


PAIA MANUAL 	REVISION NUMBER 002 POPIA Updates
	EFFECTIVE DATE 1 JULY 2021

RENTTECH SOUTH AFRICA (PTY) LTD

**MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO
INFORMATION ACT 2 OF 2000 (“PAIA”)**


**AS AMENDED BY THE PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013
 (“POPIA”)**

Date of Compilation: 1 April 2018

Date of Revision: 1 July 2021


Revision 2

RENTTECH PAIA MANUAL


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1. AN INTRODUCTION TO PAIA


The Promotion of Access to Information Act, 2000 ("**PAIA**") came into operation on 9 March 2001.

PAIA seeks, among other things, to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights.

PAIA sets out the requisite procedural issues attached to information requests, including the obligation to compile a PAIA Manual.

Section 51 of PAIA obliges private bodies to compile a manual to enable a person to obtain access to information held by such body and stipulates the minimum requirements that the manual has to comply with.

Where a person is desirous of obtaining information from a private body, in terms of PAIA such request must be made in the format as prescribed and described under the private body's PAIA Manual, and following receipt of the request, such private body must disclose the information if the requester is able to show that the record is required for the exercise or protection of any rights, and provided that no grounds of refusal contained in PAIA are applicable.

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2. OUR PAIA MANUAL

This Manual constitutes RENTTECH SOUTH AFRICA (PTY) LTD's PAIA Manual.

This Manual is compiled in accordance with section 51 of **PAIA** as amended by the Protection of Personal Information Act, 2013 ("**POPIA**"), which gives effect to everyone's Constitutional right to privacy and largely commenced on 1 July 2020.


POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions so as to establish minimum requirements for the processing of personal information.

POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith.

This PAIA manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of POPIA.

For purposes of this Manual, we refer to ourselves as RENTTECH SOUTH AFRICA (PTY) LTD", "we", "us" or "our".

We have compiled this Manual to inform you of, and guide you through, the procedural and other requirements with which a PAIA or a POPIA request must comply.

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3. WHO ARE WE

We are RENTTECH SOUTH AFRICA (PTY) LTD, a company registered in South Africa and bearing registration number 2008/029015/07. Our registered address is 1 Manchester Road, Wadeville.


With a solid background in rental and sales, RENTTECH SOUTH AFRICA (PTY) LTD has become the equipment supplier of choice for a growing number of engineering, welding, lifting and rigging companies around the country. We serve a diverse range of industries, including petrochemical, power generation, construction and civils, manufacturing, paper and pulp, offshore oil and gas, shipbuilding and marine maintenance, mining, road and rail and engineering. A number of companies converge under the Renttech name, offering synergies in both sales and rental.

Renttech's highly successful rental equipment arm includes 22 recognised brands of welding, lifting and rigging equipment, as well as a comprehensive range of industrial generators, electrical power tools, welding consumables and construction-related equipment. We are the leading distributors of Harris soldering and brazing gas cutting and welding products, the largest distributor of Lincoln Electric products and, through SA Welding (SAW), can offer an impressive range of specialised welding solutions. Other names that we are proud to be associated with include Kelmeg Lifting Services (KLS) for top class rigging and lifting equipment, and UNIpower industrial generators, welding machines and welding accessories.

Our aim is to match the exacting standards of our clients, and thus quality and reliability are the determining factors in the selection of products within our portfolio. Being committed to the highest SHERQ (safety, health, environment, risk and quality) principles, quality levels are measured through the internationally-recognised ISO 9001-2008 standards.

We are proud of our phenomenal growth in recent years, which we attribute not only to our vast range of top-name products and industry experience, but also to our commitment to the highest levels of integrity, performance and customer service.

With an 8 500 m2 head office in Johannesburg, skilled and dedicated staff and a large network of branches throughout Southern Africa, Renttech is well positioned to bring you expert service and reliable, on-time delivery.

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If you would like to find out more about us, including our main business activities, our company profile is available at www.renttechsa.co.za/about

4. BRANCHES, MAIN SUBSIDIARIES AND ASSOCIATE COMPANIES

RENTTECH SOUTH AFRICA (PTY) LTD has the following subsidiaries and associate entities:


- Renttech Holdings (Pty) Ltd
- Renttech Training (Pty) Ltd

These subsidiaries are currently dormant and are in the process of being wound down.

We have a number of branches situated around South Africa.

WADEVILLE - HEAD OFFICE	GAUTENG (SALES) BRANCH	KELMEG RIGGING SERVICES	LEPHALALE ELLISRAS MEDUPI
1 MANCHESTER ROAD WADEVILLE 1422	1 MANCHESTER ROAD WADEVILLE 1423	10 DAVIDSON PLACE WADEVILLE 1422	MEDUPI POWER-STATION
TEL: (011)824-0410/0074/1424/0414 FAX: (011)824-0427	(010)003-7400	TEL: (011)902-8001 FAX: (011)824-0743	TEL: (014)940-0175 FAX: (086)527-7229

DURBAN BRANCH	SASOLBURG BRANCH	ELLISRAS	SECUNDA
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1365 SOUTH COAST ROAD MOBENI, <i>DURBAN</i>	19 URANUS STREET NALEDI INDUSTRIAL PARK, SASOLBURG, 1947	5 ETRON STREET, LITE INDUSTRIAL ONVERWACHT, LEPHALALE 555	EXTENSION 24, CNR BELL & WRIGHT SECUNDA, 2302
TEL: (031)902-7595 / (087)158-5819 FAX: (031)902-7620	TEL:(016) 971 2868 FAX: (016)971-2857	TEL: (014)763-4150 FAX: (014)763-2639	TEL: (017)631-3815 FAX: (017)631-3813

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CAPE TOWN BRANCH	WITBANK	RUSTENBURG	PORT ELIZABETH
29 CARLISLE STREET	CNR VAN RENSBURG STR & VOLSCHECK AVE	27 WATERVAL AVENUE	77 HAUPT STREET
PAARDEN EILAND	16 VAN RENSBURG STREET,	RUSTENBURG	SIDWELL, 6001
CAPE TOWN,8005	WITBANK, 1035, EMALAHLENI	2290	PORT ELIZABETH
<u>TEL: (021) 511 1160</u>	TEL: (013)697-3034	TEL: (014)592-1667/9	TEL: (041)484-4624/7
FAX: (021)511-1215	FAX: (013)697-5038	FAX: (014)592-2703	FAX: (041)484-1301

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RENTTECH BLOEMFONTEIN	RICHARDS BAY	EAST LONDON	KIMBERLEY
7 KRAUSE STREET, ORANJESIG BLOEMFONTEIN 9301	UNIT B4, SHOP NO. 5 BRASS LINK, ALTON RICHARDSBAY, 3900	7 BUFFALO VIEW ROAD, GATELY, EAST LONDON 5200	UNIT 5, 83B LONG STREET, KIMBERLEY 8300
TEL: (051) 430-8310/14 FAX:(051) 430-7374	TEL: (035)751- 1965 FAX: (035)751- 1566	TEL: (043)736- 6440 FAX: (043)736- 6450	TEL: 053 831 4026/61 FAX: 053 831 3835


5. OUR BOARD OF DIRECTORS

Our directors are :

- DC Whitehead Managing Director
- HL Greenstein
- CN Turnbull
- S Chuturgoon

The Management Committee may change from time to time.

Please visit our website <http://www.renttechsa.co.za> to find out whether there have been any changes.

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6. OUR CONTACT DETAILS

Our general contact details are as follows:

Postal

PO Box 14853

Wadeville

1422

Physical

1 Manchester Road

Wadeville

011 824 0410

7. DETAILS OF OUR INFORMATION OFFICER AND DEPUTY INFORMATION OFFICERS

The details of our Information Officer is as follows:

DC Whitehead


1 Manchester Road

Wadeville

011 824 0410

d.whitehead@renttechsa.co.za

The details of our Deputy Information Officer is as follows:

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L Liebenberg

1 Manchester Road

011 824 0410

l.liebenberg@renttechsa.co.za


When sending Correspondence to our Information or Deputy Information Officers please use the following details - Marked for the attention of the Information Officer:

- Phone number for PAIA/POPIA requests: (Tel) 011 824 0410
- Email address for PAIA/POPIA requests: l.liebenberg@renttechsa.co.za

8. PAIA GUIDE

In order to assist those who are not familiar with PAIA or POPIA, a Guide that contains information to assist you in understanding how to exercise your rights under PAIA (“the Guide”) is available in all the South African official languages.

- The Guide is currently available on the following site:
 - [Understanding PAIA - South African Human Rights Commission](#)
 - [Guide on How to Use the Promotion of Access to Information ...](#)

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If you have any queries, or need a copy of the Guide, please contact the Information Regulator directly at:

The Information Regulator (South Africa)

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

P.O Box 31533, Braamfontein, Johannesburg, 2017

Complaints email: complaints.IR@justice.gov.z General enquiries email: infoereg@justice.gov.za.

9. INFORMATION THAT IS AUTOMATICALLY AVAILABLE WITHOUT A PAIA REQUEST

The information available on our website, may be automatically accessed by you without having to go through the formal PAIA request process.


10. RECORDS KEPT IN TERMS OF THE OTHER LEGISLATION

We are subject to many laws and regulations, some of which require us to keep certain records.

These laws are detailed below:

This list is not exhaustive. For a more substantive list see Annexure "E".


- Administration of Estates Act 66 of 1965
- Basic Conditions of Employment Act 75 of 1997
- Consumer Protection Act 68 of 2008
- Close Corporations Act 69 of 1984
- Companies Act 61 of 1973
- Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- Employment Equity Act 55 of 1998
- Estate Agency Affairs Act 112 of 1976

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- Income Tax Act 58 of 1962
- Insolvency Act No. 24 of 1936
- Labour Relations Act 66 of 1995
- Occupational Health & Safety Act 85 of 1993
- Pension Funds Act 24 of 1956
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Stamp Duties Act 77 of 1968
- Stock Exchanges Control Act 1 of 1985 (and the rules and listing requirements of the JSE Securities Exchange authorised in terms thereof)
- Unemployment Contributions Act 4 of 2002
- Unemployment Insurance Act 30 of 1966
- Value Added Tax Act 89 of 1991


11. A DESCRIPTION OF SUBJECTS WE HOLD RECORDS ON AND CATEGORIES OF RECORDS

- 11.1 RENTTECH SOUTH AFRICA PTY LTD maintains records on the categories and subject matters listed below. Please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be granted. All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of PAIA.
- 11.2 Please note further that many of the records held by RENTTECH SOUTH AFRICA PTY LTD are those of third parties, such as clients and employees, and RENTTECH SOUTH AFRICA PTY LTD takes the protection of third-party confidential information very seriously. For further information on the grounds of refusal of access to a record please see paragraph...below. Requests for access to these records will be considered very carefully. Please ensure that requests for such records are carefully motivated.

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Category of records	Records
<p>Internal records</p> <p>The records listed pertain to RENTTECH SOUTH AFRICA PTY LTD's own affairs</p>	<p>Memoranda and Articles of Association;</p> <p>Financial records;</p> <p>Operational records;</p> <p>Intellectual property;</p> <p>Marketing records;</p> <p>Internal correspondence;</p> <p>Service records;</p> <p>Statutory records;</p> <p>Internal policies and procedures;</p> <p>Minutes of meetings.</p>

<p>Personnel records</p> <p>For the purposes of this section, "personnel" means any person who works for or provides services to or on behalf of RENTTECH SOUTH AFRICA PTY LTD and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of RENTTECH SOUTH AFRICA PTY LTD. This includes partners, directors, all permanent, temporary and part-time staff as well as consultants and contract workers.</p>	<p>Any personal records provided to us by our personnel;</p> <p>Any records a third party has provided to us about any of their personnel;</p> <p>Conditions of employment and other personnel-related contractual and quasi legal records;</p> <p>Employment policies and procedures;</p> <p>Internal evaluation and disciplinary records; and</p> <p>Other internal records and correspondence.</p>
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<p>Client-related records</p>	<p>Contracts with the client and between the client and other persons;</p>
<p>Other third-party records</p> <p>Records are kept in respect of other parties, including, without limitation, joint ventures and consortia to which RENTTECH SOUTH AFRICA PTY LTD is a party, contractors and sub-contractors, suppliers, service providers, and providers of information regarding general market conditions. In addition, such other parties may possess records which can be said to belong to RENTTECH SOUTH AFRICA PTY LTD.</p>	<p>Personnel, client, or RENTTECH SOUTH AFRICA PTY LTD records which are held by another party as opposed to being held by RENTTECH SOUTH AFRICA PTY LTD; and</p> <p>Records held by RENTTECH SOUTH AFRICA PTY LTD pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors or suppliers.</p>

<p>Other records</p> <p>Information relating to RENTTECH SOUTH AFRICA PTY LTD; and</p> <p>Research information belonging to RENTTECH SOUTH AFRICA PTY LTD or carried out on behalf of a third party.</p>

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<p>Companies Act Records</p> <p>Documents of Incorporation;</p> <p>Memorandum of Incorporation;</p> <p>Minutes of Board of Directors meetings and General Meetings;</p> <p>Written Resolutions;</p> <p>Records relating to the appointment of directors / auditors / company secretary /public officer and other officers;</p> <p>Share Register and other Statutory Registers; and</p> <p>Other Statutory Records.</p>
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<p>Financial Record</p> <p>Annual Financial Statements;</p> <p>Tax Returns;</p> <p>Accounting Records;</p> <p>Banking Records;</p> <p>Bank Statements;</p>

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Electronic Banking Records;
Asset Register;
Rental Agreements; and
Invoices.

Income Tax Records
PAYE Records;
Documents issued to employees for income tax purposes;
Records of payments made to SARS on behalf of employees;
All other statutory compliances;
VAT;
Regional Services Levies;
Skills Development Levies;
UIF; and
Workmen's Compensation.

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Personnel Documents and Records

Employment contracts;

Employment policies and procedures;

Employment Equity Plan;

Medical Aid records;

Pension Fund records;

Internal evaluations and disciplinary records;

Salary records;

Disciplinary codes;

Leave records;


Training records and manuals;

Operating manuals;

Personal records provided by personnel;

Other statutory records; and

Related correspondence.

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12. INFORMATION RELATED TO POPIA


12.1 POPIA requires us to provide you with certain information relating to how personal information that we process is, amongst others, used, disclosed and destroyed.

12.2 In terms of POPIA we are required to provide you with the following information:

- details of all personal information which we processes;
- the purpose of the processing;
- a description of the categories of data subjects and of the information or categories of information relating thereto;
- the recipients or categories of recipients to whom the personal information may be supplied;
- planned transborder flows of personal information; and
- a general description allowing a preliminary assessment of the suitability of the information security measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information which is to be processed.

12.3 RENTTECH SOUTH AFRICA PTY LTD may collect personal information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to:

- 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;
- information relating to the education or the medical, financial, criminal or employment history of the person;
- any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- the biometric information of the person;
- the personal opinions, views or preferences of the person;


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- 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;
- the views or opinions of another individual about the person; and
- 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;

12.4 The purpose of processing the above personal information by RENTTECH SOUTH AFRICA PTY LTD will depend on the nature of the personal information and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time that the personal information is collected. In general, personal information is processed for purposes of dealing with a variety of operational purposes, requests, complaints, procurement purposes, marketing purposes, supply and demand purposes, risk purposes, records management, security, employment and related matters.

12.5 RENTTECH SOUTH AFRICA PTY LTD holds information and records on the following categories of data subjects:

- Clients - Natural Persons Names; contact details; physical and postal addresses; date of birth; ID number; Tax related information; nationality; gender; confidential correspondence
- Clients – Juristic Persons / Entities Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories; beneficiaries; ultimate beneficial owners.
- Clients – Foreign Persons / Entities Names; contact details; physical and postal, Financial information addresses; date of birth; Passport number Tax related information; nationality; gender; confidential correspondence; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners
- Contracted Service Providers Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information;

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Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners

- Intermediary / Advisor Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners
- Employees / Directors / Potential personnel / Shareholders / Volunteers / Employees' family members / Temporary Staff Gender, Pregnancy; Marital Status; Race, Age, Language, Education information; Financial Information; Employment History; ID number; Next of kin; Children's name, gender, age, school, grades; Physical and Postal address; Contact details; Opinions, Criminal behaviour and/or criminal records; Well-being; Trade Union membership; external commercial interests; Medical Information: Website end-users / Application end-users Names, Electronic identification data: IP address; log-in data, cookies, Electronic localization data; cell phone details, GPS Data.

(This list of categories of data subjects is non-exhaustive.)

12.6 The recipients or categories of recipients to whom the personal information may be shared or supplied to depends on the nature of the personal information, and the purpose or reason why it is being processed. RENTTECH SOUTH AFRICA PTY LTD may supply information or records to the following categories of recipients:


- Management;
- Employees;
- Internal personnel;
- Operators;
- Business partners;
- Service providers;
- Banks;
- Customers;

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- Pension funds and medical aids;
- Trade unions;
- Statutory oversight bodies, regulators or judicial commissions of enquiry making a request for personal information;
- Any court, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for personal information or discovery in terms of the applicable rules;
- South African Revenue Services, or another similar authority;
- Anyone making a successful application for access in terms of PAIA or POPIA; and
- credit bureau or credit providers industry association or other associations for an industry in which RENTTECH SOUTH AFRICA PTY LTD operates.
- Any third party with whom RENTTECH SOUTH AFRICA PTY LTD conducts business;
- Contractors;
- Suppliers;
- Customers.

12.7 If a data subject visits RENTTECH SOUTH AFRICA PTY LTD's website from a country other than South Africa, the various communications will necessarily result in the transfer of information across international boundaries.

12.8 RENTTECH SOUTH AFRICA PTY LTD may need to transfer a data subject's information to service providers in countries outside South Africa, in which case it will ensure that it either complies with the applicable data protection legislation in those

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countries where the recipient is situated or ensure that it enters into an agreement with the recipient of the personal information which compels the recipient to protect that information, to a no lessor standard that is found under POPIA.


12.9. RENTTECH SOUTH AFRICA PTY LTD takes extensive information security measures to ensure the confidentiality, integrity and availability of personal information in our possession. RENTTECH SOUTH AFRICA PTY LTD takes appropriate technical and organisational measures designed to ensure that personal information remains confidential and secure against unauthorised or unlawful processing and against accidental loss, destruction or damage. These measures include:

- Firewalls;
- Virus protection software and update protocols;
- Logical and physical access control;
- Secure setup of hardware and software making up our information technology infrastructure; and
- Outsourced service providers who are contracted to implement security controls.


13. REQUEST PROCEDURE

13.1. Any request for access to a record from a public body in terms of PAIA must substantially correspond with the form included in **Annexure A** hereto.

13.2 A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned to you.

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- 13.3 POPIA provides that a data subject may, upon proof of identity, request RENTTECH SOUTH AFRICA PTY LTD to confirm, free of charge, all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information.
- 13.4 POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, RENTTECH SOUTH AFRICA PTY LTD must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee.
- 13.5 Grounds for refusal of the data subject's request are set out in PAIA and are discussed below.
- 13.6 POPIA provides that a data subject may object, at any time, to the processing of personal information by RENTTECH SOUTH AFRICA PTY LTD, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto as **Annexure C** and submit it to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above.
- 13.7 A data subject may also request RENTTECH SOUTH AFRICA PTY LTD to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of personal information about the data subject that RENTTECH SOUTH AFRICA PTY LTD is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.
- 13.8 A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above on the form attached hereto as Annexure D.
- 13.9 Proof of identity is required to authenticate your identity and the request. You will, in addition to this prescribed form, be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity.

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13.10 There are two categories of fees which are payable:

The request fee: R50

The access fee: This is calculated by taking into account reproduction costs, search and preparation costs, as well as postal costs.

These fees are set out in **Annexure B**.

13.11 Section 54 of PAIA entitles RENTTECH SOUTH AFRICA PTY LTD to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in Regulation 9(2)(c) promulgated under PAIA.

13.12 Where a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.


13.13 Requests will be processed within 30 (thirty) days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.

13.14 Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

14. GROUNDS FOR REFUSAL OF ACCESS AND PROTECTION OF INFORMATION

14.1 There are various grounds upon which a request for access to a record may be refused. These grounds include:

- the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;
- the protection of commercial information of a third party (for example: trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
- if disclosure would result in the breach of a duty of confidence owed to a third party;

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- if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
- if the record was produced during legal proceedings, unless that legal privilege has been waived;
- if the record contains trade secrets, financial or sensitive information or any information that would put RENTTECH SOUTH AFRICA PTY LTD at a disadvantage in negotiations or prejudice it in commercial competition; and/or
- if the record contains information about research being carried out or about to be carried out on behalf of a third party or by RENTTECH SOUTH AFRICA PTY LTD.


14.2 Section 70 of PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal (i) a substantial contravention of, or failure to comply with the law; or (ii) there is an imminent and serious public safety or environmental risk; and (iii) the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

14.3 If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty one) days of receipt of the request. The third party would then have a further 21 (twenty one) days to make representations and/or submissions regarding the granting of access to the record.

15. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

15.1 If the Information Officer decides to grant a requester access to the particular record, such access must be granted within 30 (thirty) days of being informed of the decision.


15.2 There is no internal appeal procedure that may be followed after a request to access information has been refused. The decision made by the Information Officer is final. In the event that you are not satisfied with the outcome of the request, you are entitled to apply to the Information Regulator or a court of competent jurisdiction to take the matter further.

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15.3 Where a third party is affected by the request for access and the Information Officer has decided to grant you access to the record, the third party has 30 (thirty) days in which to appeal the decision in a court of competent jurisdiction. If no appeal has been lodged by the third party within 30 (thirty) days, you must be granted access to the record.

16. AVAILABILITY OF THIS MANUAL

Copies of this Manual are available for inspection, free of charge, at the registered offices of RENTTECH SOUTH AFRICA PTY LTD at 1 Manchester Road, Wadeville, 1422

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ANNEXURE “A” REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY


J752

REPUBLIC OF SOUTH AFRICA



FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))
[Regulation 10]

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3. Any further particulars of record:

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E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.

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- (c) The fee payable for access to a record depends on the form in which access is required and the reasonable 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.

Reason for exemption from payment of fees:

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F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability: Form in which record is required:
.....

Mark the appropriate box with an **X**.

NOTES:

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- (a) Compliance with your request for access in the specified form may depend on the form in which the record is available.
- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.


1. If the record is in written or printed form:					
	copy of record*		inspection of record		
2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):					
	view the images		copy of the images*		transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:					
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)		
4. If record is held on computer or in an electronic or machine-readable form:					
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (stiffy or compact disc)

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
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G. Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.**

1. Indicate which right is to be exercised or protected:

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2. Explain why the record requested is required for the exercise or protection of the
aforementioned right:

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H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved / denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

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.....


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Signed at this day..... ofyear
.....

.....
SIGNATURE OF REQUESTER /
PERSON ON WHOSE BEHALF REQUEST IS
MADE

ANNEXURE “B” – FEES

1. The “request fee” payable by a requester, other than a personal requester, referred to in section 54(1) of the Act, is R50
2. The “fees for reproduction” referred to in section 52(3) and “access fees” payable by a requester referred to in section 54(7), unless exempted under section 54(8) of the Act, are as follows:
 - (a) for every photocopy of an A4-size page or part thereof - R1 - R10
 - (b) for every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form - R0 - R75
 - (c) for a copy in a computer-readable form on:


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- (i) stiffy disc - R7 - R50
- (ii) compact disc - R70
- (d) (i) for a transcription of visual images, for an A4-size page or part thereof - R40;
- (ii) for a copy of visual images - R60
- (e) (i) for transcription of an audio record, for an A4-size page or part thereof - R20;
- (ii) for a copy of an audio record - R30
- (f) To search for the record for disclosure, R30 for each hour or part of an hour reasonably required for such search.

The actual postal fee is payable when a copy of a record must be posted to a requester Exemptions from paying “access fees”

Person or persons exempted from paying access fees:-

- (i) A single person whose annual income does not exceed R14,712.00; or
- (ii) Married persons or a person and his/her life partner whose annual income does not exceed R27,192.00

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ANNEXURE “C”- FORM 1 OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF POPIA REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 2]

Note:


1. *Affidavits or other documentary evidence as applicable in support of the objection may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / E-mail	

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address:	
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B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)

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Signed at this day of20.....

.....

Signature of data subject/designated person

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ANNEXURE “D” FORM 2 - REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 3]

Note:


1. *Affidavits or other documentary evidence as applicable in support of the request may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

Mark the appropriate box with an "x".

Request for:


is in Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

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A	DETAILS OF THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/E-mail address:	


B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	

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C	INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED
D	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and/or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. <i>(Please provide detailed reasons for the request)</i>


Signed at this day of20.....

.....
Signature of data subject/ designated person


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ANNEXURE “E- RECORDS KEPT IN TERMS OF LEGISLATION


- Accreditation for Conformity Assessment, Calibration and Good Laboratory Practice Act 19 of 2006 (Science)
- Administration of Estates Act 66 of 1965 (Estates)
- Administrative Adjudication of Road Traffic Offences Act 46 of 1998 (Transport)
- Admission of Advocates Act 74 of 1964 (Professions)
- Advertising on Roads and Ribbon Development Act 2 of 1940 (Environment and Conservation)
- Advisory Board on Social Development Act 3 Of 2001 (Welfare and Pensions)
- African Renaissance and International Co-operation Fund Act 51 of 2000 (Finance)
- Aged Persons Act 81 of 1967 (Welfare and Pensions)
- Agricultural Debt Management Act 45 of 2001 (Farming)
- Airports Company Act 44 of 1993 (Transport)
- Alienation of Land Act 68 of 1981 (Contract and Delict)
- Appeals Amendment Act 105 of 1982 (Procedural Law)
- Apportionment of Damages Act 34 of 1956 (Contract and Delict)
- Arbitration Act 42 of 1965 (Procedural Law)
- Architectural Profession Act 44 of 2000 (Professions)
- Associated Institutions Pension Fund Act 41 of 1963 (Welfare and Pensions)
- Associated Institutions Provident Fund Act 11 of 1971 (Welfare and Pensions)
- Atmospheric Pollution Prevention Act 45 of 1965 (Environment and Conservation)
- Attorneys Act 53 of 1979 (Professions)
- Auditing Profession Act 26 of 2005 (Professions)

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- Aviation Act 74 of 1962 (Transport)
- Banking Institutions Act 25 of 1946 (Financial Institutions and Insurance)
- Banks Act 94 of 1990 (Financial Institutions and Insurance)
- Basic Conditions of Employment Act 75 of 1997 (Labour)
- Bills of Exchange Act 34 of 1964 (Commercial Law)
- Broad-Based Black Economic Empowerment Act 53 of 2003 (Constitutional Law)
- Broadcasting Act 4 of 1999 (Communication)
- Business Names Act 27 of 1960 (Commercial Law)
- Carriage of Goods by Sea Act 1 of 1986 (Shipping)
- Central Energy Fund Act 38 of 1977 (Energy)
- Citation of Constitutional Laws Act 5 of 2005 (Constitutional Law)
- Civil Aviation Act 13 of 2009 (Transport)
- Civil Aviation Offences Act 10 of 1972 (Transport)
- Civil Proceedings Evidence Act 25 of 1965 (Procedural Law)
- Close Corporations Act 69 of 1984 (Corporate Law)
- Co-operatives Act 91 of 1981 (Corporate Law)
- Co-operative Banks Act 40 of 2007 (Corporate Law)
- Commission on Gender Equality Act 39 of 1996 (Constitutional Law)
- Communal Land Rights Act 11 of 2004 (Land)
- Companies Act 61 of 1973 (Corporate Law)
- Companies Act 71 of 2008 (Corporate Law)
- Compensation for Occupational Injuries and Diseases Act 130 of 1993 (Labour)

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- Competition Act 89 of 1998 (Commercial Law)
- Computer Evidence Act 57 of 1983 (Procedural Law)
- Constitution of the Republic of South Africa 108 of 1996 (Constitutional Law)
- Consumer Affairs (Unfair Business Practices) Act 71 of 1988 (Commercial Law)
- Consumer Protection Act 68 of 2008 (Commercial Law)
- Contingency Fees Act 66 of 1997 (Legal Administration)
- Convention on Agency in the International Sale of Goods Act 4 of 1986 (Commercial Law)
- Conventional Penalties Act 15 of 1962 (Contract and Delict)
- Copyright Act 98 of 1978 (Commercial Law)
- Convention on Agency in the International Sale of Goods Act 4 of 1986 (Commercial Law)
- Corporate Amendment Act 24 of 2006 and Directors Liability
- Corruption Act 94 of 1992 (Criminal Law)
- Council for Medical Schemes Levies Act 58 of 2000 (Health)
- Council for the Built Environment Act 43 of 2000 (Professions)
- Counterfeit Goods Act 37 of 1997 (Commercial Law)
- Credit Agreements Act 75 of 1980 (Contract and Delict)
- Criminal Procedure Act 51 of 1977 (Procedural Law)
- Cross-Border Insolvency Act 42 of 2000 (Estates)
- Cross-Border Road Transport Act 4 of 1998 (Transport)
- Customs and Excise Act 91 of 1964 (Revenue)
- Debt Collectors Act 114 of 1998 (Legal Administration)
- Deeds Registries Act 47 of 1937 (Legal Administration)

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- Designs Act 195 of 1993 (Commercial Law)
- Divorce Act 70 of 1979 ((Family and Persons)
- Documentary Evidence from Countries in Africa Act 62 of 1993 (Procedural Law)
- Domicile Act 3 of 1992 (Citizenship)
- Dumping at Sea Control Act 73 of 1980 (Environment and Conservation)
- Electricity Act 41 of 1987 (Energy)
- Electronic Communications Act 36 of 2005 (Communication)
- Electronic Communications and Transactions Act 25 of 2002 (Communications)
- Employment Equity Act 55 of 1998 (Labour)
- Enforcement of Foreign Civil Judgments Act 32 of 1988 (Legal Administration)
- Engineering Profession Act 46 of 2000 (Professions)
- Environment Conservation Act 73 of 1989 (Environment and Conservation)
- Establishment of the Northern Cape Division of the Supreme Court of South Africa Act 15 of 1996 (Courts)
- Estate Agency Affairs Act 112 of 1976 (Professions)
- Expropriation Act 63 of 1975 Legal (Administration)
- Finance Act 42 of 2008 (Finance)
- Financial and Fiscal Commission Amendment Act 25 of 2003 (Constitutional Law)
- Financial Institutions (Protection of Funds) Act 28 of 2001 (Financial Institutions and Insurance)
- Financial Intelligence Centre Act 38 of 2001 (Criminal Law)
- Financial Services Board Act 97 of 1990 (Financial Institutions and Insurance)
- Financial Services Ombud Schemes Act 37 of 2004 (Financial Institutions and Insurance)

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- Foreign Courts Evidence Act 80 of 1962 (Procedural Law)
- Formalities in respect of Leases of Land Act 18 of 1969 (Contract and Delict)
- Gas Act 48 of 2001 (Energy)
- Gas Regulator Levies Act 75 of 2002 (Energy)
- General Pensions Act 29 of 1979 (Welfare and Pensions)
- Hazardous Substances Act 15 of 1973 (Health)
- Health Act 63 of 1977 (Health)
- Identification Act 68 of 1997 (Citizenship)
- Immigration Act 13 of 2002 (Citizenship)
- Immovable Property (Removal or Modification of Restrictions) Act 4 of 1965 (Estates)
- Import and Export Control Act 45 of 1963 (Commercial Law)
- Income Tax Act 58 of 1962 (Income Tax)
- Insolvency Act 24 of 1936 (Estates)
- Institution of Legal Proceedings against certain Organs of State Act 40 of 2002(Procedural Law)
- Insurance Amendment Act 17 of 2003 (Financial Institutions and Insurance)
- Insurance Laws Amendment Act 27 of 2008 ((Financial Institutions and Insurance)
- Interpretation Act 33 of 1957 (Procedural Law)
- Intestate Succession Act 81 of 1987 (Estates)
- Investigation of Serious Economic Offences Amendment Act 46 of 1995 (Criminal Law)
- Justices of the Peace and Commissioners of Oaths Act 16 of 1963 (Legal Administration)
- Land Affairs Act 101 of 1987 (Land)
- Labour Relations Act 66 of 1995 (Labour)

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- Law of Evidence Amendment Act 45 of 1998 (Procedural Law)
- Law of Succession Amendment Act 43 of 1992 (Estates)
- Limitation of Legal Proceedings (Provincial and Local Authorities) Act 94 of 1970 (Procedural)
- Liquor Act 59 of 2003 (Liquor)
- Liquor Products Act 60 of 1989 (Liquor)
- Long-term Insurance Act 52 of 1998 (Financial Institutions and Insurance)
- Magistrates' Courts Act 32 of 1944 (Courts)
- Maintenance Act 99 of 1998 (Family and Persons)
- Maintenance of Surviving Spouses Act 27 of 1990 (Estates)
- Marine Pollution (Control and Civil Liability) Act 6 of 1981 (Environment and Conservation)
- Marine Pollution (Intervention) Act 64 of 1987 (Environment and Conservation)
- Marine Pollution (Prevention of Pollution from Ships) Act 2 of 1986 (Environment and Conservation)
- Marine Traffic Act 2 of 1981 (Shipping)
- Matrimonial Affairs Act 37 of 1953 (Family and Persons)
- Matrimonial Property Act 88 of 1984 (Family and Persons)
- Measurement Units and Measurement Standards Act 18 of 2006 (Science)
- Medical Schemes Act 131 of 1998 (Health)
- Mental Health Care Act 17 of 2002 (Health)
- Merchandise Marks Act 17 of 1941 (Commercial Law)
- Merchant Shipping Act 57 of 1951 (Shipping)
- Mine Health and Safety Act 29 of 1996 (Health)

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- Mineral and Petroleum Resources Development Act 28 of 2002 (Resources)
- Natal Advocates and Attorneys Preservation of Rights Act 27 of 1939 (Professions)
- Natal Conveyancers Act 24 of 1926 (Professions)
- National Building Regulations and Building Standards Act 49 of 1995 (Legal Administration)
- National Credit Act 34 of 2005 (Contract and Delict)
- National Energy Act 34 of 2008 (Energy)
- National Energy Regulator Act 40 of 2004 (Energy)
- National Environmental Laws Amendment Act 14 of 2009 (Environment and Conservation)
- National Environmental Management Act 107 of 1998 (Environment and Conservation)
- National Environmental Management Amendment Act 62 of 2008 (Environment and Conservation)
- National Environmental Management: Air Quality Act 39 of 2004 (Environment and Conservation)
- National Environmental Management: Integrated Coastal (Environment and Conservation)
- Management Act 24 of 2008 (Environment and Conservation)
- National Environmental Management: Protected Areas Act 57 of 2003 (Environment and Conservation)
- National Environmental Management: Protected Areas Amendment Act 15 of 2009 (Environment and Conservation)
- National Environmental Management: Protected Areas Amendment act 31 of 2004 (Environment and Conservation)
- National Environmental Management: Waste Act 59 of 2008 (Environment and Conservation)

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- National Health Act 61 of 2003 (Health)
- National Key Points Act 102 of 1980 (Security and Prisons)
- National Ports Act 12 of 2005 (Transport)
- National Railway Safety Regulator Act 16 of 2002 (Transport)
- National Roads Act 54 of 1971 (Transport)
- National Road Safety Act 9 of 1972 (Transport)
- National Road Traffic Act 93 of 1996 (Transport)
- National Water Act 36 of 1998 (Resources)
- Occupational Health and Safety Act 85 of 1993 (Labour)
- Older Persons Act 13 of 2006 (Welfare and Pensions)
- Patents Act 57 of 1978 (Commercial Law)
- Pension Funds Act 24 of 1956 (Welfare and Pensions)
- Petition Proceedings Replacement Act 35 of 1976 (Courts)
- Petroleum Pipelines Act 60 of 2003 (Energy)
- Petroleum Pipelines Levies Act 28 of 2004 (Energy)
- Petroleum Products Act 120 of 1977 (Energy)
- Physical Planning Act 88 of 1967 (Environment and Conservation)
- Prescription Act 68 of 1969 (Procedural Law)
- Prescribed Rate of Interest Act 55 of 1975 (Contract and Delict)
- Private Security Industry Regulation Act 56 of 2001 (Professions)
- Prize Jurisdiction Act 3 of 1968 (Procedural Law)
- Professional and Technical Surveyors' Act 40 of 1984 (Professions)

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- Promotion of Access to Information Act 2 of 2000 (Constitutional Law)
- Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000 (Constitutional Law)
- Property Valuers Profession Act 47 of 2000 (Professions)
- Protection of Businesses Act 99 of 1978 (Commercial Law)
- Public Accountants and Auditors Act 80 of 1991 (Professions)
- Public Audit Act 25 of 2004 (Finance)
- Qualification of Legal Practitioners Amendment Act 78 of 1997 (Professions)
- Quantity Surveying Profession Act 49 of 2000 (Professions)
- Rationalisation of Corporate Laws Act 45 of 1996 (Corporate Law)
- Recognition and Enforcement of Foreign Arbitral Awards Act 40 of 1997 (Courts)
- Recognition of Foreign Legal Qualifications and Practice Act 114 of 1993 (Professions)
- Regulation of Interception of Communication and Provision of Communications- Related Information Act 70 of 2002 (Communication)
- Removal of Restrictions Act 84 of 1967 (Land)
- Renaming of High Courts Act 30 of 2008 (Courts)
- Right of Appearance in Courts Act 62 of 1995 (Courts)
- Road Accident Fund Act 56 of 1996 (Financial Institutions and Insurance)
- Road Traffic Act 29 of 1989 (Transport)
- Sea Transport Documents Act 65 of 2000 (Shipping)
- Second State Oil Fund Amendment Act 74 of 1979 (Energy)
- Sectional Titles Act 95 of 1986 (Housing)
- Security by means of Movable Property Act 57 of 1993 (Contract and Delict)

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- Security Officers Act 92 of 1987 (Security and Prisons)
- Ship Registration Act 58 of 1998 (Shipping)
- Short Process Courts and Mediation in Certain Civil Cases Act 103 of 1991 (Courts)
- Short-term Insurance Act 53 of 1998 (Financial Institutions and Insurance)
- Skills Development Act 97 of 1998 (Labour)
- Skills Development Amendment Act 37 of 2008 (Labour)
- Skills Development Levies Act 9 of 1999 (Labour)
- Small Claims Courts Act 61 of 1984 (Courts)
- South African Passports and Travel Documents Act (Citizenship)
- Special Pensions Act 69 of 1996 (Welfare and Pensions)
- Standards Act 8 of 2008 (Science)
- State Attorney Act 56 of 1957 (Professions)
- Supreme Court Act 59 of 1959 (Courts)
- Temporary Employees Pension Fund Act 75 of 1979 (Welfare Pensions)
- The South African National Roads Agency Limited and Roads Act 7 of 1998 (Transport)
- Tobacco Products Control Act 83 of 1993 (Health)
- Town and Regional Planners Act 19 of 1984 (Professions)
- Trade Marks Act 94 of 1993 (Commercial Law)
- Trade Metrology Act 77 of 1973 (Science)
- Trade Practices Act 76 of 1976 (Commercial Law)
- Transfer Duty Act 40 of 1949 (Revenue)
- Trust Property Control Act 7 of 1988 (Estates)

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- Unemployment Insurance Act 63 of 2001 (Labour)
- Unemployment Insurance Contributions Act 4 of 2002 (Labour)
- Value-Added Tax Act 89 of 1991 (Revenue)
- Vexatious Proceedings Act 3 of 1956 (Courts)
- Water Services Act 108 of 1997 (Resources)
- Wills Act 7 of 1953 (Estates)

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