

BAZOOKA GROUP (PTY) LTD

PAIA Manual

Prepared under section 51 of the Promotion of Access to Information Act 2 of 2000, as amended | Effective 30 September 2026 | Version 1.4

Availability. This manual is available free of charge through the BAZOOKA website. Requests and inspection arrangements must be made by email to compliance@bazookagroup.com.

1. Private body

- Registered name: BAZOOKA GROUP (PTY) LTD
- Trading name shown on PEA certificate: BAZOOKA GROUP (PTY) LTD
- Registration number: 2026/626693/07
- Private Employment Agency registration: PEA1001367/7
- Nature of business: Registered Private Employment Agency specialising in contact-centre and BPO recruitment
- Website: <https://www.bazookagroup.com>

2. Information Officer

- Information Officer: Nazeema Basadien
- Position: Director and Information Officer
- Email: compliance@bazookagroup.com

PAIA requests must be directed to the Information Officer using the prescribed request form and enough information to identify the requested record.

3. Information Regulator PAIA Guide

The Information Regulator publishes a Guide explaining how to use PAIA, applicable forms, assistance and remedies. The Guide and current forms are available at <https://info regulator.org.za/paia/>.

4. Records available without a formal request

- This PAIA Manual and the POPIA Privacy Notice.
- General company, service, brand and contact information published by BAZOOKA.
- Public social-media content and future publicly advertised opportunities.

Records not published publicly are not automatically available merely because they fall into a category listed below.

5. Categories of records held

- Corporate: incorporation, ownership, governance, policies, registers and statutory submissions.
- Financial: banking, accounting, tax, quotations, invoices, expenses and supporting records.
- Personnel: employment, payroll, leave, training, performance, UIF and compensation-related records where applicable.
- Clients and suppliers: enquiries, contracts, instructions, correspondence, due diligence and service records.
- Recruitment: vacancies, sourcing, screening, interviews, references, submissions, offers, placements and guarantee records where applicable.
- Information governance: privacy requests, consent, retention, incidents, security controls and PAIA requests.
- Technology and communications: business email, website, domain, cloud storage, access, backup and security records.
- Marketing: website and social-media content, campaigns, brand assets and communication records.

6. Legislation under which records may be held

Records may be retained under legislation applicable to BAZOOKA at the relevant time, including the Companies Act, Income Tax Act, Tax Administration Act, Basic Conditions of Employment Act, Labour Relations Act, Employment Equity Act, Skills Development Act, Unemployment Insurance legislation, Compensation for Occupational Injuries and Diseases Act, Electronic Communications and Transactions Act, POPIA and PAIA. This list is not exhaustive and does not imply that every Act applies to every current activity.

7. Personal-information processing

BAZOOKA's processing purposes, information categories, recipients, cross-border considerations, security measures and retention approach are explained in the POPIA Privacy Notice. Candidate submissions are accepted through the secure website form and at recruitment@bazookagroup.com.

8. How to request access

- Use official PAIA Form 2 (Request for Access to Record): [Official PAIA Form 2 \(PDF\)](#)
- Describe the record clearly and specify the form in which access is required.
- Identify the right to be exercised or protected and explain why the requested record is required.
- Provide proof of authority where a request is made for another person.
- Email the completed request to compliance@bazookagroup.com.

BAZOOKA may request reasonable proof of identity. Access may be refused on grounds permitted by PAIA, including protection of privacy, confidential commercial information, safety, legally privileged material or information protected by law.

9. Fees and decision

Any request fee, access fee or deposit will be handled in accordance with PAIA and applicable regulations. BAZOOKA will communicate its decision and any fee payable using the prescribed process. Payment does not guarantee access where a lawful ground for refusal applies.

10. Remedies and complaints

A requester dissatisfied with BAZOOKA's decision or non-response may use remedies available under PAIA, including lodging a complaint with the Information Regulator on prescribed Form 5 or applying to a competent court where appropriate.

- PAIA complaints: PAIAComplaints@inforegulator.org.za
- General enquiries: enquiries@inforegulator.org.za
- Forms and guidance: <https://inforegulator.org.za/paia/>

11. Review

This manual will be reviewed when BAZOOKA's operations, systems, legal obligations or contact details materially change.