Promotion of Access to Information Manual

How to request access to our information and records

This Manual is Published in terms of:

Section 51 of the

Promotion of Access to Information Act (No. 2 of 2000)

&

Sections 11 and 24 of the

Protection of Personal Information Act (No. 4 of 2013)

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1 OVERVIEW

1.1 Introduction

This manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (PAIA; "the Act") and to address requirements of the Protection of Personal Information Act, 2013 ("POPI"). The Act gives effect to the provisions of Section 32 of the Constitution of the Republic of South Africa, 1996, which provides for the right of access to information held by the State and/or held by a private person or entity where such information is required to protect rights.

For access to information to be granted, certain requirements must be met. The purpose of this manual is to inform the public about their right to access certain information and to instruct you on how to go about contacting us in this regard.

1.2 Definitions

Company, we, our means SAIGEN (PTY) LTD, a private company (reg. no. 2017/502942/07) incorporated in the Republic of South Africa;

Data Subject means a person to whom personal information relates;

DIO means Deputy Information Officer;

PAIA means the Promotion of Access to Information Act No. 2 of 2000 (as amended);

POPIA means the Protection of Personal Information Act No. 4 of 2013 (as amended);

Information Regulator means the Information Regulator (South Africa) https://inforegulator.org.za/**.**

IO means Information Officer;

Responsible Party means a public or private body or any other person which, alone or in conjunction with another person, determines the purpose of and means for processing personal information.

Republic means the Republic of South Africa

Capitalised terms which are not defined in this section have the meaning assigned to them in the POPIA or the PAIA.

1.3 Availability of this Manual

This manual can be accessed as follows:

- From our website
- At our principal place of business for public inspection during normal business hours;
- Through the eServices Portal of the Information Regulator of South Africa https://eservices.inforegulator.org.za/ ; or
- By requesting a copy by e-mail from our Information Officer.

A fee for a copy of the Manual, as contemplated in annexure B of PAIA Regulations, and provided in Annexure A of this document, shall be payable per each A4-size photocopy made.

1.4 Updating of the manual

The Information Officer will update this manual on periodic basis.

This manual takes into account

1. The Regulations relating to the Promotion of Access to Information Act, 2021

Issued on

2026-03-03

Issued by

Charl Johannes van Heerden

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Mr C. J. van Heerden

CEO

2 THE PURPOSE OF A PAIA MANUAL

This PAIA Manual is useful for the public to-

2.1 check the categories of records held by us 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 our records;

2.3 know the description of our records 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 (if applicable) 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 we 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 we have 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 we have appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3 INFORMATION OFFICER AND CONTACT DETAILS

The Information Officer appointed in terms of PAIA also refers to the Information Officer referred to in POPIA. The Information Officer oversees the functions and responsibilities required by PAIA as well as the duties and responsibilities in terms of section 55 of POPIA and the regulations thereto, after registering with the Information Regulator.

The Information Officer may appoint, if necessary, Deputy Information Officers, permitted in terms of section 17 of PAIA as well as section 56 of POPIA. All requests for information in terms of PAIA or POPIA must be addressed to the Information Officer.

The contact details of the head of the Company are as follows:

Head of Private Body & Information Officer:	C. J. van Heerden, CEO
Website	www.saigen.co.za
Company Phone	+27 21 880 1880
Company Email:	info@saigen.co.za
Physical Address:	35 Brickfield Road, Brickfield Canvas, Salt River, Cape Town, 7925

4 ACCESS TO THE INFORMATION REGULATOR'S GUIDE

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.

THE GUIDE is available in each of the official languages and in braille.

THE GUIDE contains the description of-

1. the objects of PAIA and POPIA;
2. the postal and street address, phone and fax number and, if available, electronic mail address of-
   2.1. the Information Officer of every public body, and
   2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
3. the manner and form of a request for-
   3.1. access to a record of a public body contemplated in section 11; and
   3.2. access to a record of a private body contemplated in section 50;
4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
5. the assistance available from the Regulator in terms of PAIA and POPIA;
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-
   6.1. an internal appeal;
   6.2. a complaint to the Regulator; and
   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;
7. the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
10. the regulations made in terms of section 92.

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.

The Guide can also be obtained-

1) upon request to the Information Regulator using **FORM 01: Request for a copy of the Guide from the Regulator [Regulation 2]** available online: https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form01-Reg2.pdf
2) from the website of the Regulator, available at: https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf
   See: https://inforegulator.org.za/paia-guidelines/
3) upon request to our Information Officer using **FORM 01: Request for a copy of the guide from an Information Officer Regulation 3],** available at: https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form01-Reg3.pdf
4) a copy of the Guide is also available from our offices in the following two official languages, for public inspection during normal office hours-
   a) English
   b) Afrikaans

Should you have any queries in this regard, please contact the Information Regulator directly at:

The Office of the Information Regulator of South Africa	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Telephone No	+27 (0)10 023 5200
Email Address & Website	enquiries@inforegulator.org.za www.inforegulator.org.za

5 PROCEDURE FOR REQUESTING ACCESS TO RECORDS

Requests for access to records held by us must be made on the request forms that are prescribed by the Act and are available from the Information Regulator's website (www.inforegulator.org.za).

FORM 2: Request For Access To Record [Regulation 7] available at: https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf

For instructions on your rights as a Data Subject under POPIA to participate in the processing of your own personal information, please refer to the section below entitled *10.6 How to participate and object to processing of your personal information.*

The PAIA Act provides that a requester is only entitled to access to a record, if the record is required for the exercise of a right. Only requests for access to a record, where the requester has satisfied the Information Officer that the record is required to exercise a right, will be considered. The requester must accordingly identify the right that the requester 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.

The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. Not using the correct prescribed form could cause the request to be refused (if sufficient information or otherwise is not provided) or delayed. Proof of identity must be provided acceptable to the Information Officer.

Requests for access to records must be made to the Information Officer at the physical address, WhatsApp number or Email address provided for above.

The requester should also indicate which form of access is required and indicate if the requester wishes to be informed in any other manner and state the necessary particulars to be so informed.

If the 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 of the Information Officer.

All requests to us 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 us does not give rise to any rights (in contract or otherwise) to access such information or records except in terms of the Act.

The 30 (thirty) day period within which the Information Officer is required to reply to a request, as stipulated in the Act, shall commence only once a requester has been completed with all the requirements of the Act in requesting access to a record, to the satisfaction of the Information Officer.

6 PRESCRIBED FEES

Please note that a requester may be required to pay a prescribed fee for record requests as well as a prescribed fee for access to the relevant record. The list detailing the prescribed fees in respect of requests and access to records is attached as **Annexure A**.

Access to and participation in your own personal information is available free of charge.

7 CATEGORIES OF RECORDS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

This section specifies the categories of records held by us which are available without a person having to request access by completing FORM 2, types of the records and how the records can be accessed. These are mostly records that may be available on the website and a person may download or request telephonically or by sending an email or a letter.

Certain information can be accessed on our website and does not need to be requested using FORM 2 in terms of Regulation 7. This information relates to the services that we provide to clients, in-house brochures, newsletters and marketing material.

Records of a public nature, typically those disclosed on our website and in its various reports, may be accessed without the need to submit a formal application.

Other non-confidential records, such as statutory records maintained at CIPC and the Master's Office, may be accessed without the need to submit a formal application, however, an appointment to view such records will still have to be made with the Information Officer.

8 RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

This section lists the records which are held by our Company in accordance with South African legislation.

We are required by law to keep certain records. These records are enumerated in various Acts of Parliament.

Our records are in paper and electronic form only. In terms of the Promotion of Access to Information Act, access must be granted irrespective of form or medium.

Accessibility of documents and records may be subject to the grounds of refusal set out in this PAIA Manual.

Where applicable to its operations, we also retain records and documents in terms of the legislation below.

Applicable legislation	**Category of records: Types of records**
Basic Conditions of Employment Act 75 of 1997	**Employee records**: including Employee's name and occupation, Remuneration paid to each employee, Time worked by each employee, Written particulars of an employee after termination of employment
Companies Act 71 of 2008	**Financial Records:** Accounting Records; Annual Financial Statements

Applicable legislation	Category of records: Types of records
Companies Act 71 of 2008	**Statutory Records:** Memorandum of Incorporation; Notice of incorporation (registration certificate); Records of directors; Share Register
Compensation for Occupational Injuries and Diseases Act, 130 of 1993	**Compensation records:** Register, record or reproduction of the earnings, time worked, payment for piece work and overtime and other prescribed particulars of all the employees
Labour Relations Act 66 of 1995	**Human Resource Management**: Records of disciplinary transgressions, the actions taken by the Company and the reasons for the actions
Promotion of Access to Information Act 2 of 2000	**Information Access Requests** Records of requests of information
Protection of Personal Information Act 4 of 2013	**Records of Data Subject Participation and data breaches** Records of Data Subject access requests, complaints and consent; Privacy documentation (notices and policies); Data breach investigation and reporting
Tax Administration Act 28 of 2011, Income Tax Act 58 of 1962	**Employee Records:** Employee remuneration, and tax records
Tax Administration Act 28 of 2011, Income Tax Act 58 of 1962 and Value Added Tax Act 89 of 1991, Skills Development Levies Act 9 of 1999	**Tax records**
Unemployment Insurance Act 63 of 2002	**Employee records**: Names, identifications numbers and monthly remuneration and address at which employee is employed

* The above is not an exhaustive list of records kept by us.

9 DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT

This section describes the subjects and categories of records we hold on each subject.

Subjects on which the body holds records	Categories of records
Corporate	Director and shareholder records Records relating to the incorporation of the Company Statutory records

Subjects on which the body holds records	Categories of records
	Minutes and resolutions
Human Resources	HR policies and procedures Advertised posts Employee records Job Applicant records Training records
Finance	Tax records (the Company and employees) Annual financial statements Bank statements Purchase Orders/Invoices Asset Register Insurance information
Operational	Request for Proposals Operational reviews Client records Vendor records Guidelines, policies and procedure Contracts Internal and external correspondence Records provided by a third party Information technology Strategic Plans Marketing materials Visitor Records Contact Records

10 PROCESSING OF PERSONAL INFORMATION

10.1 Purpose of Processing Personal Information

This section describes our purpose or reasons for processing personal information.

We process personal information in the ordinary course of business, including, but not limited to, the following:

- providing and improving our services;
- creating and managing client accounts;
- managing commercial relationships with clients and suppliers;
- to receive goods and/or services from suppliers;

- recruitment;
- managing employee relationships and performing employment contracts;
- for security purposes;
- to comply with legal obligations;
- information analysis;
- marketing our services;
- communication purposes; and
- administering our website.

For more information regarding the purposes we process personal information, please see our Privacy Notice on our website or for employees, please contact the Information Officer.

10.2 Categories of Data Subjects, personal information and categories of recipients

This section specifies the categories of data subjects whose personal information is processed by Us and the nature or categories of the personal information being processed i.e. Description of the categories of Data Subjects, the information or categories of information relating thereto and categories of recipients

Most commonly, we process the following personal information of the following categories of data subjects:

Categories of Data Subjects	**Personal Information that may be processed**	**Categories of recipients**
Clients	Name and contact details	Customer information may be shared with: ● Our affiliates ● Our suppliers and Operators ● Professional service providers ● Other customers ● Debt collection agencies ● Regulatory authorities and the courts, including the police
	Company registration details and incorporation documents	
	Financial and tax information	
	Key employee names, contact details	
	Teleconference and video conference call recordings	
Suppliers	Name and contact details	Supplier information may be shared with:

Categories of Data Subjects	Personal Information that may be processed	Categories of recipients
	Company registration details and incorporation documents	• Our affiliates • Our suppliers and Operators • Professional service providers • Our customers • Regulatory authorities and the courts, including the police
	Physical and/or postal address	
	Key employee names, contact details	
	Financial and tax information	
	Teleconference and video conference call recordings	
Employees	Name and Contact Details	Supplier information may be shared with: • Our affiliates • Our suppliers and Operators • Professional service providers • Our customers • Third Party verification • Regulatory authorities and the courts, including the police • Persons or organisations in the context of a sale of our shares, assets or business
	Identity number and date of birth / ID and/or passport copies	
	Employment history	
	Employment contracts	
	Performance records	
	Details of dependants, marital status and emergency contacts	
	Payroll, financial and tax records	
	Electronic access and communication records	
	Health and safety records	
	Training records	
	Leave records	
	Time and attendance records	
	Teleconference and video conference call recordings	
Job Applicants	Name and contacts details	Job applicant information may be shared with: • Our affiliates • Our suppliers and Operators • Professional service providers
	Country of residence	
	Visa information	
	Educational background	

Categories of Data Subjects	Personal Information that may be processed	Categories of recipients
	Interview notes and assessment result	• Third Party verification • Regulatory authorities and the courts, including the police
	Employment history	
	Additional information you choose to tell us	
Third Parties e.g. general public, persons who contact us / engage with us and visitors to our website	Name and contact details	Personal Information may be shared with: • Our affiliates • Our suppliers and Operators • Professional service providers • Regulatory authorities and the courts, including the police
	Additional Information you choose to tell us	

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

This section specifies the persons or categories of persons to whom we may disseminate personal information.

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus
Customer data	Our cloud-based software and platform services are used for data storage, communication and analysis. We make every effort to avoid adding customer data to third-party artificial intelligence language models. We do not share customer data with third parties without the express permission of the customer.

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 approved. All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of the Act.

Records we hold may be records of a third party, such as customers or employees and we take protection of third-party confidential information very seriously. We will protect the confidentiality of such information subject to our obligations to disclose information in terms of any applicable law or a court order requiring disclosure of the information

10.4 Transborder flows of personal information

This section outlines the instances where we intend to transfer data across our national borders to be processed in some way by a party in another country.

While we generally store all the personal information that we collect about you in the Republic of South Africa, it is possible that your personal information will be transmitted and hosted outside your region. For example, our email and storage, accounting software and messaging service providers have servers outside of South Africa.

When making authorised transfers of Personal Information in terms of Section 72 of the Protection of Personal Information Act, 4 of 2013, Personal Information shall only be transferred to recipients outside of the Republic where the requirements defined in POPIA Section 72 are satisfied.

We ensure that countries to which your information is being shared either have adequate laws in place or that we have contractual arrangements to ensure the protection of your personal information. Most of our hosting platforms are in the Republic of Ireland or another EU state. For more information, please refer to our Privacy Policy available on our website.

10.5 Information Security Measures

This section specifies the nature of the security safeguards implemented or under implementation to ensure the confidentiality and integrity of the personal information under our care.

In our role as a Responsible Party and in our role as a Processor under POPIA, we have taken technical and organisational measures to satisfy the requirements of “Condition 7 Security Safeguards” of POPIA listed in Section 19 to secure the integrity and confidentiality of personal information in a way that is appropriate, reasonable for our business.

Our cybersecurity framework actively works to prevent loss, damage, unauthorised destruction of, unlawful access to or processing of the personal information that we manage. Our Framework also has due regard to generally accepted information security practices and procedures which apply generally or may be required in terms of our specific industry or professional rules and regulations.

10.6 How to participate and object to processing of your personal information

If you would like to know what data we have about you, or if you would like us to update your information or delete it, please contact the Information Officer using the contact information provided above.

If you are not happy at any point, please escalate queries to our Information Officer (see the Information Officer and Contact Details above.)

10.6.1 What is Personal Information?

According to the Protection of Personal Information Act (POPIA), "Personal Information" means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person (i.e. an organisation or company, etc), including, but not limited to –

a) 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;

b) Information relating to the education or the medical, financial, criminal or employment history of the person;

c) Any identifying number, symbol, e-mail address, telephone number, location information, online identifier or other particular assignment to the person;

d) The biometric information of the person, for example, digital fingerprints, facial recognition maps, eye-scans, etc.

e) The personal opinions, views or preferences of the person;

f) Correspondence sent by the person that would reveal the contents of the original correspondence;

g) The views or opinions of another individual about the person; and

h) 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.

10.6.2 Your rights as a Data Subject

Your Constitutional right to privacy is protected by the POPI Act. Section 5 of POPIA gives you the following rights when it comes to your personal information: You have the right to:

- be informed when your data is collected
- be notified if the security of your data is compromised, i.e. a data breach has caused you data to be accessed by an unauthorised party
- participate in processing, specifically you can ask that data be deleted or updated and request access to whatever data an organisation has about you.
- object to processing and request that it cease, especially direct marketing
- not receive direct marketing via unsolicited electronic messaging unless you have explicitly consented to it before receiving the marketing messages
- understand when automated decision-making is being used and not suffer any impact because of that processing

If you are unhappy with the way that we are managing your data, you have the right to complain either directly to our Information Officer or to the Information Regulator. You also have the right to initiate civil proceedings if you believe your rights have been infringed.

We hope it would never come to that, and request that you get in touch with us to give us an opportunity to rectify any issue you may have with the way we manage your information.

If you would like to contact us in order to exercise any of these rights, please use the Information Officer and Contact Details above.

10.6.3 Your legal rights

You have the right to:

10.6.3.1 Request access to your personal data

This is commonly known as a "data subject access request". This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

10.6.3.2 Request erasure of your personal data.

This enables you to ask us to delete or remove personal data where there is no valid reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be communicated to you, if applicable, at the time of your request.

10.6.3.3 Object to processing of your personal data

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

10.6.3.4 Request restriction of processing of your personal data.

This enables you to ask us to suspend the processing of your personal data in the following scenarios:

1. if you want us to establish your data's accuracy;
2. where our use of the data is unlawful, but you do not want us to erase it;
3. where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or
4. you have objected to our use of your data, but we need to verify whether we have overriding legitimate grounds to use it.

10.6.3.5 Request the transfer of your personal data to you or to a third party.

We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform on a contract with you.

10.6.3.6 Withdraw consent

You can withdraw consent at any time where we are relying on consent to process your personal data.

This will not affect the lawfulness of any processing carried out before you withdraw your consent.

If you withdraw your consent, we may not be able to provide certain Website access or Services to you. We will advise you if this is the case at the time you withdraw your consent.

Please take note that regardless of your right to withdraw consent under POPI, other South African legislation applies and may require that we continue to process your data to comply with anti-corruption, crime-fighting and/or other national legislation, which you expressly understand and agree to.

If you would like to contact us in order to exercise any of these rights, please use the Information Officer and Contact Details above.

ANNEXURE "A"

Fees in respect of Private Bodies as contemplated in annexure B of PAIA Regulations

Item	Description	Amount
1	The request fee payable by every requester	R 140.00
2	Photocopy/printed black and white copy of A4 size page	R 2.00 per page or part thereof
3	Printed copy of A4 size page	R 2.00 per page or part thereof
4	For a copy in a computer-readable form on a Flash Drive (to be provided by requester)	R 40.00
5	For a copy in a computer-readable form on a Compact Disk (If provided by requester)	R 40.00
6	For a copy in a computer-readable form on a Compact Disk (If provided to the requester)	R 60.00
7	For a transcription of visual images per A4 size page	Service to be outsourced. Will depend on quotation from the service provider.
8	Copy of visual images	Service to be outsourced. Will depend on quotation from the service provider.
9	Transcription of an audio record, per A4 size page	R 24.00
10	Copy of an audio record on Flash Drive (to be provided by requestor)	R 40.00
11	Copy of an audio record on Compact Disk (If provided by requester)	R 40.00
12	Copy of an audio record on Compact Disk	R 60.00

Item	Description	Amount
	(If provided to the requester)	
13	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. (To not exceed a total cost of R 435.00)	R 145.00
14	Deposit (If search exceeds 6 hours)	One third of amount per request calculated in terms of items 1 to 13
15	Postage, email or other electronic transfer	Actual expense, if any