

Crowd and Go (Pty) Ltd

trading as Crowd and Go



Strategic consulting. Smarter moves.
Better outcomes.

PAIA MANUAL

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

DATE OF COMPILATION: 16/07/2026

DATE OF REVISION: 16/07/2026

1. List of Acronyms and Abbreviations

1.1 “CEO”: Chief Executive Officer

1.2 “IO”: Information Officer

1.3 “PAIA”: Promotion of Access to Information Act No. 2 of 2000 (as amended)

1.4 “POPIA”: Protection of Personal Information Act No. 4 of 2013

1.5 “Regulator”: Information Regulator

1.6 “Republic”: Republic of South Africa

Note: Crowd and Go (Pty) Ltd has not designated a Deputy Information Officer. The Chief Executive Officer / Information Officer named below fulfils this function for the organisation.

2. Purpose of PAIA Manual

This PAIA Manual is useful for the public to:

- check the categories of records held by Crowd and Go which are available without a person having to submit a formal PAIA request;
- have a sufficient understanding of how to make a request for access to a record of Crowd and Go, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- know the description of the records of Crowd and Go which are available in accordance with any other legislation;
- access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access;
- know the description of the guide on how to use PAIA, as updated by the Regulator, and how to obtain access to it;
- know whether Crowd and Go 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;
- know the recipients or categories of recipients to whom the personal information may be supplied;
- know whether Crowd and Go has planned to transfer or process personal information outside the Republic of South Africa; and
- know whether Crowd and Go 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 Crowd and Go (Pty) Ltd (t/a Crowd and Go)

3.1 Information Officer

Name: Tumisang Modingoane

Title: Chief Executive Officer

Tel: +27 79 902 9474

Email: Tumisang.modingoane@crowdandgo.co.za

3.2 Deputy Information Officer

No Deputy Information Officer has been designated. Tumisang Modingoane serves as the sole Information Officer for Crowd and Go.

3.3 Access to Information General Contacts

Email: Tumisang.modingoane@crowdandgo.co.za

3.4 Head Office

Postal Address: 94 Main St, Marshalltown, Johannesburg, 2107
Physical Address: 94 Main St, Marshalltown, Johannesburg, 2107
Telephone: +27 79 902 9474
Email: Tumisang.modingoane@crowdandgo.co.za
Website: www.crowdandgo.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 a description of the objects of PAIA and POPIA; the contact details of information officers and deputy information officers; the manner and form of a request for access to a record; the assistance available from the Information Officer and the Regulator; the remedies available in law, including internal appeals, complaints to the Regulator and applications to court; the requirement to compile a manual; the provisions for voluntary disclosure of categories of records; fee notices; and the regulations made under PAIA.

4.4 Members of the public can inspect or make copies of the Guide from the head office of Crowd and Go or the office of the Regulator, during normal working hours.

4.5 The Guide can also be obtained upon request to the Information Officer, or from the website of the Regulator: <https://www.justice.gov.za/inforeg/>.

4.6 A copy of the Guide is available in English and isiZulu for public inspection during normal office hours.

5. Categories of Records of Crowd and Go Which Are Available Without a Person Having to Request Access

Category of Records	Types of Record	Available on Website	Available upon Request
Company information	Company profile, service offerings	—	X
Compliance documents	PAIA Manual	—	X

6. Description of the Records of Crowd and Go Which Are Available in Accordance with Any Other Legislation

Category of Records	Applicable Legislation
Memorandum of Incorporation	Companies Act 71 of 2008
Annual Financial Statements	Companies Act 71 of 2008
Tax records	Tax Administration Act 28 of 2011
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Employment records	Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995

7. Description of the Subjects on Which Crowd and Go Holds Records and Categories of Records Held on Each Subject

Subjects on Which the Body Holds Records	Categories of Records
Corporate / Governance	Memorandum of Incorporation, company registration documents, board resolutions
Finance	Financial statements, invoices, tax records, bank records
Human Resources	HR policies and procedures, employment contracts, employee records, recruitment records
Client Engagements	Consulting agreements, client project files, correspondence, reports and deliverables
Supply Chain / Procurement	Service provider agreements, procurement records, vendor details
Compliance	PAIA Manual, POPIA compliance documentation, policies

8. Processing of Personal Information

8.1 Purpose of Processing Personal Information

Crowd and Go processes personal information for purposes that include: providing business consulting services to clients; managing client relationships and engagements; recruiting, employing and managing staff; engaging and managing service providers; complying with legal, tax and regulatory obligations; and marketing and communicating with clients and prospective clients.

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
Clients	Name, contact details, identity number, business registration details, banking details, engagement history
Service Providers	Name, contact details, registration number, VAT number, address, banking details
Employees	Name, identity number, contact details, address, qualifications, employment history, banking details, gender and race (for employment equity purposes)
Prospective Clients / Marketing Contacts	Name, contact details, business 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
Identity number and names, for verification and compliance checks	Regulatory bodies, credit bureaus, background verification service providers
Financial and payment information	Banks, auditors, South African Revenue Service
Employee information	Payroll service providers, medical aid and retirement fund administrators, South African Revenue Service

8.4 Planned Transborder Flows of Personal Information

Crowd and Go does not currently process or store personal information outside the Republic of South Africa.

8.5 General Description of Information Security Measures

Crowd and Go has implemented the following security safeguards, among others, to protect the confidentiality, integrity and availability of personal information under its care:

- Access controls and password protection for electronic records;
- Data encryption for sensitive information;
- Antivirus and anti-malware solutions;
- Restricted physical access to premises and paper records;
- Confidentiality undertakings by employees and service providers; and
- Regular review of security measures and internal policies.

9. Availability of the Manual

9.1 A copy of this Manual is available:

- on the website of Crowd and Go at www.crowdandgo.co.za;
- at the head office of Crowd and Go for public inspection during normal business hours;
- to any person upon request and upon payment of a reasonable prescribed fee; and
- 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. Updating of the Manual

The head of Crowd and Go will, on a regular basis, update this manual.

Issued by

Tumisang Modingoane
Chief Executive Officer, Crowd and Go