

# PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

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## 1 CONTEXT

There are 2 Acts that relate to information in South Africa:

**Protection of Personal Information Act (POPIA):** The Protection of Personal Information Act, 2000 is South Africa's data protection law. It has been put in place to ensure everyone's right to privacy as protected by the Constitution (section 14).

- The main role players are the data subject (the natural or juristic person to whom the information relates), the responsible party (the person who determines what, why and how to process) and the operator (person who processes personal information on behalf of the responsible party);
- A data subject may request access to and/or changes to their personal information, withdraw consent, and/or object to processing of their personal information when it is not necessary for the conclusion or performance of a contract or to comply with an obligation imposed by law (refer to RRS document: Data Subject Request Procedure).

**Promotion of Access to Information Act (PAIA):** The Promotion of Access to Information Act No. 2, 2000 is a freedom of information law in South Africa. It gives the constitutional right of access to any information held by the State and any information held by private bodies that is required for the exercise and protection of any rights (Wikipedia).

- The main role players are the requestor on the one hand and the public or private body on the other hand;
- Information held in the form of records (recorded information that a public or private body holds in any form or medium) can be requested;
- A requestor needs to request access (refer to this manual).

Access to personal information about the requestor themselves (the data subject) is requested via the Data Subject Request ('DSR') procedure (available on [www.reutechradar.co.za](http://www.reutechradar.co.za))

Access to records other than the personal information about the requestor themselves is requested via the procedure described in this manual.

## 2 ABOUT THIS MANUAL

If you need access to information in terms of PAIA, this manual will provide you with the necessary contact details and procedures to ask us for that information. In addition, it provides a clear overview of our structure, functions, and services and includes an index of information we hold to help identify where the required information could be. It also provides the forms you need to complete and sets out the fees you may need to pay before we can assist you.

### 3 OUR DETAILS

Reutech Radar Systems develops and manufactures search and tracking radar systems and subsystems for local and export markets in various market sectors including defence, mining and security. Its technology includes radar sensor systems used globally at mining operations.

Reutech Radar Systems, A Division of Reutech (Pty) Ltd

35 Elektron Avenue

Technopark

Stellenbosch

7600, South Africa

Tel: +27(21)880 1150

Fax: +27(21)880 1153

PO Box 696

Stellenbosch

7599, South Africa

[www.reutechradar.com](http://www.reutechradar.com)

### 4 INFORMATION - AND DEPUTY INFORMATION OFFICER

Our Information Officer and Deputy Information Officer will tend to your PAIA request.

#### 4.1 Information Officer

The CEO is our Information Officer.

<b>Name and surname:</b>	Harald Bielfeld
<b>Postal address:</b>	PO Box 686, Stellenbosch, 7599
<b>Physical address:</b>	35 Elektron Avenue, Technopark, Stellenbosch, 7600
<b>Phone:</b>	+27(21) 880 1150
<b>Email:</b>	POPIA-RRS@reutech.co.za
<b>Fax:</b>	+27(21) 880 1153

## 4.2 Deputy Information Officer

The Information Officer designated the following Deputy Information Officer:

<b>Name and surname:</b>	Johan Bras
<b>Position:</b>	Engineering & Operations Officer
<b>Postal address:</b>	PO Box 686, Stellenbosch, 7599
<b>Physical address:</b>	35 Elektron Avenue, Technopark, Stellenbosch, 7600
<b>Phone:</b>	+27(21) 880 1150
<b>Email:</b>	POPIA-RRS@reutech.co.za
<b>Fax:</b>	+27(21) 880 1153

## 5 INFORMATION AND CATEGORIES OF RECORDS WE HOLD

Here is a description of different subject matters about which we have information and the categories of records we hold for each subject.

All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of PAIA. In particular, there may be applicable grounds of refusal of such a request, as set out in PAIA.

SUBJECT	CATEGORY OF RECORD	DESCRIPTION OF RECORD	AVAILABILITY
Management	Minutes of meetings	Minutes of divisional management meetings	PAIA request
		Minutes of internal management meetings	PAIA request
	Agreements	Distributor agreements	PAIA request
		Marketing agreements	PAIA request
	Correspondence	Correspondence including internal and external memoranda	PAIA request
Human Resources	Personnel records	EEA1 records	PAIA request
		Allergy Alert records	PAIA request
		MIE records	PAIA request
		Pension & Provident fund records	PAIA request
		Medical aid records	PAIA request
		SETA records	PAIA request
		Salary records	PAIA request
		Leave records	PAIA request
		Appointment letters / employment contracts	PAIA request
		Employee records	PAIA request
		Performance review records	PAIA request
		Disciplinary records	PAIA request
		Staff security clearance records	PAIA request
	Training attendance records	PAIA request	
Job applicants	Curriculum Vitae	PAIA request	

		Previous employer reference(s)	PAIA request
		Reference(s) provided by data subject	PAIA request
		Employment history	PAIA request
		Notes, assessments (psychometric and non-psychometric) and other information collected during the interview process	PAIA request
	Plans	Employment equity plan	PAIA request
	Policies & procedures	Internal policies & procedures	PAIA request
	Payroll	PAYE records	PAIA request
		UIF records	PAIA request
		Workman's compensation records	PAIA request
		IRP5 records	PAIA request
		Skills development levy (SDL) records	PAIA request
	Training	Training attendance records	PAIA request
		Trainee commitment records	PAIA request
Programmes	Contracts	Contract records	PAIA request
Marketing & Sales	Client/customer records	Client/customer records	PAIA request
	Client/customer trainee	Trainee records	PAIA request
Buying, inventory & production	Supplier records	Supplier & order records	PAIA request
Shipping & Clearance	Import/Export	Import/export records	PAIA request
	Contracting	Contracting permit records	PAIA request
	Export permits	Export permit records	PAIA request
	Import permits	Import permit records	PAIA request
	End User Certificates	EUC records EUS records	PAIA request
QA	Certification	SABS certification record	Available on <a href="http://www.reutechradar.com">www.reutechradar.com</a>
	Build history	Build history records	PAIA request
	Supplier Assessment	Supplier assessment records	PAIA request
Configuration Management	Document distribution	Document distribution records	PAIA request
IT	IT records	Records regarding computer systems, programmes, network access	PAIA request
		Application supplier records	PAIA request
		Service provider records	PAIA request
		Computer asset register	PAIA request
		Non-Disclosure Agreements	PAIA request
		Premises access records	PAIA request
	Biometrics	Biometrics records	PAIA request
Finance	Financial records	Accounting records	PAIA request
		Annual financial statements	PAIA request
		Asset register	PAIA request
		Bank statements	PAIA request
		Banking records	PAIA request
		Client/customer invoices	PAIA request

		Client/customer bank details	PAIA request
		Lease/rental agreements	PAIA request
		Client/customer purchase orders	PAIA request
		Supplier invoices	PAIA request
		Supplier bank letters/cancelled cheque	PAIA request
		Supplier bank confirmation statements	PAIA request
		VAT records	PAIA request
		Audit reports	PAIA request
		Company financial records	PAIA request
		Company tax certificate	PAIA request
		Company annual budget	PAIA request
		Company financial forecasts	PAIA request
Facilities	Subcontractors	Subcontractor records	PAIA request
		Subcontractor staff records where legally required e.g. for occupational health and safety regulations	PAIA request
	Visitors	Name, organisation, ID records	PAIA request
	Security	Security CCTV footage	PAIA request
D&D	Application access	Application user details	PAIA request

## 6 PROTECTION OF PERSONAL INFORMATION

Our company uses personal information to deliver our services and make sure our operations run smoothly. You can learn more about how we use personal information in our privacy notices available at:

Employees:	<a href="#">RRS intraweb</a>
Prospective employees:	<a href="http://www.reutechradar.co.za">www.reutechradar.co.za</a>
Service providers:	<a href="http://www.reutechradar.co.za">www.reutechradar.co.za</a>
Website:	<a href="http://www.reutechradar.co.za">www.reutechradar.co.za</a>
Clients:	<a href="http://www.reutechradar.co.za">www.reutechradar.co.za</a>

## 7 RECORDS THAT ARE AUTOMATICALLY AVAILABLE

The following categories of records are automatically available:

- Information available on [www.reutechradar.co.za](http://www.reutechradar.co.za)
- Information available on [www.reutech.co.za](http://www.reutech.co.za)
- Information available on [www.reunert.co.za](http://www.reunert.co.za)

## 8 RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

The company keeps records in accordance with the applicable legislation, which includes, but is not limited to the following:

- Basic Conditions of Employment Act 75 of 1997 (including sectoral determinations)

- Broad-based Black Economic Empowerment Act 53 of 2003 and Codes
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Competition Act 89 of 1998
- Consolidated Directions on Occupational Health and Safety measures in certain workplaces, Direction issued in terms of Regulation 4(10) of the Regulations issued under the Disaster Management Act 57 of 2002: Measures to address, prevent and combat the spread of Covid-19 in certain workplaces in RSA
- Consumer Protection Act 68 of 2008
- Copyright Act 98 of 1978
- Currency and Exchanges Act 9 of 1933
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Financial Advisory and Intermediary Services Act no 37 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Immigration Act 13 of 2002
- Income Tax Act 58 of 1962
- Information Act 70 of 2002
- Insurance Act 27 of 1943
- Labour Relations Act 66 of 1995
- Long Term Insurance Act 52 of 1998
- Medical Schemes Act 131 of 1998
- Occupational Health and Safety Act 71 of 1997
- Pension Funds Act 24 of 1956
- Promotion of Access of Information Act 2 of 2000
- Short Term Insurance Act 53 of 1998
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Stamp Duties Act 77 of 1968
- Tax on Retirement Funds Act 38 of 1996
- Unemployment Insurance Act 63 of 2001
- Unemployment Insurance Contributions Act 4 of 2002
- Value Added Tax Act 89 of 1991

## 9 HOW TO REQUEST ACCESS TO RECORDS

You can request access to records by completing Form 1 included in to this document for convenience.

Request for access to records must be made to our Information Officer at the address, fax number or electronic mail address provided above.

The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required and indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.

*It is vital that the requester identifies the right that he or she is seeking to exercise or protect and provides an explanation of why the requested record is required for the exercise or protection of that right.*

If a request is made on behalf of another person, the requester must then submit proof of capacity in which the requester is making the request to the satisfaction of our Information Officer.

If your request does not comply with the formalities in this manual, we will let you know which steps you should take to comply. Failure to comply may result in the request being rejected for lack of procedural compliance, refused (if sufficient information is not provided, or otherwise) or delayed.

You must provide us with proof of identity before we can process any request.

*Kindly note that all request to the company will be evaluated and considered in accordance with the Act. Publication of this Manual and describing the categories and subject matter of information held by the company does not give rise to any rights to access such information or records, except in terms of the Act.*

## 10 OUTCOME OF YOUR REQUEST AND FEES PAYABLE

We will decide within 30 days of receiving your request whether to grant or decline the request. We will notify you of our decision and explain why we accepted or refused your request in terms of section 58 of PAIA.

If your request is successful, we will let you know what the related fees are and how you can pay them. We may require that you pay a deposit before we process your request. The fee structure is available on the South African Human Rights Commission ('SAHRC') website at [www.sahrc.org.za](http://www.sahrc.org.za), or:

Postal address: Private Bag X2700  
Houghton  
2041

Telephone: (011) 877 3600

Fax: (011) 403-0625

Email: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

The Information Regulator will be taking over the function of the Propotion of Access to Information Act (PAIA) from the SAHRC from 1 July 2021. The contact details of the Information Regulator are:

Email: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Website: [www.justice.gov.za/infoereg/](http://www.justice.gov.za/infoereg/)

If you request large quantities of information or if we cannot reasonably obtain the information you request within the original 30 days, we might have to extend the period by another 30 days. We will notify you in writing if we require an extension.

## 11 REASONS WHY WE MAY REFUSE YOUR REQUEST

The SAHRC's guide to understanding PAIA sets out all the reasons why an entity may or must refuse a PAIA<sup>1</sup> request. These reasons include refusal based on the grounds that the information requested will:

- Involve unreasonable disclosure of personal information about the the company or a third party, including records that may cause harm to the commercial or financial interests of the company or third party, or place the company or third party at a disadvantage or prejudice the third;
- compromise South Africa's defence, security and international relations;

<sup>1</sup> Promotion of Access to Information Act No. 2, 2000, Chapter 4 Sections 62 to 70



- hamper the operations of Reutech Radar Systems;
- be unreasonably time consuming and lead to waste of resources, or
- is manifestly frivolous or vexatious.

## 12 IF WE CANNOT FIND A RECORD

If there are records that we cannot find despite a reasonable and diligent search, we will notify you with an affidavit explaining the measures we have taken to locate the record. If we find the records after we have issued such an affidavit, we will grant you access to the records unless we have a reason to refuse your request.

## 13 IF YOU NEED ASSISTANCE OR MORE INFORMATION

If you require further assistance, The South African Human Rights Commission (SAHRC) has published a guide that introduces PAIA, describes where to find information and how to request access to information. It explains when access to information may be refused and offers key references and resources. The guide is available in each official language and is intended to assist you in exercising your rights to access information.

You can find this guide at the head office of the SAHRC:

Address: 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Alternatively, you can find it at all the provincial offices and on the SAHRC website at: [www.sahrc.org.za](http://www.sahrc.org.za)

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Website: [www.justice.gov.za/infoereg/](http://www.justice.gov.za/infoereg/)

# FORMS

- Form 1: request for access to a record
- Form 2: Outcome of request and fees payable

**14 FORM 1**

**Request for access to a record<sup>2</sup>**

- 1. If the space provided in the form is inadequate, please submit additional information as an annexure to this form and sign each page.
- 2. We will process a request for access to a record other than a record containing your personal information after you have paid the request fee.
- 3. The fee depends on the form in which you need to access the record and the time we have to search for and prepare the record.
- 4. We will let you know in writing whether your request has been approved or denied, and if we approve your request, we will let you know what the related fees are.

**To: The information officer**

Address


E-mail address

Fax number

- This request is in my own name
- I'm making this request on behalf of someone else—[please attach proof of the capacity in which you are making this request].

**YOUR DETAILS**

Name and surname

Identity number

Postal address

Residential address

E-mail address

Telephone number


<sup>2</sup> Regulation 7 of PAIA.

Cell number

Fax number

**HOW DO YOU PREFER TO BE CONTACTED?**

Postal address

Residential address

E-mail address

Fax

**DETAILS OF THE PERSON ON WHOSE BEHALF YOU ARE MAKING THIS REQUEST (IF APPLICABLE)**

Name and surname

Identity number

Postal address

Residential address

E-mail address

Telephone number

Cell number

Fax number

**WHICH RIGHT ARE YOU EXERCISING OR PROTECTING?**

Which right are you exercising or protecting?

Explain why you need this record to exercise or protect that right.

**DETAILS OF THE RECORD YOU ARE REQUESTING**

Please provide full particulars of the record that you wish to access, including the reference number if you have it to help us find the record.

Describe the record or relevant part of the record	
Reference number (if you have it)	
Any further information about the record.	

**TYPE OF RECORD**

Written or printed record	
Visual images (including photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Recorded words or information that can be reproduced in sound	
Held on a computer or in an electronic or machine-readable form	

**FORMAT IN WHICH YOU WOULD LIKE TO RECEIVE THE RECORD**

A printed copy of a record (including copies of any virtual images, transcriptions and information held on a computer or in an electronic or machine-readable form.	
Written or printed transcription of virtual images (including photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Transcription of a soundtrack (written or printed)	
Copy of record on a flash drive (including virtual images and soundtracks)	
Copy of record on a compact disc drive (including virtual images and soundtracks)	

**HOW WOULD YOU LIKE TO ACCESS THE RECORD?**

Personal inspection of the record at our registered address (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in electronic or machine-readable form)	
Postal services to a postal address	

Postal services to a street address	
Fax information in written or printed format (including transcriptions)	
E-mail information (including soundtracks if possible)	
Preferred language	

(If the record is not available in the language you prefer, we may give you access in the language in which the record is available.)

Date \_\_\_\_\_ Signed at \_\_\_\_\_

\_\_\_\_\_  
Signature of the requester/person on behalf of whom the request is made

**FOR OFFICE USE**

Reference number	
Date received	
Access fees (if any)	
Deposit (if any)	

**DETAILS OF THE PERSON WHO RECEIVED THE REQUEST**

Job Title	
Name and surname of Information Officer	

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Signature of Information Officer

# 15 FORM 2

**Outcome of request for access to a record, and fees payable<sup>3</sup>**

- 1. If your request is granted
  - a. you must pay the deposit (if any) before we can process your request, and
  - b. we will only release the record you requested once we receive full payment.
- 2. Please note your reference number in all future correspondence.

To:

Address

E-mail address

Fax number

Reference number

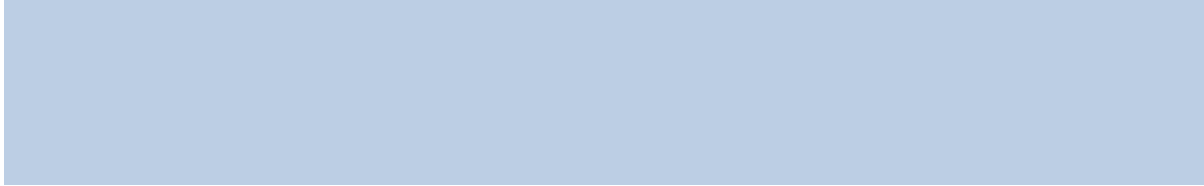

**YOUR REQUEST HAS BEEN**

- Approved
- Denied

<sup>3</sup> Regulation 8 of PAIA.



Because



**YOU REQUESTED**

Personal inspection of the record at our registered address (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in electronic or machine-readable form)

Please take these steps:

- 1. Make an appointment to inspect the record.
- 2. Bring this form with you.

Accessing a record this way is free. However, if you need copies of the information, you will be charged the appropriate fees as set out in Annexure B.

**OR**

**YOU REQUESTED**

A printed copy of a record (including copies of any virtual images, transcriptions and information held on a computer or in an electronic or machine-readable form.	
Written or printed transcription of virtual images (including photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Transcription of soundtrack (written or printed)	
Copy of record on a flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	

**YOU ASKED TO ACCESS THE RECORD AS FOLLOWS**

Postal services to a postal address	
Postal services to a street address	
Fax information in written or printed format (including transcriptions)	
E-mail information (including soundtracks if possible)	
Preferred language	

**FEES PAYABLE WITH REGARDS TO YOUR REQUEST**

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Copy of Guide	R3.90		
Photocopy	R3.90		
Printed copy	R4.80		
Copy in a computer-readable form on:			
a) Flash drive	a) R0.00		
b) Compact disc	b) 56.00		
Transcription of visual images	Service to be outsourced. Will depend on quotation from service provider.		
Copy of visual images			
Transcription of an audio record			
Copy of an audio record	R56.00		
Postage	Actual cost		
<b>TOTAL:</b>			

**DEPOSIT PAYABLE**

If the search exceeds six hours.

How many hours did the search take?	
-------------------------------------	--

What is the deposit payable? (Calculated as a third of the total amount per request)

**OUR BANK DETAILS**

Bank	<div style="background-color: #c0c0c0; height: 20px;"></div>
Account holder	<div style="background-color: #c0c0c0; height: 20px;"></div>
Type of account	<div style="background-color: #c0c0c0; height: 20px;"></div>
Account number	<div style="background-color: #c0c0c0; height: 20px;"></div>
Branch code	<div style="background-color: #c0c0c0; height: 20px;"></div>
Reference number	<div style="background-color: #c0c0c0; height: 20px;"></div>
Proof of payment address	<div style="background-color: #c0c0c0; height: 20px;"></div>

Date \_\_\_\_\_ Signed at \_\_\_\_\_

\_\_\_\_\_  
Information Regulator/Information Officer