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# PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

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## 1. About this manual

If you need access to information, this manual will provide you with the necessary contact details and procedures to ask us for that information. In addition, it provides a clear overview of our structure, functions, and services and includes an index of information we hold to help identify where the required information could be. It also provides the forms you need to complete and sets out the fees you may need to pay before we can assist you.

## 2. Our details

Omnigo (Pty) Ltd.

320 Kuit Street

Waltloo

Pretoria

0184

South Africa

## 3. Information officer

Our Information Officer and Deputy Information Officer(s) will tend to your PAIA request.

### 3.1. Information Officer

The Managing Director is our Information Officer.

Name and surname	Pieter de Nysschen
Postal Address	PO Box 363, Silverton, 0127, South Africa
Physical Address	320 Kuit Street, Waltloo, Pretoria, 0184, South Africa
Phone	+27 (12) 803-8218
E-mail	POPIA@Omnigo.co.za

### 3.2. Deputy Information Officer(s)

The Information Officer designated the following Deputy Information Officer:

Name and surname	Gerritjan Amoraal
Position	Senior Project Management
Postal Address	PO Box 363, Silverton, 0127, South Africa
Physical Address	320 Kuit Street, Waltloo, Pretoria, 0184, South Africa
Phone	+27 (12) 803-8218
E-mail	POPIA@Omnigo.co.za

## 4. The information and categories of records we hold

Here is a description of different subjects about which we have information and the categories of records we hold for each subject:

Subject	Category of records	Availability
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Administration Records</li> <li>• Research Records</li> <li>• Sponsorship Records</li> <li>• Internal Reports and Communications</li> <li>• Tender documents submitted</li> <li>• General Correspondence</li> </ul>	PAIA Request
<b>Accounting</b>	<ul style="list-style-type: none"> <li>• Accounting Records</li> <li>• Financial Reports</li> <li>• Internal Audit Records</li> <li>• Risk Reports and Group Risk Management Records</li> <li>• Tax Records</li> <li>• Management Reports</li> <li>• Treasury Dealing and Settlement Records</li> <li>• Transactional Records</li> <li>• VAT Records</li> <li>• PAYE Records</li> <li>• Internal Reports and Communications</li> <li>• General Correspondence</li> </ul>	PAIA Request
<b>Company Secretary</b>	<ul style="list-style-type: none"> <li>• Secretarial Records</li> <li>• General Correspondence</li> </ul>	PAIA Request
<b>Human Resource (HR) Department</b>	<ul style="list-style-type: none"> <li>• Employee Records</li> <li>• General HR Policies and Procedures</li> <li>• Training Records</li> <li>• Employee Remuneration and Benefit Records</li> <li>• Statutory HR Records</li> <li>• Employment Equity Records</li> <li>• Employment Contracts</li> <li>• General Correspondence</li> </ul>	PAIA Request
<b>Information Technology Department</b>	<ul style="list-style-type: none"> <li>• IT Contracts and Agreements</li> <li>• Operational IT Records</li> <li>• IT Equipment Records</li> <li>• IT Policy Records</li> <li>• General Correspondence</li> </ul>	PAIA Request
<b>Legal Department</b>	<ul style="list-style-type: none"> <li>• Litigation Records</li> <li>• Internal Reports and Communications</li> </ul>	PAIA Request

	<ul style="list-style-type: none"> <li>• General Correspondence</li> </ul>	
<b>Marketing and Product Information</b>	<ul style="list-style-type: none"> <li>• Product Brochures</li> <li>• Product Performance Records</li> <li>• Customer/Client Data Records</li> <li>• Product Sales Records</li> <li>• General Correspondence</li> </ul>	PAIA Request

## 5. Protection of personal information

Our company uses personal information to deliver our services and make sure our operations run smoothly. You can learn more about how we use personal information in our privacy notices available at:

[Job Applicant Privacy Notice](#)

[Supplier Privacy Notice](#)

[Customer Privacy Notice](#)

[Website Privacy Notice](#)

## 6. Records that are automatically available

The following categories of records are automatically available:

- Memorandum of Incorporation
- Register of Directors
- PAIA Manual

## 7. Records available in terms of other legislation

Some records will be made available under other legislation, but only to the extent that the relevant Act makes provision for the disclosure of records and only to the person or persons to whom and in the circumstances in which disclosure is compulsory:

- Insolvency Act No 24 of 1936
- Pension Funds Act No 24 of 1956
- Income Tax Act No 58 of 1962
- Customs and Excise Act No 91 of 1964
- Copyright Act No 98 of 1978
- Value Added Tax Act No 89 of 1991
- Occupational Health and Safety Act No 85 of 1993
- Companies Act No 71 of 2008
- Prevention & Combating of Corrupt Activities Act No 12 of 2004
- Consumer Protection Act No 68 of 2008
- Skills Development Act No 97 of 1998
- Competition Act No 89 of 1998
- Employment Equity Act No 55 of 1998
- Prevention of Organised Crime Act No 121 of 1998

- Trademark Act No 194 of 1993
- Compensation for Occupation Injuries and Diseases Act No 130 of 1993
- Labour Relations Act No 66 of 1995
- National Road Traffic Act No 93 of 1996
- Unemployment Insurance Act No 63 of 2001
- Electronic Communications and Transactions Act No 25 of 2002
- Basic Conditions of Employment Act No 75 of 1997
- Broad-Based Black Economic Empowerment Act No 53 of 2003

## 8. How to request access to records

The Information Regulator has published a guide that introduces PAIA, describes where to find information and how to request access to information. It explains when access to information may be refused and offers key references and resources. The guide is available in each official language and braille, and is intended to assist you in exercising your rights to access information.

You can access the guide from the website of the Information Regulator (<https://www.justice.gov.za/infoereg/>).

## 9. Outcome of your request and fees payable

We will decide within 30 days of receiving your request whether to grant or decline the request. We will notify you of our decision and explain why we accepted or refused your request.

If your request is successful, we will let you know what the related fees are and how you can pay them. We may require that you pay a deposit before we process your request.

If you request large quantities of information or if we cannot reasonably obtain the information you request within the original 30 days, we might have to extend the period by another 30 days. We will notify you in writing if we require an extension.

If you do not hear from us within the period stipulated above, it means that we refused your request in terms of section 58 of PAIA.

## 10. Reasons why we may refuse your request

The Information Regulator's guide PAIA sets out all the reasons why an entity may or must refuse a PAIA request. These reasons include refusal based on the grounds that the information requested will:

- compromise South Africa's defence, security and international relations;
- hamper the operations of Reunert Limited
- be unreasonably time consuming and lead to waste of resources, or
- is manifestly frivolous or vexatious.

## 11. If we cannot find a record

If there are records that we cannot find despite a reasonable and diligent search, we will notify you with an affidavit explaining the measures we have taken to locate the record. If we find the records after we have issued such an affidavit, we will grant you access to the records unless we have a reason to refuse your request.

## FORMS

- Form 1: Request for access to a record
- Form 2: Outcome of request and fees payable

# FORM 1

## Request for access to a record<sup>1</sup>

1. If the space provided in the form is inadequate, please submit additional information as an annexure to this form and sign each page.
2. We will process a request for access to a record other than a record containing your personal information after you have paid the request fee.
3. The fee depends on the form in which you need to access the record and the time we have to search for and prepare the record.
4. We will let you know in writing whether your request has been approved or denied, and if we approve your request, we will let you know what the related fees are.

### To: The information officer

Address

E-mail address

Fax number


This request is in my own name

I'm making this request on behalf of someone else—[please attach proof of the capacity in which you are making this request].

### YOUR DETAILS

Name and surname

Identity number

Postal address

Residential address

E-mail address


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<sup>1</sup> Regulation 7 of PAIA.

Telephone number

Cell number

Fax number


**HOW DO YOU PREFER TO BE CONTACTED?**

Postal address

Residential address

E-mail address

Fax


**DETAILS OF THE PERSON ON WHOSE BEHALF YOU ARE MAKING THIS REQUEST (IF APPLICABLE)**

Name and surname

Identity number

Postal address

Residential address

E-mail address

Telephone number

Cell number

Fax number

**WHICH RIGHT ARE YOU EXERCISING OR PROTECTING?**

Which right are you exercising or protecting?

Explain why you need this record to exercise or protect that right.

**DETAILS OF THE RECORD YOU ARE REQUESTING**

Please provide full particulars of the record that you wish to access, including the reference number if you have it to help us find the record.

Describe the record or relevant part of the record

Reference number (if you have it)

Any further information about the record.


**TYPE OF RECORD**

Written or printed record	
Visual images (including photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Recorded words or information that can be reproduced in sound	
Held on a computer or in an electronic or machine-readable form	

**FORMAT IN WHICH YOU WOULD LIKE TO RECEIVE THE RECORD**

A printed copy of a record (including copies of any virtual images, transcriptions and information held on a computer or in an electronic or machine-readable form.	
Written or printed transcription of virtual images (including photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Transcription of a soundtrack (written or printed)	
Copy of record on a flash drive (including virtual images and soundtracks)	
Copy of record on a compact disc drive (including virtual images and soundtracks)	

**HOW WOULD YOU LIKE TO ACCESS THE RECORD?**

Personal inspection of the record at our registered address (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in electronic or machine-readable form)	
Postal services to a postal address	
Postal services to a street address	
Fax information in written or printed format (including transcriptions)	
E-mail information (including soundtracks if possible)	
Preferred language	

(If the record is not available in the language you prefer, we may give you access in the language in which the record is available.)

Date \_\_\_\_\_ Signed at \_\_\_\_\_

\_\_\_\_\_

Signature of the requester/person on behalf of whom the request is made

**FOR OFFICE USE**

Reference number	
Date received	
Access fees (if any)	
Deposit (if any)	

**DETAILS OF THE PERSON WHO RECEIVED THE REQUEST**

Job Title	
Name and surname of Information Officer	

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Signature of Information Officer

## FORM 2

### Outcome of request for access to a record, and fees payable<sup>2</sup>

1. If your request is granted
  - a. you must pay the deposit (if any) before we can process your request, and
  - b. we will only release the record you requested once we receive full payment.
2. Please note your reference number in all future correspondence.

To:

Address

E-mail address

Fax number

Reference number


### YOUR REQUEST HAS BEEN

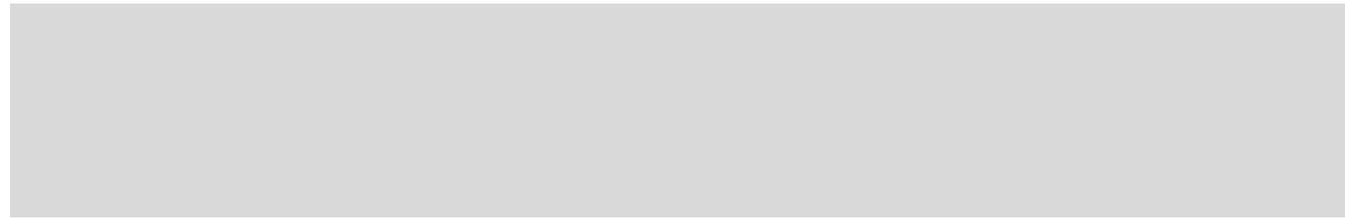
Approved

Denied

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<sup>2</sup> Regulation 8 of PAIA.

Because



**YOU REQUESTED**

Personal inspection of the record at our registered address (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in electronic or machine-readable form)	
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Please take these steps:

1. Make an appointment to inspect the record.
2. Bring this form with you.

Accessing a record this way is free. However, if you need copies of the information, you will be charged the appropriate fees as set out in Annexure B.

**OR**

**YOU REQUESTED**

A printed copy of a record (including copies of any virtual images, transcriptions and information held on a computer or in an electronic or machine-readable form.	
Written or printed transcription of virtual images (including photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Transcription of soundtrack (written or printed)	
Copy of record on a flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	

**YOU ASKED TO ACCESS THE RECORD AS FOLLOWS**

Postal services to a postal address	
Postal services to a street address	
Fax information in written or printed format (including transcriptions)	
E-mail information (including soundtracks if possible)	
Preferred language	

**FEES PAYABLE WITH REGARDS TO YOUR REQUEST**

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Copy of Guide	R3.90		
Photocopy	R3.90		
Printed copy	R4.80		
Copy in a computer-readable form on:			
a) Flash drive	a) R0.00		
b) Compact disc	b) 56.00		
Transcription of visual images	Service to be		
Copy of visual images	outsourced. Will depend		
Transcription of an audio record	on quotation from service provider.		
Copy of an audio record	R56.00		
Postage	Actual cost		
<b>TOTAL:</b>			

**DEPOSIT PAYABLE**

If the search exceeds six hours.

How many hours did the search take?	
What is the deposit payable? (Calculated as a third of the total amount per request)	

**OUR BANK DETAILS**

Bank

Account holder

Type of account

Account number

Branch code

Reference number

Proof of payment  
address

Date \_\_\_\_\_ Signed at \_\_\_\_\_

\_\_\_\_\_  
Information Regulator/Information Officer

