

PAIA MANUAL

Prepared in Terms of

Section 51 of The Promotion of Access to Information Act

2 Of 2000 (As Amended)

Available on website and principal place of business

DATE OF COMPILATION: 2021/12/13 DATE OF REVISION:

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1.	"СЕО"	Chief Executive Officer
1.2.	"DIO"	Deputy Information Officer;
1.3.	"IO"	Information Officer;
1.4.	"Minister"	Minister of Justice and Correctional Services;
1.5.	"PAIA"	Promotion of Access to Information Act No. 2 of 2000 (as
		Amended;
1.6.	"POPIA"	Protection of Personal Information Act No.4 of 2013;
1.7.	"Regulator"	Information Regulator; and
1.8.	"Republic"	Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1. check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2. have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3. know the description of the records of the body which are available in accordance with any other legislation;
- 2.4. access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6. know if the body 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;

- 2.7. know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8. know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9. know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10. know whether the body 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

3.1. Chief Information Officer

Name:	Van Rooy van den Berg
Tel:	012 664 5688
Email:	afrison@afrison.co.za

3.2. Access to information general contacts

Email: <u>afrison@afrison.co.za</u>

3.3. National or Head Office

Postal Address:	PO Box 17374, Lyttelton, 0140.
Physical Address:	299 Cradock Avenue, Lyttelton Manor, Centurion.
Telephone:	012 664 5688
Email:	afrison@afrison.co.za
Website:	https://www.afrison.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 the description of-
 - 4.3.1. the objects of PAIA and POPIA;
 - 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
 - 4.3.3. the manner and form of a request for-
 - 4.3.3.1. access to a record of a public body contemplated in section 11; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50;
 - 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
 - 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 4.3.6.1. an internal appeal;
 - 4.3.6.2. a complaint to the Regulator; and
 - 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

- 4.3.7. the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92.
- 4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 4.5. The Guide can also be obtained-
 - 4.5.1. upon request to the Information Officer;
 - 4.5.2. from the website of the Regulator (<u>https://www.justice.gov.za/inforeg/</u>).
- 4.6. A copy of the Guide is also available in the following official languages, for public inspection during normal office hours:
 - 4.6.1. English.
 - 4.6.2. Afrikaans.
 - 4.6.3. IsiZulu.
 - 4.6.4. Ndebele.
 - 4.6.5. Sepedi.
 - 4.6.6. Sesotho.
 - 4.6.7. Swati.
 - 4.6.8. Tsonga.
 - 4.6.9. Tswana.
 - 4.6.10. Venda.
 - 4.6.11. Xhosa.

5. CATEGORIES OF RECORDS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
Products	Range, Product Lines	X	
Services	Types of Services rendered by the Company	х	
	Standard Conditions of Sale		
	Appointed Distributors		
	About the Company		
	Selected clients of the Company		
Publications	Articles	Х	
and Media	Case Studies		
	Manuals		
	Catalogue & Warranty Conditions		
	Photo Gallery		
	Videos regarding services		
Associations	All associations the Company belong to	Х	
Agreements	Credit and Cash Agreements		Х
	Quotations		

6. DESCRIPTION OF THE RECORDS WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of Incorporation and all company	Companies Act 71 of 2008
related documents.	
PAIA Manual	Promotion of Access to Information Act 2 of
	2000
Employee Contract and other employment related	Basic Conditions of Employment Act 75
information	Labour Relations Act 66 of 1995
Record of Employees income tax deductions and	Income Tax Act 95 of 1967
calculations	
Records of employee(s) unemployment insurance	Unemployment Insurance Contributions Act
claims and history where relevant	63 of 2001
Title Deeds, lease agreements, rental agreements,	Deeds Registry Act 47 of 1937
Hire Purchase Agreements	
Credit Agreements	National Credit Act 34 of 2005 and
	Consumer Protection Act 68 of 2008
Distributor Agreements, Terms and Conditions of	Consumer Protection Act, No 68 of 2008
Sale	

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE COMPANY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance
	Plan.
Human Resources	- HR policies and procedures
	- Advertised posts
	- Employees records
Agreements	- All existing client agreements
	- Invoices
	- Quotations
	- Delivery Notes
	- Correspondence
Finances	- Financial Statements and records
Property	- Title deeds, lease agreements, rental agreements,
	Hire Purchase agreements

8. PROCESSING OF PERSONAL INFORMATION

8.1 **Purpose of Processing Personal Information**

The Company processes personal information in relation to employment contracts and in pursuance of contracts whereby the Company renders services and sells goods.

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	
Customers / Clients	Name, address, registration numbers or identity numbers,	
	employment status and bank details, reference(s) from client	
	suppliers, Information obtained from credit checks,	
	Operational information of the client's business which includes	
	but is not limited to business hours, building layouts in order	
	to implement designs, packaging times, peak and harvest	
	times in order to carry out the services the clients have	
	requested.	
Service Providers	Names, registration number, vat numbers, address, and bank	
	details	

Categories of Data Subjects	Personal Information that may be processed
Employees	Address, contact details, qualifications, gender, and race
Distributors	Name, address, registration numbers, bank details and agreements.

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 to whom the personal information may be supplied
Name and contact details	Distributors
Name, Income Tax and UIF details, salary details of employees	Bookkeeper / Accountant
Correspondence and agreements	Legal Practitioners

8.4 Planned transborder flows of personal information

The Company does not transfer information to other countries.

8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

- 8.5.1 The Company utilises servers to store data which is managed by a designated IT Consultant who provides and utilises the following security safeguards:
 - 8.5.1.1 Policies to detect and notify the Company of any risky activity.
 - 8.5.1.2 Reviews the collection, storage and processing practices, including physical safety measure to prevent unauthorised access to the system.
 - 8.5.1.3 Restricts access to personal information to that of the employees, contractors and agents who is subject to strict contractual confidentiality obligations and may be disciplined or terminated if they fail to meet the obligations.
- 8.5.2 The Company's system can only be accessed with usernames and passwords.
- 8.5.3 All devices of the Company's representatives are password protected.

- 8.5.4 The company's devices are administered by an independent IT company, and they are also responsible for ensuring regular back-up and safekeeping of data. They work closely with the server host utilised by the Company to ensure integrity of the whole system.
- 8.5.5 In relation to all documents on paper format held by the Company, the Company ensures that all such documents are locked in cabinets held in secured offices.

9. AVAILABILITY OF THE MANUAL

- 9.1 A copy of the Manual is available-
 - 9.1.1 from <u>afrison@afrison.co.za;</u>
 - 9.1.2 head office of the Company for public inspection during normal business hours;
 - 9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
 - 9.1.4 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. REQUEST FOR ACCESS TO INFORMATION

- 10.1 A request for information held by the Company is to be made and submitted to the information officer at the Company's address or e-mail address on the form annexed hereto as "**Annexure A**".
- 10.2 For purposes of facilitating a request for access to information, a description and category of the records available by the Company are held in paragraph 4 above.
- 10.3 The form will be processed, and an outcome will be notified to the requester within 30 days after the request has been received.
- 10.4 Should the request be approved, the Company will notify the requester of the following:
 - 10.4.1 The outcome of the request.
 - 10.4.2 The access fee required to be paid by the requester for the information requested.
 - 10.4.3 The format in which the information will be provided by the Company should the requester not require a specific format.

- 10.5 Should the Company refuse the request for access to the information as requested by the requester, the Company will notify the requester of the following:
 - 10.5.1 Reasons for the refusal.
 - 10.5.2 The requester's right to lodge an application with a competent court against the refusal of the request, and the procedure for lodging such application.

10.6 Process

Should a notice of request be made on behalf of another person:

- 10.6.1 The Company requires a request fee of R50.00 before further processing of the request.
- 10.6.2 If the preparation of the record for disclosure, would in the opinion of the head of the Company require more than 6 hours the head will, by notice, require the requester, to pay as a deposit no more than one third of the access fee which would be payable if the request is granted.
- 10.6.3 The outcome of the request must be made on the form annexed hereto as **Annexure B**.

Item	Description	Amount
1.	The Request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4- size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on: 4.1 Flash Drive (to be provided by requestor) 4.2 Compact Disc: 4.2.1 If provided by requestor	R40.00 R40.00
	4.2.2 If provided to the requestor	R60.00
5.	For a transcription of visual images per A4- size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	Service to be outsourced. Will depend on quotation from Service provider.

11. FEES

7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: Flash Drive (to be provided by requestor) 8.1 Compact Disc:	R40.00
	8.1.1 If provided by requestor	R40.00
	8.1.2 If provided to the requestor	R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual Expense, if any.

12. RECORDS NOT FOUND OR THAT DO NOT EXIST

- 12.1 The Company will take all reasonable steps in finding a record requested.
- 12.2 Should the record not be found or does not exist, despite steps taken to find the record or determine its existence, this will be notified to the requester and such notice will be deemed to be a decision to refuse access to information.
- 12.3 Should a notice in terms of paragraph 7.3 be issued to a requester and it is subsequently found, the requester will be granted access thereto unless such access was refused as a part of the outcome of an application for access to information in terms of paragraph 5. above.
- 12.4 <u>Procedure:</u>
 - 12.4.1 Should the Company not find the record/s as requested for reason of the record not being found (although being in the possession of the practice), or does not exist, the head of the Company will by affidavit or affirmation notify the requester that it is not possible to give access to the record.
 - 12.4.2 The affidavit or affirmation will give full account of all steps taken to find the relevant record or to determine whether the record exists. Such affidavit will

include all communication with every person who conducted the search on behalf of the head.

13. EXTENSION OF PERIOD

- 13.1 The head of the Company may extend the period of thirty (30) days referred to in paragraph 5 once for a further period of not more than thirty (30) days, if—
 - 13.1.1 the request is for a large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the activities of the Company;
 - 13.1.2 the request requires a search for records in, or collection thereof from, an office of the Company not situated in the same town or city as the office of the head that cannot reasonably be completed within the original period;
 - 13.1.3 consultation among divisions of the Company or with another private body is necessary or desirable to decide upon the request that cannot reasonably be completed within the original period;
 - 13.1.4 more than one of the circumstances contemplated exist in respect of the request making compliance with the original period not reasonably possible; or the requester consents in writing to such extension.¹

13.2 Procedure:

- 13.2.1 If a period is extended, the head of the Company will, as soon as reasonably possible, but in any event within thirty (30) days, after the request is received, notify the requester of that extension, the period of the extension and the reasons for the extension.
- 13.2.2 The notice must state:
 - 13.2.2.1 The period of the extension.
 - 13.2.2.2 adequate reasons for the extension, including the provisions of this Act relied upon.
 - 13.2.2.3 that the requester may lodge an application with a court against the extension, and the procedure (including the period) for lodging the application.

¹ (Promotion of Acess to Information Act 2 of 2002, South Africa)

14. UPDATING OF THE MANUAL

The head of the Company will on a regular basis update this manual.

Issued by

VAN ROOY VAN DEN BERG

Chief Executive Officer

ANNEXURE A

Form 1²

REQUEST FOR A COPY OF THE GUIDE

PARTICULARS OF THE INFORMATION OFFICER FOR AFRISON LED		
Name	Van Rooy Van den Berg	
Physical Address	299 Cradock Avenue, Lyttelton Manor, Centurion, 0157	
Email:	afrison@afrison.co.za	

I, the undersigned:

Full names:				
In my capacity as:	Inforr	nation Officer	Other	
(Mark with X)				
Name of *public / private body				
(If applicable)				
Postal Address:				
Street Address:				
Email Address:				
Facsimile:				
Contact Number:	Tel:		Cellular	

Language (Mark with "X")		No. of Copies
Sepedi		
Setswana		
Tshivenda		
Afrikaans		
isiNdebele		
isiZulu		

Language	No of Copies
(Mark with "X")	
Sesotho	
siSwati	
Xitsonga	
English	
isiXhosa	

 $^{^{\}rm 2}$ Form 1 of the PAIA Regulations as amended.

Manner of collection (Mark with "X")			
Personal Collection	Postal Address	Facsimile	Electronic Communication (Please specify)

Signed at ______ this _____ day of ______ 20_____

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE

* Delete whichever is not applicable

ANNEXURE B

FORM 2³

REQUEST FOR ACCESS TO RECORD

PARTICULARS OF THE INFORMATION OFFICER FOR AFRISON LED		
Name	Van Rooy Van den Berg	
Physical Address	299 Cradock Avenue, Lyttelton Manor, Centurion, 0157	
Email:	afrison@afrison.co.za	

Request is made in my own name

Request is made on behalf of another person

PERSONAL INFORMATION		
Full Names		
Identity Number		
Postal Address		
Street Address		
Email Address		
Contact Numbers:	Tel:	Cellular:
Capacity in which request is made		
(When made on behalf		
of another person)		
Full Names of person for		
whom request is made		
Identity number of		
person for whom		
request is made		
Postal Address		
Street Address		
Email Address		
Contact Numbers:	Tel:	Cellular:

 $^{^{3}}$ Form 2 of the PAIA Regulations as amended.

PARTICULARS OF RECORD REQUESTED

Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (*If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.*)

Description of record or	
relevant part of the record:	
Reference number,	
if available:	
Any further particulars of record:	

TYPE OF RECORD (Mark the applicable box with an "X")	
Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

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)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS (Mark the applicable box with an "X")	
Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be	
exercised or protected:	
Explain why the record requested is required for the	
exercise or protection of the aforementioned right:	

		FEES			
a)	A requ	A request fee must be paid before the request will be considered.			
b)	You w	ill be notified of the amount of the access fee to be paid.			
c)	The fe	e payable for access to a record depends on the form in which access is required and			
	the rea	asonable time required to search for and prepare a record.			
d)	If you	qualify for exemption of the payment of any fee, please state the reason for exemption			
Rea	son:				

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal Address:	Facsimile	Electronic Communication (Please specify)

Signed at ______ this _____ day of ______ 20_____

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE

FOR OFFICIAL USE			
Reference Number:			
Request received by:			
Date received:			
Access fees:			
Deposit: (if any)			

SIGNATURE OF INFORMATION OFFICER

ANNEXURE C

FORM 3⁴

OUTCOME OF REQUEST AND OF FEES PAYABLE

Note:

- 1. If your request is granted the:
 - a) Amount of the deposit, if any, is payable before your request is processed; and
 - *b)* Requested record/portion of the record will only be released once proof of full payment is received.
- 2. Please use the reference number hereunder in all future correspondence:

Reference number: _____

То: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (*including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form*) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Section 4 below.

OR

2. You requested:

Printed copies of the information (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)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

⁴ Form 3 of the PAIA Regulations as amended.

3. To be submitted:

Postal services to postal address

Postal services to street address Courier service to street address	
E-mail of information (including soundtracks if possible)	
Facsimile of information in written or printed format (including transcriptions)	
Cloud share/file transfer	
Copy of record saved on cloud storage server	
Preferred language:	
(Note that if the record is not available in the language you prefer, access may be	
granted in the language in which the record is available)	

Kindly note that your request has been:



Approved

Denied, for the following reasons:

4. Fees payable with regards to your request

ITEM	Cost Per A4 size	Number of	Total
	page or part	Pages/Items	
	thereof/item		
Photocopy			
Printed Copy			
For a copy in a computer readable form			
on:			
Flash drive (to be provided by	R40.00		
requestor)			
Compact Disc:			
(1) If provided by requester	R40.00		
(2) If provided to the requester	R60.00		
For a transcription of visual images per	Service to be		
A4-size page	outsourced. Will		
Copy of visual images	depend on the		
	quotation of the		
	service provider		

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Transcription of an audio record, per A4-	R24.00	
size		
Copy of an audio record:		
(1) Flash drive (to be provided by	R40.00	
requester)		
(2) Compact disc:	R40.00	
a. If provided by requester	R60.00	
b. If provided to requester		
Postage, email or any other electronic	Actual costs	
transfer:		
TOTAL:		

5. Deposit payable

Yes

No

Hours of	Amount of deposit	
Search:	(Calculated on one third of total	
	amount per request:	

The amount must be paid into the following bank account:			
Name of Bank:			
Name of Account holder:			
Type of account:			
Account Number:			
Branch Code:			
Reference Number:			
Submit proof of payment to:			

Signed at	this	day of	20
5		·	

INFORMATION OFFICER/ DEPUTY INFORMATION OFFICER