

PAIA MANUAL

**Prepared in terms of section 51 of the
Promotion of Access to Information Act
2 of 2000 (as amended)**

Information Officer:
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Deputy Information Officers:
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Introduction:

The Promotion of Access to Information Act has been enacted in order to promote a culture of transparency, accountability and good governance, by giving effect to the constitutional right of access to information.

The Act establishes voluntary and mandatory procedures, which enables persons to obtain information held by the State and information that is held by a private body, as swiftly and inexpensively as possible and that the exercise or protection of any rights as enshrined in the Constitution.

In terms of the act, a private body includes any former or existing juristic person, therefore, the company is regarded as a private body and both the manual, and the requirements regarding access, must comply with the provisions of the Act, relevant to private bodies.

In accordance with Section 36 of the Constitution of South Africa (Act 108 of 1996), Section 9 of the Act recognises that such right to access information cannot be unlimited but should be subject to justifiable limitations.

Company Overview

The Company was established in 1989, and operates in the Electrical Cable Accessories market, with the primary services being the distribution of a wide range of power cable accessories for use on all cable types from 600v up to 132kV.

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1. LIST OF ACRONYMS AND ABBREVIATIONS

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|-----|-------------|--|
| 1.1 | “M.D” | Managing Director |
| 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 |
| 1.8 | “Republic” | Republic of South Africa |
| 1.9 | “Body” | Public or Private Body (Company) |

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 OF JOINTMASTER (Pty) Ltd

3.1. Chief Information Officer

Name: Kevin Anthony Shackleton
Tel: (011) 609 7526
Email: kevins@replafrika.co.za
Cell number: 083 679 3654

3.2. Deputy Information Officer

Name: Hester J de Klerk
Tel: (011) 908 5403
Email: hester.deklerk@jointmaster.co.za
Cell Number: 083 458 8438

Name: David Herman Muller
Tel: (011) 908 5403
Email: herman@jointmaster.co.za
Cell Number: 082 746 6159

3.3 Access to information general contacts

E-mail: info@jointmaster.co.za
Website: www.jointmaster.co.za

3.4 National Office

Postal Address: P.O. Box 123898, Alrode, Alberton, Gauteng, 1451

Physical Address: 23 Barium Street, Alrode, Ext7, Alberton, Gauteng, 1449

Telephone: (011) 908 5403

Email: info@jointmaster.co.za

Website: www.jointmaster.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 PAIA¹ and section 56 of POPIA²;
- 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 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 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

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

- 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 14⁵ and 51⁶ 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 15⁷ and 52⁸ 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 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

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/>).

4.6 A copy of the Guide is also available in English, for public inspection during normal office hours-

4.6.1 English

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

5.1

Category of records	Types of the Record	Available on Website	Available upon request
Marketing	Catalogues of various products	X	
Marketing	Advertising	X	
Marketing	Information and advertising pamphlets, brochures and other media	X	X

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

5.2

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Legislation	Basic Conditions of Employment Act 75 of 1997
Legislation	Compensation for Occupational Injuries and Diseases act 130 of 1993
Legislation	Employment Equity Act 55 of 1998
Legislation	Income Tax act 58 of 1962
Legislation	Labour Relations Act 66 of 1995
Legislation	Occupational Health and Safety Act 85 of 1993
Legislation	Skills Development Act 97 of 1998
Legislation	Skills Development levies Act 9 of 1999
Legislation	Unemployment Contributions Act 4 of 2002
Legislation	Unemployment Insurance act 30 of 1966
Legislation	Value-Added Tax Act 89 of 1991

DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY JOINTMASTER

5.3

Subjects on which the body holds records	Categories of records
Human Resources	<ul style="list-style-type: none"> -Attendance Records -Correspondence relating to disputes -Group Life, Disability and Funeral scheme booklet -HR Policies

JOINTMASTER

PO Box 123898, Alrode, 1451, South Africa
 23 Barium St, Alrode, Ext 7, Alberton, South Africa
 -mail info@jointmaster.co.za Internet www.jointmaster.co.za
 Reg no; 1989/003173/07

Subjects on which the body holds records	Categories of records
	<ul style="list-style-type: none"> -Employees records -Permanent Contracts of Employment -Personal Detail of Employees -Garnishee orders -Leave Records -Remuneration Details -SARS submissions – EMP201, EMP501 -Staff Training Records -Tax and UIF returns
Finance and Administration	<ul style="list-style-type: none"> -Annual Financial Statements -Asset Register -General ledger Accounts and journals -Copies of other and Income Tax returns -Invoices and correspondence to/from Payables and -Receivables -Statements -Management accounts -Salary Information -Wages Information
Marketing	<ul style="list-style-type: none"> Customer Data Base Domestic and Export Orders Production ranges and pricing Product Sales records Sales
Commercial and Legal	<ul style="list-style-type: none"> Accounting records Acquisition documentation Agreements with Receivables/Service Providers Annual Financial Statements CIPC documentation Directors Resolutions

Subjects on which the body holds records	Categories of records
	Insurance details and Policy IT Licenses Leases Licenses, permits Partnership Agreements Property leases and agreements Register of fixed Assets Shareholders information
Health and Safety and Environment	Incident Reports Appointment of the Committee Correspondence with Workman's Compensation Minutes of the Committee meeting Registration with Workman's Compensation Safety management systems. Data and audits
Accreditation: Quality: ISO9001/2015	Certification documentation Certificate Manual Reports and Audits
Information Technology	Hardware Internal System support Operating Systems Software packages and keys Telephone exchange equipment Telephone and Data lines

6. PROCESSING OF PERSONAL INFORMATION

6.1. Purpose of Processing Personal Information

We are committed to protecting your privacy and to ensure that your personal information is collected and used properly. We need your information to comply

with Statutory requirements, Banking Institutions, Service Providers that deal with our Group Life and Provident Fund benefits and any other Legal requirements that the Company are obliged to fulfil. The collection of data will be transparent and will only be used for the purpose it is provided, safely stored and will be destroyed once no longer applicable according to our normal policy.

6.2. 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 and bank details
Service Providers	names, registration number, vat numbers, address and bank details
Employees	Employment status, name, I.D. home address, qualifications, gender and race, Tax number, next-of-kin, bank details or any other information that might be needed

6.3. 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
Identity number and names, for criminal checks	South African Police Services

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus
Remuneration and Taxable earnings, Identity Number, name, address and any additional info that is required	South African Revenue Services
Name, address, Identity Number, next-of-kin details	Service Providers responsible for acting on your behalf where Benefits or Insurance Funds that the Company offers are concerned
All data collected	Company Auditors

6.4. Planned transborder flows of personal information

Currently no transborder flow of personal information exist or is planned.
 All data (electronic and hard copies) is stored on site.

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

Electronic and hard copies of data collected are stored on site. The company premises have 24hour security under contract. The building is fitted with an alarm and camera security system and armed response for extra measure.

The electronic copies are saved on our network system that is Data Encrypted and has an Anti-virus and -malware software solutions installed.

Back-ups are done daily

7. Procedure to request Access to Information

- 7.1 Complete FORM C (Form 2) – Request for Access to records of a Private Body to be completed by each requester who requires access to the company records. Form available
- included in PAIA Manual
 - from the company directly
 - Human Rights Commission at www.sahrc.gov.za
 - The Department of Justice and Constitutional Development at www.doj.gov.za under Regulations
- 7.2 E-mail completed form to info@jointmaster.co.za.
- 7.3 Within 30 days the Information Officer/Deputy will inform you of the decision whether or not to grant you access to the records you have requested. Should the Information Officer/Deputy require more time you will be informed thereof and the reason for the extension.
- 7.4 Should access be granted you must pay the **Request Access Fees**, after which the records will be provided to you. The request Fee is not to be paid by the Requester if the information required is personal information about the Requester. (Records may be withheld until the fees have been paid. **Request Access Fee = R50.00** before the request is processed. The Body will respond with Form 3 (Outcome of Request and of Fees Payable)
- 7.5 Should access not be granted you may appeal against the decision within 30days of receiving the decision from the Information Officer/Deputy.
Complete FORM B (Form 4) – Notice of internal appeal.
- 7.6. Should access be granted to you as a result of the Internal Appeal you must pay the required Access Fees, after which the records will be provided to you.
- 7.7. Should access still not be granted, you may file a request to review the response or non-response to a request to access of records, with the PAIA Complaints division in line with the Promotion of Access to Information Act, 2000 (Act No.2 of 2000) by completing Form 5 (Complaint Form) and e-mail to PAIAComplaints@infoRegulator.org.za or complete online complaint form available at <https://www.justice.gov.za/inforeg/>. And

- 7.8. Form 13 (Request for Assessment) is a request that the Information Regulator assess whether the Body generally complies with the provisions of the Act insofar its policies and implementation procedures are concerned.

Provide sufficient detail in the request form to enable the information Officer to easily identify:

- Record / information required
- Which form of access is required
- The right that is sought to be exercised or to be protected
- How you wish to be informed
- Provide an explanation

<u>Summary of Forms:</u>	Form 2	Request for Access to Record
	Form 3	Outcome of Request and Fees Payable
	Form 4	Internal Appeal Form
	Form 5	Complaint Form
	Form 13	Request for Assessment

8. AVAILABILITY OF THE MANUAL

8.1 A copy of the Manual is available-

8.1.1 on www.Jointmaster.co.za;

8.1.2 at Jointmaster for public inspection during normal business hours (between 09h00 and 12h00);

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.

9. UPDATING OF THE MANUAL

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

Issued by

Kevin A. Shackleton
Managing Director
(IO)

Jointmaster (Pty) Ltd