is responsible for:

- Receiving and responding to **PAIA requests**
- Ensuring **POPIA compliance**
- Managing **data subject requests** (access, correction, deletion)
- Liaising with the **Information Regulator**

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#### **4. Guide on How to Use PAIA**

A **PAIA Guide** is published by the **Information Regulator** in all official languages and contains guidance on how to:

- Exercise rights to access information
- Submit a PAIA request
- Understand applicable fees and exemptions

The guide is available at:

**Website:** <https://www.justice.gov.za/infoereg/>

**Email:** [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

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#### **5. Categories of Records Held by Panda Consulting**

##### **5.1 Public Records (Automatically Available)**

- Company registration details (CIPC)
- Company website and marketing materials
- PAIA Manual

##### **5.2 Private Records (Access on Request)**

- Client records (tax, accounting, and consulting)
- Employee and contractor records
- Supplier and service provider records
- Financial and statutory documents
- SARS and CIPC submissions on behalf of clients

##### **5.3 Records Required by Law**

- SARS tax records (5-year retention)
  - CIPC annual returns and compliance filings
  - Employment and payroll records (BCEA, UIF, COIDA)
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#### **6. Request Procedure in Terms of PAIA**

To request access to records:

1. Complete **Form 2** as prescribed by the Information Regulator (PAIA regulations).
2. Submit the form with the **prescribed fee (if applicable)** to:
  - **Email:** bradley.kekana@pandaconsulting.africa
  - **Physical Delivery** 81/67 Daleen Street, NewMark estate Silverlakes, Pretoria

### Important Notes:

- Provide **sufficient detail** to identify the requested record.
  - Indicate **preferred access method** (electronic or physical).
  - Requests will be processed **within 30 days** unless extended under PAIA provisions.
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### 7. Fees Payable

In terms of PAIA regulations:

- A **request fee** may be payable before processing begins.
- A **reproduction fee** may apply for copies of records.

The current fee schedule can be found on the **Information Regulator's website**.

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### 8. Grounds for Refusal of Access

We may refuse access to records in terms of PAIA if:

- Disclosure would **breach third-party privacy**
- Records are **confidential, privileged, or commercially sensitive**
- Disclosure is **prohibited by law**

Where access is refused, we will **provide written reasons** as required by law.

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### 9. POPIA: Processing of Personal Information

#### Categories of Personal Information Processed:

- Client: Identity numbers, tax details, contact information, financial information
- Employee: HR, payroll, and compliance records



- Supplier: Contact and banking details

**Purpose of Processing:**

- Provide **tax, accounting, and consulting services**
- **Regulatory compliance** with SARS, CIPC, and other authorities
- **Internal administration, billing, and HR**

**Data Subject Rights (under POPIA):**

- Right to **access, correct, or delete** personal information
- Right to **object to processing**
- Right to **withdraw consent** where applicable

All POPIA-related requests should be directed to the **Information Officer**.

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## **10. Availability of the Manual**

This manual is available:

- At our **offices** for inspection during business hours
  - **On our website:** <https://www.pandaconsulting.africa/>
  - From the **Information Regulator** upon request
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## **11. Contact Details of the Information Regulator**

**Information Regulator (South Africa)**

JD House, 27 Stiemens Street, Braamfontein, Johannesburg

**Email:** [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za) | [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

**Website:** [www.justice.gov.za/infoereg](http://www.justice.gov.za/infoereg)

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**Approved by:**

**Leuba Bradely Kekana**

**Information Officer**

**Panda Consulting Chartered Accountants (Pty) Ltd**