

PAIA Manual for Dolsin Business Solutions (Pty) Ltd

Updated: 18/06/2025

1. Introduction

1.1. Purpose of this Manual

This PAIA Manual explains how WinSMS—operated by Dolsin Business Solutions (Pty) Ltd—complies with the Promotion of Access to Information Act (PAIA), Act 2 of 2000, by describing how the public can request records, who the responsible officials are, and what steps are involved.

1.2. Company details

- **Legal name:** Dolsin Business Solutions (Pty) Ltd
- **Trading name:** WinSMS
- **Registration number:** 2004/014687/07
- **Head office:** P.O. Box 2667, Pinegowrie, Gauteng, South Africa, 2123

1.3. Contact details

- **Physical address:** 23 Kingfish Road, Kelso, Pennington, 4183
- **Postal address:** P.O. Box 2667, Pinegowrie, Gauteng, 2123
- **Phone:** 0861-947-6767 / +27 11 675-6967 (international)
- **Email (General):** support@winsms.co.za
- **Email (PAIA requests):** admin@winsms.co.za

2. Authority and Overview of PAIA

2.1. Legal authority

WinSMS operates under PAIA, which allows public and private bodies to decide whether and how to share their information.

2.2. Purpose of PAIA

To ensure the right of access to information, balanced with legitimate concerns like privacy and confidentiality.

3. Guide to Records

WinSMS holds the following categories of records which may be requested under PAIA:

- **Corporate and administrative:** company registration, ownership, board records.
- **Operational:** customer contracts, SMS credit logs, technical support communications.
- **Financial:** VAT records, invoices, pricing sheets.
- **Legal and compliance:** WASPA Code adherence, terms & conditions, privacy policy.
- **Marketing:** copies of marketing campaigns, blog posts, case studies.
- **IT and systems:** logs of API integrations, system documentation.

4. Information Officer and Compliance

4.1. Information Officer (IO)

- Name: Trevor Staley
- Title: Mr
- Contact (Phone / Email): 0861 946 767 / trevor@dolsin.co.za

4.2. Deputy IO

- Name: Mark Sinclair
- Title: Mr
- Contact: mark@dolsin.co.za

5. Requesting Access

Step 1: Submit a request in writing to the IO or deputy via postal mail or email.

Step 2: Include basic details—your name & contact info, the record being sought and the reason for your request.

Step 3: IO must respond within 30 days—either granting access, refusing it (with reasons), or asking for clarity.

Step 4: If refused, you can appeal internally or appeal to the Information Regulator (within 90 days).

6. Fees and Payment

- **Request fee:** R 0
- **Access fees:** R 10.00 per page for printed copies if applicable.

7. Grounds for Refusal

Access to information may be refused if releasing it:

- Threatens privacy of individuals
- Reveals trade secrets or proprietary business information
- Affects legal professional privilege
- Compromises security (e.g. SMS gateway vulnerabilities)

These grounds may be overridden if the public interest justifies disclosure.

8. Internal Escalation

If unsatisfied with the IO's decision, you may request internal review by:

- Internal Review Officer: John d'Oliveira
 - Title and contact: Mr John d'Oliveira (Director), john@dolsin.co.za
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9. External Appeal

If internal review fails, you can lodge an appeal with the Information Regulator:

- **Email:** infoereg@justice.gov.za
 - **Postal:** PAIA Unit, Info Regulator, Private Bag X_IO, PRETORIA, 0001
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10. Record-Keeping

WinSMS maintains records of all PAIA requests received, decisions made, and documents released for at least five years.

11. Updating this Manual

This PAIA Manual is reviewed annually—most recently: **18/06/2025**
