

Access To Information Manual

You can use this manual to request information from openHR which is relevant to you in accordance with Section 51 of the Promotion to Access of Information Act.

This version was issued on 1 April 2026.

Introduction

openHR is a payroll and HR software provider. This manual will assist you in requesting any relevant information we may have and guide you as to the types of information we may hold.

Our Information

Company name	Open Human Resources (Pty) Ltd
Registration number	2025/463223/07
Registered address	184 Upper Buitekant Street, Cape Town
Support email	hi@openhr.co.za
Information Officer	Adam Esterhuizen
Information Officer email	hi@openhr.co.za
Website	www.openHR.co.za

Specific Guidance

Should you need any further information regarding an information access request, you may view guides, procedures, forms and fees from the Information Regulator here with the guide being in all official languages:

<https://inforegulator.org.za/paia/>

The required form C and fees which is available from the link above must be submitted to our Information Officer with detailed information on the request, your identification, and all your required contact information. You are also required to provide us with the legal reference for your request and confirmation that you have the legal right being exercised to do so. Information we keep on behalf of customers may not be accessible due to legal encryption requirements and you would be required to contact that related party first for such information. You may not have the legal right to access information if it relates to personal information of another party, commercial data of another party, may cause harm, or is subject to legal proceedings and such request may and must be denied. In such instances you may approach the relevant court which holds jurisdiction or the Information Regulator for remedies. Fees are prescribed in terms of PAIA and published in the Government Gazette. A request fee is payable before processing, and access fees may apply depending on the volume and format of records. More information can be found here: <https://inforegulator.org.za/paia-fees-structure-2/>

You can contact the Information Regulator here:

Telephone	080 001 7160 or 010 023 5200
Email	enquiries@inforegulator.org.za
Address	Woodmead North Office Park, 54 Maxwell Drive Woodmead, Johannesburg, 2191

Information Available

Company Documents

Statutory registration documents including incorporation documents (automatically available from CIPC without PAIA request), trademark documents (automatically available from CIPC without PAIA request), share register (not automatically available), and appointments (not automatically available).

Operational Documents (not automatically available)

Product related data, logs, and communications.

Financial Documents (not automatically available)

Accounting records and reporting, revenue registrations and submissions, payment processing information, legal agreements, employee information, supplier data, customer data, and banking information and transactions.

Published Information (automatically available without PAIA request)

Social media, blog posts, and guides – all available from our website.

Customer Data (not automatically available)

Contact details, preferences, transactional information, and encrypted data.

Other Information (automatically available from gov.za and related sites without PAIA request)

We may hold copies of various acts, regulations, and publications from various government and public institutions for the purpose of providing services and products. This is public resources and can be requested from that relevant institution.

Policies and Terms of Service (automatically available without PAIA request)

Our various policies and terms are available from our website at the footer of the welcome page, signup page and login page.

Data Availability

Data may be stored outside of your country of operation. Personal information is stored in a territory with equal data protection requirements.

Personal information is stored in an encrypted format in data centres that also have various physical security and protections.

Publicly available third-party information is not detailed nor listed here since it is public domain and already freely available.

Information may be stored in various of the official languages of the territory it relates to.

This manual is available through our various support channels in English and Afrikaans and may be updated when material changes occur or at least every two years as required by PAIA. Our manual is formatted to be accessible to all, for technical and legal references, please see: https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf