

PAIA INFORMATION MANUAL

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (as amended) ("PAIA" or "the Act") and the Protection of Personal Information Act, No. 4 of 2002 ("POPI") of the Republic of South Africa.

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1. PURPOSE

The purpose of this PAIA Information Manual (the "Manual" or "Manual") of DigiCert South Africa Proprietary Limited, a subsidiary of DigiCert, Inc. (collectively referred to as "DigiCert"), is to disclose the information required under section 51 of South Africa's Promotion of Access to Information Act, No. 2 of 2000 (as amended) ("PAIA" or the "Act").¹

This Manual also provides a brief overview of DigiCert's privacy practice

4. SECTION 10 PAIAGUIDE

Section 10 of PAIA requires the Human Rights Commission to compose and regulate for those who wish to exercise any right contemplated by PAIA. Such form is entitled the *Guide on How to Use the Promotion of Access to Information Act of 2000* and may be accessed at the following link:

x https://info regulator.org.za/wpcontent/uploads/2020/07/PAIAGuideEnglish_20210905.pdf

The Guide is also available at the office of the Human Rights Commission at:

Postal Address: Private Bag 2700,
Houghton, 2041
Telephone Number: +27-11-877 3600
Fax Number: +27-11-403 0625
Website: www.sahrc.org.za

5. VOLUNTARY DISCLOSURE AND AUTOMATIC AVAILABILITY OF CERTAIN RECORDS

DigiCert does not have any categories of records which are automatically available without a person having to request access in terms of PAIA. Except for information published on DigiCert's Public Privacy Notice located at <https://www.digicert.com/digicert/privacypolicy>. All other records at DigiCert require a formal request to access such records. For generally inquiries, please contact privacy@digicert.com

No notice has been submitted by DigiCert to the Minister of Justice and Constitutional Development regarding the categories of records that are available without a person having to request access in terms of Section 52(2) of PAIA. However, the information on the website of the business and an end user's account platform is also automatically available without having to request access in terms of PAIA.

6. RECORDS HELD IN ACCORDANCE WITH OTHER LEGISLATION: SECTION 51(1)(D) OF PAIA

Aside from PAIA, other legislation may provide that DigiCert must allow certain persons access to specific records. Records are available in terms of the list of legislation in Table 1, below, as amended from time to time. Due to the number of laws applicable to DigiCert, the list of legislation may not be exhaustive

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No. 98 of 1978	Copyright Act
No. 19 of 2020	Cybercrimes Act
No. 36 of 2005	Electronic Communications Act
No. 25 of 2002	

- (vi) Policies and procedures
- (vii) Tax returns
- c. Income Tax Records
 - (i) PAYE Records
 - (ii) Documents issued to employees for income tax purposes
 - (iii) Records of payments made to SARS on behalf of employees
 - (iv) All other statutory compliance records, including:
 - i. VAT
 - ii. UIF
 - iii. Workmen's Compensation
- d. Personnel Documents and Records
 - (i) Accident books and records
 - (ii) Address lists
 - (iii) Disciplinary code and records
 - (iv) Employee benefits arrangements rules and records
 - (v) Employment contracts
 - (vi) Forms and applications
 - (vii) Grievance procedures
 - (viii) Leave records
 - (ix) Medical aid records
 - (x) Payroll reports/wage register
 - (xi) Salary records
 - (xii) Standard letters and notices
 - (xiii) Training manuals
 - (xiv) Training records
- e. Procurement Department
 - (i) Standard terms and conditions for supply of services and products
 - (ii) Contractor, client, and supplier agreements
 - (iii) Lists of suppliers, products, services, and distribution
 - (iv) Policies and procedures
- f. Sales Department
 - (i) Customer details
 - (ii) Information and records provided by a third party
 - (iii) Policies and procedures
- g. Marketing Department
 - (i) Advertising and promotional material
 - (ii) Policies and procedures
- h. Compliance and Audit Department
 - (i) Audit reports
 - (ii) Policies and procedures
 - (iii) Risk management frameworks
 - (iv) Risk management plans
- i. IT Department

- (i) Disaster recovery plans
- (ii) Information technology systems and user manuals
- (iii) Policies and procedures
- (iv) System documentation and manuals

8. PROTECTION OF PERSONAL INFORMATION ACT 2013

The following information describes DigiCert's privacy practices, as required by the Protection of Personal Information Act of 2013 ("POPIA") and disclosed herein in accordance with PAFA. For more information on DigiCert data processing practices, please see our DigiCert Public Privacy Notice available at <https://www.digicert.com/digicertprivacypolicy>.

a. Purpose of Processing Personal Information

DigiCert collects and processes personal information for legitimate business purposes including

- (i) To provide services and products that our customers have requested or purchased;
- (ii) To communicate with our customers regarding the services and products they have requested or purchased
- (iii) To facilitate staff and business administration;
- (iv) To make group

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The personal information may be disclosed to the following categories of recipients for as long as necessary to effectuate the purpose of processing or as may be otherwise required by law:

- (i) Member entities of DigiCert Group for internal processing;
- (ii) Third-party vendors (processors/service providers) processing information on our behalf

e. Trans-border Flows of Personal Information

Personal information may be transferred across borders to the United States, European Economic Area, Switzerland, India, Japan, and Australia

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A request for access to information must be made by using the prescribed (by regulation) form. The form is located on the Information Regulator's (South Africa) website <https://info regulator.org.za/wp>



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ANNEX 1: FORM 2

FORM OF ACCESS
 (Mark the applicable box with an 'X')

Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	

2 Transcription of record 262434504 v/TTB135.936 06456 re BT/0B/01/29/M/CM

Access fees:	
Deposit (if any):	

Signature of Information Officer