

Promotion of Access to Information Manual

(PAIA)

**IN TERMS OF S 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF
2000 (as amended)**

1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	“CEO”	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 whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. CONTACT INFORMATION FOR THE INFORMATION OFFICER AND DEPUTY INFORMATION OFFICERS

3.1. Chief Executive Officer

Name: Maximilian George Heinzelmann
Tel: 087 500 7500
Email: maxh@spanafrica.co.za
Fax number: 033 346 1242

3.2. Information Officer

Name: Michael Gravett
Tel: 087 500 7500
Fax number: 033 346 1242
Email address: mgravett@spanafrica.co.za

3.3 Deputy Information Officer

Name: Denusha Vidhyashagar
Tel: 087 500 7500
Email: DenushaV@spanafrica.co.za
Fax Number: 033 346 1242

3.4 Access to information general contact:

Tel: 087 500 7500
Fax: (033) 346 1242
Email: popi@spanafrica.co.za

3.5 Head Office

Postal Address: P O Box 100606
Scottsville
3209

Physical Address: 54 Eden Park Drive, Mkondeni, Pietermaritzburg

Telephone: 087 500 7500

Email: popi@spanafrica.co.za

Website: www.spanafrica.com

4. REGULATOR'S GUIDE: HOW TO USE PAIA AND GAINING 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 the objects of PAIA and POPIA:

- 4.3.1. the postal and street address, phone and fax number and, if available, electronic mail address of:
 - 4.3.1.1. the Information Officer of every public body, and
 - 4.3.1.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
- 4.3.2. the manner and form of a request for:
 - 4.3.2.1. access to a record of a public body contemplated in section 11; and
 - 4.3.2.2. access to a record of a private body contemplated in section 50;
- 4.3.3. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.4. the assistance available from the Regulator in terms of PAIA and POPIA;

- 4.3.5. 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:
 - 4.3.5.1. an internal appeal;
 - 4.3.5.2. a complaint to the Regulator; and
 - 4.3.5.3. 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;
 - 4.3.6. 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;
 - 4.3.7. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 4.3.8. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
 - 4.3.9. 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 (<https://www.justice.gov.za/inforeg/>).

5. RECORDS HELD BY SPAN AFRICA WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

{these are categories of records held by Span Africa which are available without a person having to request access by completing Annexure B (Form C), types of the records and how the records can be accessed. These are mostly records that may be available on the website and a person may download or request telephonically or by sending an email or a letter.}

Category of records	Types of the Record	Available on Website	Available upon request
PAIA Manual	Promotion of Access to Information Act (2000)	X	X
POPI Manual	Protection of Personal Information Act	X	X
Completed projects	Project description and summary	X	

Company information	Who we are – the team, CSI	X	
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6. RECORDS HELD BY SPAN AFRICA WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

{This is all the records which are created and available in accordance with any of the South African legislation}

Category of Records	Applicable Legislation
Various documents as listed below	Basic Conditions of Employment Act, Act No. 75 of 1997
Memorandum of incorporation	Companies Act, Act No. 71 of 2008
Employment related documents, summary of the act	Compensation for Occupational Injuries and Diseases Act, Act No. 130 of 1993
Employment equity Act summary	Employment Equity Act, Act No. 55 of 1998
Various income tax related documents as listed below	Income Tax Act, Act No. 58 of 1962
Various documents as listed below	Labour Relations Act, Act No 66 of 1995
Various documents as listed below	Medical Schemes Act, Act No. 131 of 1998
Various documents as listed below related to occupational health safety, COVID-19 policy documents, safety policies toolbox talks, Summary of the Act.	Occupational Health and Safety Act, Act No. 85 of 1993

Various documents as listed below	Pension Funds Act, Act No. 24 of 1956
Various documents as listed below	Skills Development Act, Act No. 97 of 1998
Various documents as listed below	Skills Development Levies Act, Act No. 9 of 1999
Various documents as listed below.	Unemployment Insurance Act, Act No. 63 of 2001
Various documents as listed below	Unemployment Insurance Contributions Act, Act No. 4 of 2002
Various documents as listed below	Value Added Tax Act, Act No. 89 of 1991
PAIA Manual	Promotion of Access to Information Act (2000)
POPI Manual	Protection of Personal Information Act
	Local Government Municipal Property Rates Act (2004)

7. DESCRIPTION OF THE SUBJECTS ON WHICH SPAN AFRICA HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY SPAN AFRICA

{Describe the subjects (i.e. Finance, SCM or HR), in respect of which the body holds records and the categories of records held on each subject.}

Subjects on which the body holds records	Categories of records
Administration	Minutes of meetings of directors
	Records relating to the incorporation of the Company

Subjects on which the body holds records	Categories of records
	Minutes of meetings of committees and sub-committees
Management	Minutes of meetings
	Internal correspondence
	Resolutions of the directors of the Company
Finance	Accounting records
	Tax records
	Debtors' records
	Creditors' records
	Insurance records
	Auditors' reports
	Interim and annual financial statements
	Bank statements and other banking records for business and trust accounts
	Invoices issued in respect of debtors and billing information
	Records regarding the Company's financial commitments
Human Resources	List of employees
	Statistics regarding employees
	Employment contracts
	Conditions of employment
	Information relating to prospective employees

Subjects on which the body holds records	Categories of records
	Personnel records including personal details, disciplinary records, performance and internal evaluation records
	Employee tax information
	Records of Unemployment Insurance Fund contributions
	Records regarding group life assurance and disability income protection
	Provident fund records
	Payroll records
	Health and safety records
	Workplace skills plans
	Codes of conduct
	Disciplinary code and procedure
	Grievance procedure
	Appeal procedure
	Remuneration policy
	Internal policies and procedures regarding dismissals, performance appraisal, recruitment, selection, advertising of positions, appointments, retirement, promotions, leave, extended sick leave, study leave, salaries, overtime, bonuses, medical aid, health and safety, adoption leave and benefits, BEE procurement, loans, smoking, use of company

Subjects on which the body holds records	Categories of records
	resources including telephones, motor vehicles and computers, sexual harassment, and HIV-Aids policy.
	Training schedules and material
	Correspondence relating to personnel
	Span Africa Company policies
Suppliers	Supplier lists and details of suppliers including banking details
	Agreements with suppliers
	Credit application – vendor application forms
Information Technology	Computer software
	Support and maintenance agreements
	Records regarding computer systems and programmes
Security protocols	
Property	Asset registers
	Lease agreements in respect of immovable property
	Records regarding insurance in respect of movable property
	Records regarding insurance in respect of immovable property

Subjects on which the body holds records	Categories of records
Miscellaneous	General internal and external Correspondence
	Publications
Customers	Photographs and project details
	Sale Contracts
	Customer references and
	Credit applications
Advertisers	Personal information and contact details
	Correspondence

8. PROCESSING OF PERSONAL INFORMATION

8.1. Span Africa has in place a Protection of Personal Information Policy which regulates the processing of personal information throughout all facets of the business.

8.2. This policy regulates, *inter alia*, the following issues:

- 8.2.1. What personal information is held by Span Africa;
- 8.2.2. Under what circumstances such information is processed;
- 8.2.3. Planned transborder flows of personal information; and

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

8.3. A copy of this policy is available on request.

8.4. Set out below is a summary of the main principles adhered to by Span Africa.

8.5. Purpose of Processing Personal Information

- 8.5.1. The company collects stores and processes personal information pertaining to data subjects including its employees, suppliers, customers and other stakeholders. The type of information collected and processed will depend on the purpose for which it is collected and will be processed for that scope of application only. Whenever appropriate, the company will inform the data subject of the information required, the purpose thereof, the rights of participation and the other relevant provisions contained at law.
- 8.5.2. The company will indicate to the data subject the consequence of failing to provide such personal information. For example, the company may not be able to employ an individual without certain personal information relating to that individual or the company may not be in a position to render services to a client in the absence of certain information which is required.
- 8.5.3. Examples of the personal information the company collects includes, but is not limited to information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person –
- 8.5.3.1. information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;

- 8.5.3.2. information relating to the education or the medical, financial, criminal or employment history of the person;
- 8.5.3.3. any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- 8.5.3.4. the biometric information of the person;
- 8.5.3.5. the personal opinions, views or preferences of the person;
- 8.5.3.6. correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- 8.5.3.7. the views or opinions of another individual about the person; and
- 8.5.3.8. the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

8.6. Categories of Data Subjects and categories of information related thereto

Annexure A hereto contains a schedule that reflects an information audit and analysis carried out on the personal information that the Company information processes from time to time. A copy of this annexure is available on request.

8. AVAILABILITY OF THE MANUAL

8.1 A copy of the Manual is available-

8.1.1 on www.spanafrica.com;

8.1.2 head office of Span Africa, for public inspection during normal business hours;

8.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

8.1.4 to the Information Regulator upon request.

8.2 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. Attached herewith an **Annexure C** to this manual is the fee structure.

9. UPDATING OF THE MANUAL

The head of Span Africa will on a regular basis update this manual.

Issued by



MICHAEL GRAVETT
INFORMATION OFFICER