PAIA MANUAL

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

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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"** (as amended)	Promotion of Access to Information Act No. 2 of 2000
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 OF THE GENERAL BEARINGS

3.1. Chief Information Officer

Name: Lionel Naick
Tel: 083 4137497
Email: lionel@generalbearings.co.za

3.2 Access to information general contacts

Email: lionel@generalbearings.co.za

3.3 National or Head Office

Postal Address: 43 School Street, City and Suburban,

Johannesburg, Gauteng,
2001

Physical Address: 43 School Street, City and Suburban,
Johannesburg, Gauteng,
2001

Telephone: 011 334 4520

Email: accounts@generalbearings.co.za

Website: www.generalbearings.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[1] and section 56 of POPIA[2];

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[3]; and

4.3.3.2. access to a record of a private body contemplated in section 50[4];

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

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[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.

decision by the Regulator or a decision of the head of a private body;

4.3.7. the provisions of sections 14[5] and 51[6] 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[7] and 52[8] 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[9] and 54[10] regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 92[11].

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;

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[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."

4.5.2. from the website of the Regulator (https://www.justice.gov.za/inforeg/).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

4.6.1 AFRIKAANS AND ENGLISH

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

NB: Please specify the categories of records held by the body which are available without a person having to request access by completing Form C, types of the records and how the records can be accessed. These are mostly records that maybe available on the website and a person may download or request telephonically or by sending an email or a letter.

Below is an example of the table that can be used.

Category of records	**Types of the Record**	Available on Website	Available upon request
Company Registration Number	CIPC		X
Regulatory Submissions	BEE Certificate CIPC Registration SARS Tax Clearance Certificate UIF Certificate		X
Financial And Operational Summaries	Annual Reports Non-Confidential Financial Reports		X
Company Profile And Service Overview	Mission, Vision And Values Company Background And Services		X
Marketing Brochures	Brochures And Service Catalogues		X
Website Information	www.generalbearings.co.za	X	X

	All Information Published On The Companies Website: Services, Contact Information, Blog Posts, Client Testimonials		
Policies And Procedures	Code Of Conduct Employment Equity Health And Safety Policy		X
Contact Details of Key Personnel And General Information		X	X
Social Responsibilities	Corporate And Social Events And Projects		X
Public Statements And Media Releases	Press Releases Newsletters Public Notice		X

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

NB: *Please specify all the records which are created and available in accordance with any of the South African legislation. Below is an example of the table that can be used in describing the records and applicable legislation.*

Category of Records	**Applicable Legislation**
Memorandum Of Incorporation	Companies Act 71 Of 2008
PAIA Manual	Promotion Of Access To Information Act 2 Of 2000
BCEA	Employment Contracts And Information Payslips Attendance Registers Leave Records Termination Records
Labour Relations	Disciplinary Hearing

	Grievance And Dispute Records Retrenchment Documentation Recognition Agreement
UIF	Ui19 And Ui-2,7 Employee Contributions
Occupational Health And Safety	Health And Safety Policy Incident And Register Risk Assessment And Safety Audits Report
Companies Act	Memorandum Of Incorporation Annual Returns - CIPC
Income Tax	Employee Tax Certificate Vat Records PAYE, SDL, UIF Tax Clearance Certificate
Bee	B-BBEE Certificate And Compliance Documentation Might Be Other Company Information

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE **GENERAL BEARINGS**

NB: *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. Below is an example of the table that can be used. .*

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
Company Administration And Governance	- Company Registration And Incorporation - Director And Officer Information - Annual Returns And Compliance Documents

Subjects on which the body holds records	Categories of records
HR And IR	- Employment Contracts And Employee Records - Disciplinary And Grievance Records - Job Description And Pa - Leave, Time Keeping Payroll Information - Retrenchment And Termination Documentation
Employment Equity And Transformation	- Workforce Analysis - B-BBEE Documentation
Client And Service Records	- Client Contracts And Service Level Agreements - Billing Information And Contact Details - Records of Disciplinary Hearings Or Investigations Conducted On Behalf Of Clients
Finance And Accounting	- Financial Statements - Invoices And Receipts - Payroll Records - Tax Records – PAYE, UIF, VAT, SDL
Information And Communication Technology	- E-Mail Correspondence - It Policies And Usage Guidelines - System Security And Backup Procedures
Legal And Compliance	- Records Related To Legal Disputes Or CCMA / Arbitration Matters - POPIA Compliance Documentation - Health And Safety Compliance Records - PAIA Manual And Requests
Marketing And Communications	- Marketing Materials And Brochures - Website Content And Analytics - Public Announcements And Press Releases
Records Of Public Interest	- Corporate Social Investments Initiatives - Job Vacancies Or Employment Opportunities

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

NB: Describe the purpose or reasons for processing personal information in your organisation.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

NB: *Specify the categories of data subjects in respect of whom the body processes personal information and the nature or categories of the personal information being processed.*

Below is the template that can be used to set out the categories of data subjects and the description of the nature or categories of the personal information to be processed. Note that the nature or categories of the personal information is dependent on the purpose of the body in performing its functions or services. .

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	Names, Bank Details, Address, Vat Number, Registration Number
Service Providers	Names, Registration Number, Vat Numbers, Address, Trade Secrets And Bank Details
Employees	Full Names, ID/Passport Numbers, Contact Details, Residential Address, Employment History, Job Title, Salary, Tax Number, Bank Details, Qualifications, Race, Gender, Marital Status, Medical Aid Details, Disability Information, Disciplinary Records, Biometric Data (If Used), Next Of Kin, Performance Records
Job Applicants / Candidates	Names, Contact Details, ID Number, CV's, Academic Qualifications, Employment History, References, Criminal Checks, Credit Checks, Competency Assessments, Interview Records
Website Users / App Users	IP Addresses, Device/Browser Type, Login Credentials, Usage Logs, Contact Details Submitted Via Forms, Cookies, Geolocation (If Applicable)

Categories of Data Subjects	Personal Information that may be processed
Visitors To Company Premises	Names, ID Numbers, Contact Information, Time Of Entry/Exit, Reason For Visit, Vehicle Registration, CCTV Footage
Members / Trustees	Names, ID Numbers, Contact Details, Ownership Or Shareholding Percentage, Minutes Of Meetings, Resolutions, Investment Records
Research Participants / Survey Respondents	Names (Optional), Contact Info, Demographic Info, Opinions Or Responses, Consent Forms, Recordings Or Notes (Where Applicable)

8.3 The recipients or categories of recipients to whom the personal information may be supplied

NB: *Specify the person or category of persons to whom the body may disseminate personal information. Below is an example of the category of personal information which may be disseminated and the recipient or category of recipients of the personal information.*

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
Qualifications, for qualification verifications	South African Qualifications Authority
EMPLOYEE PAYROLL AND TAX DETAILS	SARS – TAX COMPLIANCE, PAYE, UIF, SDL
Credit and payment history, for credit information	Credit Bureaus
UIF RECORDS	DEPT OF LABOUR – UIF RECORDS

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
employment equity and workforce demographics	Department of Labour (EEA2 & EEA4 submissions) Statutory compliance with Employment Equity Act
Customer and employee bank account details	Processing of payments, salaries, or refunds
Personal, employment and disciplinary records	CCMA / Bargaining Councils / Labour Courts Legal dispute resolution or arbitration
Identity and contact information	Financial audits, legal compliance or advisory services
Contact and registration details	CIPC (Companies and Intellectual Property Commission) Statutory company records, director amendments
Identification documents and proof of address	FICA compliance and verification for financial services
CVs, qualifications, ID copies	Clients or recruitment firms Employment placement or reference checking (with consent)
CCTV footage and visitor logs	Law enforcement or security companies Investigation of incidents, theft, or legal proceedings
Marketing preferences and contact details	Direct marketing (with consent) and promotions
Customer contact details	Collection of outstanding payments (with contractual basis)
Health information (e.g., sick notes)	Injury-on-duty claims, health assessments, risk management
Employers Organisation	FEOSA

8.4 Planned trans border flows of personal information

NB: Indicate if the body has planned trans border flows of personal information. For example, some personal information may be stored in the cloud outside the Republic. Please specify the country in which personal information will be stored and categories of personal information.

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

NB: Specify the nature of the security safeguards to be implemented or under implementation to ensure the confidentiality and integrity of the personal information under the care of the body. This may, for example, include Data Encryption; Anti-virus and Anti-malware Solutions.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on www.generalbearings.co.za, if any;

9.1.2 head office of the GENERAL BEARINGS 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. UPDATING OF THE MANUAL

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

Issued by

LIONEL NAICK

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Lionel Naick

Member