PAIA Manual

Manual in terms of section 51 of the Promotion of Access to Information Act 2 of 2000

Prepared for B.T. Enterprises (Pty) Ltd (trading as BTE)

This manual has been compiled in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA") and, where relevant, the Protection of Personal Information Act 4 of 2013 ("POPIA"), for B.T. Enterprises (Pty) Ltd (trading as BTE).

Draft for review. This document has been prepared as a professionally structured draft for BTE. It must be reviewed and approved by BTE and its legal adviser or Information Officer before publication. Items marked [CLIENT CONFIRMATION REQUIRED] are unverified and must not be published as complete.

1. Purpose of this manual

PAIA gives a person the right to access records held by a private body where the record is required to exercise or protect a right. This manual helps requesters understand what records BTE holds, which are available without a formal request, and how to make a request.

2. Company contact details (section 51(1)(a))

Detail	Information
Name of private body	B.T. Enterprises (Pty) Ltd, trading as BTE
Registration number	**[CLIENT CONFIRMATION REQUIRED: Company registration number]**
Head of private body	**[CLIENT CONFIRMATION REQUIRED: Head of private body (e.g. CEO / managing director)]**
Information Officer	**[CLIENT CONFIRMATION REQUIRED: Information Officer name]**
Deputy Information Officer	**[CLIENT CONFIRMATION REQUIRED: Deputy Information Officer]**
Physical address	22 Data Cres, Ormonde, Johannesburg South, 2091, South Africa
Postal address	**[CLIENT CONFIRMATION REQUIRED: Postal address]**
Telephone	011 496 1900
Email for PAIA requests	**[CLIENT CONFIRMATION REQUIRED: Information Officer email]**
Website	https://www.bte-domain-to-confirm.example

3. Guide of the Information Regulator (section 51(1)(b))

The Information Regulator (South Africa) publishes a guide on how to use PAIA, including how to make a request. The guide, the Regulator's current contact details and the prescribed request forms are available at inforegulator.org.za.

4. Records available without a request (section 51(1)(c))

Information published on this website, including company, product and contact information, and brochures that BTE makes publicly available, may be accessed without a formal PAIA request. **[CLIENT**

CONFIRMATION REQUIRED: Confirm any additional records BTE makes automatically available]

5. Records available in terms of other legislation (section 51(1)(d))

Records may be available in terms of legislation that may apply to BTE. BTE must confirm which of the following apply to it:

- Companies Act 71 of 2008
- Basic Conditions of Employment Act 75 of 1997
- Labour Relations Act 66 of 1995
- Employment Equity Act 55 of 1998
- Occupational Health and Safety Act 85 of 1993
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Unemployment Insurance Act 63 of 2001
- Skills Development Act 97 of 1998
- Income Tax Act 58 of 1962 and Value-Added Tax Act 89 of 1991
- Consumer Protection Act 68 of 2008
- Electronic Communications and Transactions Act 25 of 2002
- Protection of Personal Information Act 4 of 2013

[CLIENT CONFIRMATION REQUIRED: BTE to confirm the list of applicable legislation]

6. Subjects and categories of records held (section 51(1)(e))

The categories below describe the kinds of records BTE may hold. A record falling within a category is not automatically available; access is subject to the procedure and grounds for refusal set out below. **[CLIENT CONFIRMATION REQUIRED: BTE to confirm categories and add any that are missing]**

Category	Examples of records	Availability
Corporate and statutory	Incorporation documents, share registers, minutes, statutory returns	On request under PAIA
Financial and tax	Annual financial statements, accounting records, tax returns	On request under PAIA
Human resources	Employee contracts, payroll, personnel files, policies	On request under PAIA; personal information of third parties is protected
Customers and enquiries	Enquiry details, quotations, orders, correspondence	On request under PAIA; personal information of third parties is protected
Suppliers and manufacturers	Supplier agreements, correspondence, price lists	On request under PAIA; may contain confidential commercial information
Products and technical	Product information, technical data, manuals	Public material on the website; other records on request
Marketing and communications	Brochures, website content, marketing lists	Public material on the website; other records on request

Category	Examples of records	Availability
Information technology	System records, access logs, security documentation	On request under PAIA; subject to security considerations
Health, safety and compliance	Safety records, policies, incident records	On request under PAIA

7. Processing of personal information (POPIA)

Item	Description
Purpose of processing	Responding to enquiries, quoting and supplying products and services, customer and supplier administration, employment administration, marketing (with consent), legal and regulatory compliance and website security.
Categories of data subjects	Customers and prospective customers, suppliers and manufacturers, employees and job applicants, website visitors. **[CLIENT CONFIRMATION REQUIRED: BTE to confirm]**
Categories of personal information	Names, company details, contact details, enquiry content, employment and financial administration details as applicable. **[CLIENT CONFIRMATION REQUIRED: BTE to confirm]**
Recipients	Staff, service providers acting as operators, professional advisers, and authorities where required by law.
Cross-border transfers	Some service providers may process information outside South Africa, only as POPIA section 72 permits. **[CLIENT CONFIRMATION REQUIRED: BTE to confirm any planned transfers]**
Security measures	Reasonable technical and organisational safeguards as described in the Privacy Policy. **[CLIENT CONFIRMATION REQUIRED: BTE to confirm and describe actual measures]**

Further detail is in the Privacy Policy.

8. How to request access to a record (section 53)

1. Complete the prescribed request form published by the Information Regulator (the current form is available at inforegulator.org.za).
2. State clearly which record you are requesting, the form of access you prefer and the right you wish to exercise or protect, and explain why the record is needed for that purpose.
3. Provide proof of your identity, and if you are acting for someone else, proof of your authority to do so.
4. Submit the completed form to the Information Officer at the contact details in section 2.
5. Pay the prescribed request fee, where applicable. Further fees may apply for reproduction, search and preparation, and a deposit may be required, as provided in PAIA and its regulations. Current prescribed fees are published by the Information Regulator. **[CLIENT CONFIRMATION REQUIRED: BTE to confirm any additional charges]**

9. Our response

BTE will decide on a request within 30 days after receiving it, and may extend that period once by up to a further 30 days in the circumstances PAIA allows, in which case the requester will be told. If BTE does not respond in time, the request is treated as refused. If the request is granted, the notice will state the fees and the form in which access will be given. If refused, the notice will state the reasons.

10. Grounds for refusal

PAIA lists limited grounds on which a private body must or may refuse access. They include protecting the privacy of a third person who is a natural person, protecting the commercial information and confidential information of a third party or of BTE, protecting the safety of individuals and property, records protected by legal privilege, and certain records relating to research. Where only part of a record falls within a ground, the remaining part will be disclosed where reasonable.

11. Remedies

A private body's decision is not subject to an internal appeal. A requester who is dissatisfied may lodge a complaint with the Information Regulator or apply to a court of competent jurisdiction, as PAIA provides.

12. Availability and updating of this manual

This manual is available on the BTE website, at BTE's physical address during business hours and from the Information Officer on request. A fee may be charged for copies as prescribed. BTE will review and update the manual as required. Approved by: **[CLIENT CONFIRMATION REQUIRED: PAIA Manual approved by]**. Date of approval: **[CLIENT CONFIRMATION REQUIRED: PAIA Manual approval date]**.