



PAIA MANUAL

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

**DATE OF COMPILATION: 01/08/2025
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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 ELECTRO SOL SA (PTY) LTD

3.1. Chief Information Officer

Name: Linda De Jager
Tel: 060 988 8826
Email: admin@electrosol.co.za
Fax number: NA

- 3.2. Deputy Information Officer *(NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.*

Name: Andre Joubert
Tel: 071 631 4971
Email: andre@elevatingart.co.za
Fax Number: NA

3.3 Access to information general contacts

Email: *admin@elevatingart.co.za*

3.4 National or Head Office

Postal Address: 685 Malmesbury St, Wingate Park, Pretoria, 0153
Physical Address: 685 Malmesbury St, Wingate Park, Pretoria, 0153
Telephone: 081 776 9404
Email: admin@electrosol.co.za
Website: www.electrosol.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
 - 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

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.*

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.

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;

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.”

4.5.2. 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 Afrikaans and English

5. CATEGORIES OF RECORDS OF THE ELECTRO SOL SA (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
Company Information	Company profile, mission, vision, values	X	X
Services	Descriptions of art services and offerings	X	X
Events & Exhibitions	Event calendars, exhibition schedules	X	X
Media & Press	Press releases, media coverage	X	X
Marketing Materials	Brochures, flyers, promotional content	X	X
Contact Information	Office location, contact numbers, emails	X	X
Public Announcements	Notices, updates, newsletters	X	X

6. DESCRIPTION OF THE RECORDS OF ELECTRO SOL SA (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

Employment Contracts	Basic Conditions of Employment Act 75 of 1997
Tax Records	Income Tax Act 58 of 1962
Financial Statements	Companies Act 71 of 2008
Health and Safety Records	Occupational Health and Safety Act 85 of 1993
POPIA Compliance Documentation	Protection of Personal Information Act 4 of 2013

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE ELECTRO SOL SA (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	- HR policies and procedures - Advertised posts - Employees records
Finance & Accounting	- Invoices, receipts, tax returns, financial statements, budgets
Marketing & Communications	- Campaign plans, social media content, newsletters, press releases
Client & Project Management	- Client briefs, contracts, project timelines, feedback forms
Legal & Compliance	- Company registration documents, POPIA compliance records, insurance policies
Supplier & Vendor Management	- Supplier agreements, quotations, service level agreements
Creative Assets	- Artwork portfolios, design drafts, exhibition materials, digital media files

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

At **ELECTRO SOL SA (PTY) LTD** Ltd, we are committed to safeguarding the privacy and personal information of all individuals who engage with us. We adhere strictly to the provisions of the Protection of Personal Information Act (POPIA), which governs the lawful collection, processing, storage, dissemination, and destruction of personal data.

Personal information may be collected when you interact with our organisation whether by visiting our website, submitting a form, communicating with us electronically, or utilising any of our services or facilities. Such information is collected solely for legitimate business purposes, including but not limited to:

1. Responding to enquiries, feedback, or requests submitted by you.
2. Notifying you of new or existing services that may be of interest.
3. Processing, validating, and verifying information and service related requests.
4. Fulfilling the specific purpose for which the information was provided; and
5. Enhancing the functionality and user experience of our website and services.

All personal information collected will be processed exclusively by **ELECTRO SOL SA (PTY) LTD** Ltd for the purposes for which it was obtained. Disclosure of such information will occur only under the following circumstances:

1. Where required to comply with applicable legislation or legal processes.
2. Where necessary for the processing of applications or service requests, including the assessment of risk, determination of terms, servicing of products, claims handling, and related research. This may involve the use of personal, medical, financial, and service-related data, including wellness programme participation and credit history, sourced from both internal and external databases.
3. To employees or authorised thirdparty service providers who require access to such information in order to perform their duties effectively. All such parties are contractually bound by strict confidentiality obligations.

In the case of individuals under the age of 18, the consent of a parent, legal guardian, or other competent person is required prior to the collection or processing of any personal information.

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

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
Job Applicants and Candidates	Curriculum vitae, references, qualifications, employment history, credit checks, and criminal background checks (where applicable).
Prospective Clients	Names, contact details, business information, and service interests.
Suppliers and Service Providers	Company registration details, contact persons, banking details, tax information, and contractual documentation.
Website Users and Online Visitors	IP addresses, browser types, device information, cookies, and user preferences.

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

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

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Credit and payment history, for credit information	Credit Bureaus
Employee information for PAYE	South African Revenue Service (SARS)
Employee information for UIF	Unemployment Insurance Fund and SARC
Employee information for WCF	Workman Compensation Fund

8.4 Planned transborder flows of personal information

ELECTRO SOL SA (PTY) LTD Ltd currently has no planned transborder flows of personal information. All personal data collected, processed, and stored by the organisation is retained within the geographical boundaries of the Republic of South Africa.

The company utilises local data storage infrastructure and service providers that are physically located within South Africa, ensuring that all personal information remains subject to the jurisdiction and protection of South African data privacy laws, including the Protection of Personal Information Act (POPIA).

Should the need arise in the future to transfer personal information beyond South African borders for example, through the use of international cloud services or foreignbased service providers **ELECTRO SOL SA (PTY) LTD Ltd** will ensure full compliance with **Section 72 of POPIA**. This includes verifying that the recipient country or organisation provides an adequate level of data protection, obtaining the necessary consent from data subjects where applicable, and implementing appropriate contractual and technical safeguards.

At present, however, no such international transfers are conducted or anticipated.

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

ELECTRO SOL SA (PTY) LTD Ltd implements appropriate technical and organisational measures to protect personal information against loss, unauthorised access, and misuse.

These measures include:

- **Physical security** of premises and restricted access to sensitive areas.
- **Access controls** and password protection for electronic systems.
- **Encryption** of data in transit and at rest.
- **Regular backups** and secure data storage.
- **Employee training** on data protection and confidentiality.
- **Secure disposal** of personal information when no longer required.
- **Thirdparty agreements** ensuring compliance with POPIA.

These safeguards are reviewed regularly to ensure continued effectiveness and compliance with applicable data protection laws.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available

9.1.1 on www.electrosol.co.za, if any.

9.1.2 head office of the ELECTRO SOL SA (PTY) LTD for public inspection during normal business hours.

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4size photocopy made.

10. UPDATING OF THE MANUAL

The head of an ELECTRO SOL SA (PTY) LTD will on a regular basis update this manual.

Issued by

Linda De Jager

Chief Executive Officer

ELECTRO SOL SA (PTY) LTD