

PAIA AND POPI MANUAL

This manual was prepared in accordance with Section 51 of the *Promotion of Access to Information Act* 2 of 2000 and to address requirements set forth in the *Protection of Personal Information Act*, 4 of 2013

This manual applies to Enliten Electric (Pty) Ltd,

A duly registered limited liability company

with registration number:

2014/115225/07

(hereafter referred to as "**ENLITEN**")

Head Office address:

58 Frere Street
Kensington B
Randburg
2194

i. Document Management

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TABLE OF CONTENTS

PART A: PAIA MANUAL	4
1. Introduction.....	4
2. Guide Of the South African Human Rights Commission.....	5
3. Access To Records Held by Enliten	5
4. Fees	8
5. Categories of Records Held by Enliten: Section 51(1)(E)	9
PART B: PROMOTION OF ACCESS TO INFORMATION	11
6. Processing of Personal Information.....	11
7. Remedies Available If Request for Information Is Refused.....	14
8. List of Applicable Legislation	15
9. Availability of The Manual.....	16
10. Approval	16
Appendix 1 - 3: Prescribed Forms	17

PART A: PAIA MANUAL

1. Introduction

The *Promotion of Access to Information Act, 2000* (the “**Act**”) gives third parties the right to approach private bodies and the government to request information held by them, which is required in the exercise and/or protection of any rights.

On request, the private body or government is obliged to release such information unless the Act expressly states that the records containing such information may or must not be released.

This manual informs requestors of procedural and other requirements which a request must meet as prescribed by the Act.

1.1 Nature of Business

- 1.1.1. Enliten is a duly registered limited liability company which operates within the Electrical Services and related industry.

1.2 Contact Details

Name of Body	Enliten Electric (Pty) Ltd
Information Officer	Joalane Tladi
Physical Address	58 Frere Street Kensington B Randburg, 2194
Postal Address	Same as Physical Address
Telephone Number	(011) 326-3013
Facsimile Number	086 590 6084
Email address	admin@enliten.co.za

2. Guide Of the South African Human Rights Commission

- 2.1. A guide to the Act (as contemplated under Section 10 of the Act) is available from the South African Human Rights Commission.
- 2.2. The guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act.
- 2.3. Any enquiries regarding this guide and its contents should be directed to:

The South African Human Rights Commission:

PAIA Unit (the Research and
Documentation Department) Postal
address: Private Bag 2700, Houghton, 2041
Telephone: +27 11 484-8300
Fax: +27 11 484-7146
Website: www.sahrc.org.za
Email: PAIA@sahrc.org.za

3. Access To Records Held by Billion

- 3.1. Records held by the Company may be accessed on request only once the requirements for access have been met.
- 3.2. A requester is any person making a request for access to a record of the Company and in this regard, the Act distinguishes between two types of requesters:

3.2.1. Personal Requester

3.2.1.1. A personal requester is a requester who is seeking access to a record containing personal information about the requester. Subject to the provisions of the Act and applicable law, the Company will provide the requested information, or give access to any record with regard to the requester's personal information. The prescribed fee for reproduction of the information requested will be charged by the Company.

3.2.2. Other Requester

3.2.2.1. This requester (other than a personal requester) is entitled to request access to information pertaining to third parties. However, the Company is not obliged to grant access prior to the requester fulfilling the requirements for access in terms of the Act.

3.2.2.2. The prescribed fee for reproduction of the information requested will be charged by the Company.

3.2. Request Procedure

3.2.1. A requester must comply with all the procedural requirements contained in the Act relating to a request for access to a record. A requester must complete the prescribed form enclosed herewith in Annexure 1 and submit same as well as payment of a request fee and a deposit, if applicable to the information officer at the postal or physical address, fax number or electronic mail address stated herein.

3.2.2. The prescribed form must be filled in with enough particularity to at least enable the information officer to identify:

- 3.2.2.1. The record or records requested;
 - 3.2.2.2. The identity of the requester;
 - 3.2.2.3. What form of access is required; and
 - 3.2.2.4. The postal address, email or fax number of the requester.
- 3.2.3. A requester must state that he or she requires the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected.
- 3.2.4. The requester must also provide an explanation of why the requested record is required for the exercise or protection of that right.
- 3.2.5. Enliten will process a request within 30 days, unless the requestor has stated special reasons which would satisfy the information officer that circumstances dictate that this time period not be complied with.
- 3.2.6. The requester shall be informed in writing whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he or she must state the manner and the particulars so required.
- 3.2.7. If a request is made on behalf of another 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.
- 3.2.8. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally to the information officer.

3.3. Decision

- 3.3.1. Enliten will, within 30 days of receipt of a request, decide whether to grant or decline a request and give notice with reasons (if required)

to that effect.

- 3.3.2. The 30-day period within which the Company has to decide whether to grant or refuse a request, may be extended for a further period of not more than 30 days if the request is for a large quantity of information, or the request requires a search for information held at another office of the Company (other than the head office) and the information cannot reasonably be obtained within the original 30 day period. The information officer will notify the requester in writing should an extension be necessary.

4. Fees

4.1. The Act prescribes two sets of fees:

- 4.1.1. A request fee, (which will be a standard fee) and an access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost;
- 4.1.2. A postal cost where applicable. When a request is received by the information officer of the Company, the information officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee (if any), before further processing of the request. If a search for the record is necessary and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the information officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

- 4.2. The information officer shall withhold a record until the requester has paid the fee or fees as indicated. A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.
- 4.3. If a deposit has been paid in respect of a request for access, which is refused, then the information officer shall repay the deposit to the requester.

5. Categories of Records Held by Enliten: Section 51(1)(E)

5.1 Financial Records

5.1.1.	Annual Financial Statements
5.1.2.	Accounting Records;
5.1.3.	Banking Records;
5.1.4.	Bank Statements;
5.1.5.	Electronic banking records;
5.1.6.	Asset Registers;
5.1.7.	Rental Agreements;
5.1.8.	Lease Agreements
5.1.9.	Supplier Invoices.

5.2. Tax Records

5.2.1.	Documents issued to employees for income tax purposes;
5.2.2.	Records of payments made to SARS on behalf of employees;
5.2.3.	All other statutory compliances:
5.2.3.1.	Tax returns;
5.2.3.2.	Skills Development Levies
5.2.3.3.	UIF
5.2.3.4.	VAT
5.2.3.5.	Workmen's Compensation.

5.3. Personnel Documents and Records

5.3.1.	Employment contracts
5.3.2.	Disciplinary records
5.3.3.	Salary records
5.3.4.	Disciplinary codes and internal policies
5.3.5.	Leave records
5.3.6.	Training records

PART B: PROMOTION OF ACCESS TO INFORMATION

6. Processing of Personal Information

6.1 Purpose of Processing

6.1.1. Enliten uses the Personal Information under its care in the following ways:

6.1.1.1. Conducting its business including but not limited to entering into lease agreements and accounting to shareholders;

6.1.1.2. Staff administration;

6.1.1.3. Keeping of accounts and records; and

6.1.1.4. Complying with tax laws and other relevant legislation.

6.2. Categories of Data Subjects and their Personal Information

6.2.1. Enliten may possess the following records relating to directors, suppliers, contractors, service providers, staff and clients:

Entity Type	Personal Information Processed
Natural Persons: Directors / Members etc	<ul style="list-style-type: none">• Names and Surnames;• Identity Numbers and / or Passport Numbers;• Date of Birth;• Nationality;• Gender;• Contact Details;• Physical and Postal Addresses;• Tax Related Information;• Confidential Correspondence

Advisors / Consultants	<ul style="list-style-type: none"> • Names of Contact persons; • Name of Legal Entity and Registration Number; • Physical and Postal Address and Contact Details. • Financial Information; • Founding documents; • Tax related information; • Authorised signatories, • beneficiaries, • ultimate beneficial owners
Contracted Service Providers	<ul style="list-style-type: none"> • Names of contact persons; • Name of Legal Entity; • Registration Number; • Physical and Postal address • contact details; • Financial information; • Founding documents; • Tax related information; • Authorised signatories, • Beneficiaries, • Ultimate beneficial owners

Employees / Directors	<ul style="list-style-type: none"> • Name and Surname • ID number; • Gender, • Pregnancy; • Marital Status; • Colour, • Age, • Language, • Educational information; • Financial Information; • Employment History; • Physical and Postal address; • Contact details; • Opinions, • Criminal behaviour criminal record; • Information pertaining to Employee Well-being and medical records.
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6.3.1. Enliten may supply the Personal Information to service providers who render the following services:

6.3.1.1. Capturing and organising of data;

6.3.1.2. Storing of data;

6.3.1.3. Sending of emails and other correspondence to directors and shareholders;

6.3.1.4. Conducting due diligence checks.

6.4.

Actual or Planned Transborder Flows of Personal Information

6.4.1. Enliten has no planned Transborder Flows of Personal Information

6.5. General Description of Information Security Measures

6.5.1. Enliten employs up to date technology to ensure the confidentiality, integrity and availability of the Personal Information under its care. Measures include:

6.5.1.1. Firewalls and virus protection software and update protocols;

6.5.1.2. Logical and physical access control;

6.5.1.3. Secure setup of hardware and software making up the IT infrastructure; and

6.5.1.4. Outsourced Service Providers who process Personal Information on behalf of Enliten that are contracted to implement security controls.

7. Remedies Available If Request for Information Is Refused

7.1 Internal Remedies

Enliten does not have internal appeal procedures. As such, the decision made by the information officer pertaining to a request is final, and requestors will have to exercise such external remedies at their disposal if a request is refused, and the requestor is not satisfied with the response provided by the information officer.

7.2 External Remedies

A requestor that is dissatisfied with the information officer's refusal to disclose information, may within 30 days of notification of the decision, apply to a court for relief. Likewise, a third party dissatisfied with the information officer's decision to grant a request for information, may within 30 days of notification of the decision, apply to a court for relief. For purposes of the Act, courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status.

8. List of Applicable Legislation

8.1. Records of the Enliten and other legal entities in which Enliten has a direct interest or an indirect controlling interest through its subsidiaries) may be kept by or on behalf of the Company in accordance with the following legislation (some of which legislation may not be applicable to Billion), as well as with other legislation that may apply to Enliten and/or its subsidiaries from time to time:

<i>Basic Conditions of Employment Act 57 of 1997</i>
<i>Broad-based Black Economic Empowerment Act 53 of 2003</i>
<i>Collective Investment Schemes Control Act 45 of 2002</i>
<i>Companies Act 71 of 2008</i>
<i>Compensation for Occupational Injuries and Diseases Act 130 of 1993</i>
<i>Copyright Act 98 of 1978</i>
<i>Currencies and Exchanges Act 9 of 1993</i>
<i>Electronic Communications and Transactions Act 25 of 2002</i>
<i>Employment Equity Act 55 of 1998</i>
<i>Financial Intelligence Centre Act 38 of 2001</i>
<i>Income Tax Act 58 of 1962</i>
<i>Inspection of Financial Institutions Act 80 of 1998</i>
<i>Labour Relations Act 66 of 1995</i>
<i>Occupational Health and Safety Act 85 of 1993</i>
<i>Regulation of Interception of Communications and Provision of Communication-Related Information Act 70 of 2002</i>
<i>Prevention of Organised Crime Act 121 of 1998</i>
<i>Prevention and Combating of Corrupt Activities Act 12 of 2004</i> <i>Promotion of Access to Information Act 2 of 2000</i>
<i>Protected Disclosures Act 26 of 2000</i>
<i>Protection of Constitutional Democracy against Terrorist and Related Activities Act 33 of 2004</i>
<i>Billionills Development Act 97 of 1998</i>
<i>Billionills Development Levy Act 9 of 1999</i>

<i>Securities Transfer Tax Act 25 of 2007</i>
<i>Securities Transfer Tax Administration Act 26 of 2007</i>
<i>Trade Marks Act 194 of 1993</i>
<i>Unemployment Insurance Act 30 of 1966</i>
<i>Unemployment Insurance Contributions Act 4 of 2002</i>
<i>Value Added Tax Act 89 of 1991</i>

9. Availability of The Manual

9.1. The manual is available for inspection, on reasonable prior notice, at the office of Enliten free of charge.

10. Approval

SIGNED ON BEHALF OF THE COMPANY ON THIS _____ DAY OF _____ 20 _____

Designation: _____

APPENDIX 1: 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))

A. Particulars of private body

The Head: _____

ENLITEN ELECTRIC (PTY) LTD

B. Particulars of person requesting access to the record

- | |
|--|
| <p>(a) The particulars of the person who requests access to the record must be given below.
(b) The address and/or fax number in the Republic to which the information is to be sent must be given.
(c) Proof of the capacity in which the request is made, if applicable, must be attached.</p> |
|--|

Full names and surname: _____

Identity number: _____

Postal address:

Code: _____

Fax number: _____

Telephone number: _____

Email address: _____

Capacity in which request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

This section must be completed *ONLY* if a request *for information* is made on behalf of *another* person.

Full names and surname: _____

Identity number: _____

D. Particulars of record

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- (b) 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 Description of record or relevant part of the record:

2 Reference number, if available:

3 Any further particulars of record:

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.
- (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: _____

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 hereunder, state your disability and indicate in which form the record is required.

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

Mark the appropriate box with an X.

NOTES:

- (a) Compliance with your request 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 for 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:					
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record		
2. If record consists of visual images this includes photographs, slides, video recordings, computer-generated images, Billion, etc)					
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images"		
<input type="checkbox"/>		<input type="checkbox"/>	Transcription of the images*		
3. If record consists of recorded words or information which can be reproduced in sound:					
<input type="checkbox"/>	listen to the soundtrack audio cassette	<input type="checkbox"/>	transcription of soundtrack* written or printed document		
4. If record is held on computer or in an electronic or machine-readable form:					
<input type="checkbox"/>	Printed copy of record*	<input type="checkbox"/>	Printed copy of information derived from the record		
<input type="checkbox"/>		<input type="checkbox"/>	Copy in computer readable form* (USB 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.			<table border="1"> <tr> <td>YES</td> <td>NO</td> </tr> </table>	YES	NO
YES	NO				

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:

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

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?

Signed at _____ this ____ day of _____ 20__

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

Signed at this day of20.....

.....
Signature of data subject (applicant)

FORM B

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, 2017
[Regulation 3(2)]

Note:

1. *Affidavits or other documentary evidence in support of the request must 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.*

Reference Number....

Mark the appropriate box with an "x".

Request for:

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.

A DETAILS OF DATA SUBJECT	
Name and surname of data subject:	
Residential, postal or business address	
	Code:
Contact number(s):	
Fax number:	
Email address:	
B DETAILS OF RESPONSIBLE PARTY	
Name of public or private body <i>(if the responsible party is not a natural person)</i> :	
Business address:	
	Code:
Contact number(s):	
Fax number:	
Email address:	

C	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT OR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY. <i>(Please provide detailed reasons for the request)</i>

**Delete whichever is not applicable*

Signed at this day of20.....

.....
Signature of Data subject

FORM C

APPLICATION FOR THE CONSENT OF A DATA SUBJECT FOR THE PROCESSING OF PERSONAL INFORMATION FOR THE PURPOSE OF DIRECT MARKETING IN TERMS OF SECTION 69(2) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017 [Regulation 6]

TO:

(Name and address of data subject)

FROM:

Contact number:

Fax number:

Email address:

(Name, address and contact details of responsible party)

PART A

Dear *Mr/Ms/Dr/Adv/Prof

1. In terms of section 69 of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013), the processing of personal information of a data subject (the person to whom personal information relates) for the purpose of direct marketing by means of any form of electronic communication, including automatic calling machines, facsimile machines, SMSs or e-mail is prohibited unless written consent to the processing is given by the data subject. You may only be approached once for your consent by this responsible party. After you have indicated your wishes in Part B, you are kindly requested to submit this Form either by post, facsimile or e-mail to the address, facsimile number or e-mail address as stated above.
2. Processing” means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including—
 - (a) The collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
 - (b) dissemination by means of transmission, distribution or making available in any other form; or
 - (c) merging, linking, as well as restriction, degradation, erasure or destruction of information.

3. "Personal information" means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, 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, physical address, telephone number, location information, online identifier or other particular assignment to the person;
 - (d) the biometric information of the person;
 - (e) the personal opinions, views or preferences of the person;
 - (f) 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;
 - (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.

(Signature of person authorised by responsible party)

Full names and designation of person signing on behalf of responsible party:

_____ Date: _____

PART B

I, _____ *(full names)* hereby:

Consent to goods and services to be marketed by means of unsolicited electronic communication.

SPECIFY GOODS AND SERVICES:

SPECIFY METHOD OF COMMUNICATION:

FAX : _____
 EMAIL : _____
 SMS : _____
 OTHER : _____
 (SPECIFY)

Give my consent

Do not give my consent

Signed at this day of20.....

.....
Signature of data subject