



PAIA MANUAL

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

**DATE OF COMPILATION: 28/12/2021
DATE OF REVISION: 28/12/2021**

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1. LIST OF ACRONYMS AND ABBREVIATIONS

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|-----|--------------------|--|
| 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” | Promotion of Access to Information Act No. 2 of 2000(as Amended); |
| 1.6 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.7 | “Regulator” | Information Regulator; 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 DENTS N ALL (PTY) LTD

3.1. Chief Information Officer

Name:	HANS-PETER MEIBURG
Tel:	063-2988841
Email:	admin4x4@dentsnall.co.za
Fax number:	N/A

3.2. Deputy Information Officer

Name: HP. Meiburg
Tel: 063-2988841
Email: admin4x4@dentsnall.co.za
Fax Number: N/A

3.3 Access to information general contacts

Email: admin4x4@dentsnall.co.za

3.4 **National or Head Office**

Postal Address:

Unit I Atlantic Hills Business Park, Atlantic Drive, Durbanville, Cape Town 7550

Physical Address: Unit I Atlantic Hills Business Park, Atlantic Drive,
Durbanville, Cape Town 7550

Telephone: 063-2988841

Email: admin4x4@dentsnall.co.za

Website: www.dentsnall4x4accessories.co.za

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2. The Guide is available in each of the official languages and in braille.

4.3. The aforesaid Guide contains the description of-

- 4.3.1. the objects of PAIA and POPIA;
- 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 4.3.3. the manner and form of a request for-
 - 4.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

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

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

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

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

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

- 4.3.6.1. 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 decision by the Regulator or a decision of the head of a private body;
- 4.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.

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

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

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

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

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

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

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

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

4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

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

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

4.6.1 (English and Afrikaans)

Requests for access to records held by Dents N All (Pty) Ltd must be made on request forms that are available from our website and office, from the SAHRC website (www.sahrc.org.za) or the Department of Justice and Constitutional Development (www.doj.gov.za) (under “regulations”). You can submit a request without paying the request fee but please note that payment of the prescribed fees must be made before the request will be processed.

Requests for access to records must be made to our Information Officer at the electronic mail (E-mail) address provided in Section 3 (3.1) of this manual.

The standard form that must be used for the making of requests is provided by the Regulator at this link <https://inforegulator.org.za/popia-forms/> , or can be requested from the Information Officer on admin4x4@dentsnall.co.za . Not using this form could cause your request to be refused, or delayed e.g. if you do not provide sufficient information.

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. The requester must identify the right that he or she is seeking to exercise or protect and provide 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 a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction. Kindly note that all requests to Dents N All (Pty) Ltd 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 Dents N All (Pty) Ltd does not give rise to any rights (in contract or otherwise) to access such information or records except in terms of the Act

5. CATEGORIES OF RECORDS OF THE DENTS N ALL (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
PAIA MANUAL		X	X

6. DESCRIPTION OF THE RECORDS OF DENTS N ALL (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER 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

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE DENTS N ALL (PTY) LTD

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan.
Human Resources	<ul style="list-style-type: none"> - HR policies and procedures - Advertised posts - Employees records
Sales and Marketing	Service and product information
	Brochures, newsletter, and marketing material
Financial Records	Bank Statements and other banking records for business accounts
Customer Records	Any records a customer has provided to Dents N All (Pty) Ltd or a third party acting for or on behalf of Dents N All (Pty) Ltd or the customer
	Confidential, privileged, contractual and quasi-legal records of customers
	Any records a third party has provided to Dents N All (Pty) Ltd either directly or indirectly
	Correspondence with clients
	Correspondence with third parties
Supplier Records	Supplier lists and details of suppliers
	Agreements with suppliers

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

The purpose of which we process personal information includes but is not limited to:

- 8.1.1 rendering of services to our customers;
- 8.1.2 transacting with our suppliers and third-party service providers;

- 8.1.3 maintaining records;
- 8.1.4 general administration;
- 8.1.5 to help us improve the quality of our services;
- 8.1.6 to help us recover debts;
- 8.1.7 financial requirements; and
- 8.1.8 compliance with legal and regulatory requirements

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

The categories of Data Subjects and of the information or categories of information relating thereto includes but is not limited to those set out in our:

- 8.2.1 Privacy Policy, which is available at:
<https://www.dentsnall4x4accessories.co.za/privacy-policy/>
- 8.2.2 Cookies Policy, which is available at:
<https://www.dentsnall4x4accessories.co.za/cookies-policy/>

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	name, address, registration numbers or identity numbers, employment status and bank details
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Employees	address, qualifications, gender and race

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

The recipients or categories of recipients to whom the personal information may be supplied includes but is not limited to those set out in our:

- 8.3.1 Privacy Policy, which is available at:
<https://www.dentsnall4x4accessories.co.za/privacy-policy/>
- 8.3.2 Cookies Policy, which is available at:

<https://www.dentsnall4x4accessories.co.za/cookies-policy/>

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
Credit and payment history, for credit information	Credit Bureaus

8.4 Planned transborder flows of personal information

Dents N all (Pty) Ltd may transfer data trans-border in order to store data with third party cloud storage providers or hosting providers. This is subject to change.

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

Dents N All (Pty) Ltd employs up to date technology to ensure the confidentiality, integrity and availability of the Personal Information under its care. Measure include:

- Virus protection software;
- Secure setup of software;
- Firewalls

This is not an exhaustive list and is subject to change

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 On our website www.dentsnall4x4accessories.co.za ,

9.1.2 In hard copy, to be viewed by appointment during normal business hours at the premises of Dents N All (Pty) Ltd

9.1.3 Address your request to the Information Officer

9.1.4 To any person upon request and upon payment of a reasonable prescribed fee;

9.1.5 Provide sufficient detail to enable Dents N All (Pty) Ltd to identify:

- a. The record(s) requested.
- b. The requester (and, if an agent is lodging the request, proof of capacity).
- c. The South African postal address or email address of the requester.
- d. The form of access required.
- e. The South African postal address or email address of the requester.
- f. If the requester wishes to be informed of the decision in any manner (in addition to written), the manner and particulars thereof.
- g. The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

9.2 Prescribed fees

The following applies to requesters (other than personal requests)

- a. A requester is required to pay the prescribed fees (R50.00) before a request will be processed.
- b. If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted).
- c. A requester may lodge an application with a court against the tender/payment of the request fee and/or deposit.
- d. Records may be withheld until the fees have been paid.

e. The Fee Structure is available below:

DESCRIPTION		RAND
1	The fee for a copy of the manual as contemplated in regulation 9(2)(c) – for every photocopy of an A4-Size Page or part thereof.	R1.50
2	The fees for reproduction referred to in regulation 11 (1) are as follows:	
	a. For every photocopy of an A4-size page or part thereof	R1.50
	b. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R1.00
	c. For a copy in a computer-readable form on a compact disc	R70.00
	d. i. For a transcription of visual images, for an A4-size page or part thereof	R40.00
	ii. For a copy of visual images	R60.00
	e. i. For a transcription of an audio record, for an A4-size page or part thereof	R20.00
	ii. For a copy of an audio record	R30.00
3	The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2)	R50.00
4	The access fees payable by a requester referred to in regulation 11 (3) are as follows:	
4.1	a. For every photocopy of an A4-size page or part thereof	R1.50
	b. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R1.00
	c. For a copy in a computer-readable form on a Compact disc	R70.00
	d. (i) For a transcription of visual images, for an A4-size page or part thereof	R40.00
	(ii) For a copy of visual images	R60.00
	e. (i) For a transcription of an audio record, for an A4-size page or part thereof	R20.00
	(ii) For a copy of an audio record	R30.00
	f. To search for and prepare the record for disclosure, R30.00	

	for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	
4.2	For purposes of section 54 (2) of the Act, the following applies:	
	a. Six hours as the hours to be exceeded before a deposit is payable; and	
	b. One third of the access fee is payable as a deposit by the requester.	
4.3	The actual postage is payable when a copy of a record must be posted to a requester.	

10. GROUNDS FOR REFUSAL

Dents N All (Pty) Ltd may legitimately refuse to grant access to a requested record that falls within a certain category. Grounds on which the company may refuse includes but is not limited to:

- a. Protecting personal information that the company holds about a third person (who is a natural person), including a deceased person, from unreasonable disclosure;
- b. Protecting commercial information that the company holds about a third party or the company (for example trade secrets, financial, commercial, scientific or technical information that may harm the commercial or financial interests of the company or the third party);
- c. If disclosure of the record would result in breach of a duty of confidence owed to a third party in terms of an agreement ;
- d. If disclosure of the record would endanger the life or physical safety of an individual;
- e. If disclosure of the record would prejudice or impair the security of a building structure or system, including, but not limited to, a computer or communication system, a means of transport; or any other property or;
- f. Methods, systems, plans or procedures for the protection of an individual in accordance with a witness protection scheme; the safety of the public, or any part of the public; or the security of the property contemplated in the applicable subparagraph
- g. Disclosure of the record would put the Dents N All (Pty) Ltd at a disadvantage in contractual or other negotiations or prejudice it in commercial competition

11. UPDATING OF THE MANUAL

This Manual will be updated from time to time, as and when required.

Issued by Dents N All (Pty) Ltd