

	<p style="text-align: center;">Quality Management System</p> <p style="text-align: center;"><b>PAIA (Promotion of Access to Information) Manual</b></p>
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This Manual has been prepared as per the requirements of Section 51 of the Promotion to Access of Information Act No 2 of 2000 (PAIA) in order to give effect to the constitutional right of access to any information held by the Company.

## 1. PURPOSE

In line with the PAIA requirements we have made this manual available to you so you may see what type of information we hold, as well as how you can request to access to it.

## 2. OUR DETAILS

(Section 51 (1)(a))

<b>Company Name</b>	Design Hygiene (Pty) Ltd.
<b>Registration Number</b>	2015/053102/07
<b>Physical Address</b>	418 Martin Cres St, Tunney, Germiston, 1614
<b>Postal Address</b>	PO Box 5185, Meadowdale, 1614
<b>Telephone Number</b>	+27 11 453 1214
<b>Email of the Company Information Officer</b>	<a href="mailto:Gray@designhygiene.co.za">Gray@designhygiene.co.za</a>
<b>Website</b>	<a href="http://www.designhygiene.co.za">www.designhygiene.co.za</a>

## 3. FURTHER GUIDANCE ON HOW TO ACCESS INFORMATION

(Section 51 (1)(b))

If you would like to find out more information about PAIA you can contact the South African Human Rights Commission ("SAHRC") who has compiled a guide in each official language on how to exercise any right contemplated in PAIA. To get a copy of the guide, contact the SAHRC as set out below:

### **The South African Human Rights Commission:**

Postal address: Private Bag 2700  
Houghton  
2041

Telephone: +27 11 877-3600

Fax: +27 11 403-0668

Website: [www.sahrc.org.za](http://www.sahrc.org.za)

#### 4. THE RECORDS WE HOLD

A description of the records held by the company, as required by section 51(1)(e) of PAIA, is set out in the table below.

CATEGORIES OF RECORDS ON EACH SUBJECT	FORM HELD	AVAILABILITY
<b>1. Company Secretarial Records</b>		
Company Incorporation Documents	Electronic & physical	Automatically available
Names of Directors	Electronic & physical	Automatically available on company website
Salaries of Directors	Electronic & physical	Not automatically available
<b>2. Financial Records of the Company</b>		
Financial statements	Electronic & physical	Not automatically available
Documents relating to taxation of the company	Physical	Not automatically available
Financial Agreements	Physical	Not automatically available
Banking Details	Electronic	Not automatically available
<b>3. Insurance of Company</b>		
Insurance Policies held by the Company	Physical	Not automatically available
Register of all immovable property owned by the company	Physical	Not automatically available
<b>4. Employees</b>		
List of Employees	Electronic & physical	Not automatically available
Personal information of employees	Electronic & physical	Not automatically available
Employee contracts of employment	Electronic & physical	Not automatically available
Pension Funds & Provident Fund	Electronic & physical	Not automatically available
Salaries of Employees	Electronic & physical	Not automatically available
Leave records	Physical	Not automatically available
<b>5. Company Policies and Directives</b>		
Internal relating to employees and the company	Electronic & physical	Not automatically available
External relating to clients and other third parties	Electronic & physical	Not automatically available
<b>6. Agreements or Contracts</b>		
Standard Agreements	Physical	Not automatically available
Contracts concluded with customers	Physical	Not automatically available
NDA's	Physical	Not automatically available
Letters of Intent, MOU's	Physical	Not automatically available
Third party contracts (such as JV agreements, Other Agreements etc.)	Physical	Not automatically available
Office management contracts	Physical	Not automatically available
Supplier contracts	Physical	Not automatically available
<b>7. Regulatory</b>		
Licenses or Authorities	Physical	Not automatically available
<b>8. Published Information</b>		
External Newsletters and Circulars	Electronic & physical	Automatically available
Internal Newsletters and Circulars	Electronic & physical	Not automatically available
Information on the company published by third parties	Electronic and/or physical	Not automatically available
<b>9. Customer Information</b>		
Customer Details	Electronic & physical	Not automatically available
Contact details of individuals within customers	Electronic and physical	Not automatically available
Communications with customers	Electronic and physical	Not automatically available

## 5. HOW YOU CAN REQUEST ACCESS

PAIA reinforces the confidentiality of information by providing that it must not be disclosed in terms of the Act, except to the person to whom it relates or that person's authorised representative.

In order to comply with our obligations in terms of PAIA we have authorised and designated the Company Information Officer to deal with all matters relating to PAIA. To request access to a record please complete the Request for Access Form (PAIA Form C - Request for Access to Record of a Private Body (Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)) [Regulation 10]).

This form is available at [https://www.justice.gov.za/forms/form\\_paia.htm](https://www.justice.gov.za/forms/form_paia.htm) and once completed may be submitted to the company on the general contact email address provided above.

## 6. INFORMATION WE HOLD TO COMPLY WITH THE LAW

Section 51(1)(d)

We hold information in accordance with the following legislation, if and where applicable:

- Companies Act No. 761 of 2008
- Consumer Protection Act 68 of 2008
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act No. 55 of 1998
- Income Tax Act No. 95 of 1967
- Labour Relations Act No. 66 of 1995
- Skills Development Levies Act No. 9 of 1999
- Unemployment Insurance Act No. 30 of 1966
- Basic Conditions of Employment No. 75 of 1997
- Occupational Health and Safety Act No. 85 of 1993
- Occupational Health and Safety Act, 1993 - Regulations for Hazardous Chemical Agents, 2021
- National Credit Act 34 of 2005
- Protection of Personal Information Act No. 4 of 2013
- Promotion of Access to Information Act No. 2 of 2000
- Value Added Tax Act No. 89 of 1991
- Closed Corporation Act No. 69 of 1984
- Compensation of Occupational Injuries and Diseases Act No. 130 of 1993
- Insolvency Act No. 24 of 1936

## 7. OTHER INFORMATION AS MAY BE PRESCRIBED

The Minister of Justice and Constitutional Development has not made any regulations in terms of section 51(f) of the Act.

## 8. WE MAY REFUSE YOU ACCESS TO PROTECT OTHERS

In terms of PAIA we are permitted to refuse you access to certain documents. These grounds for refusal are to protect:

- the privacy of another person;
- commercial information of another company;
- confidential information of another person;
- the safety of individuals and property;
- records privileged from production in legal proceedings; and
- research information.

You will be notified in writing whether your request has been approved or denied within 30 calendar days after we have received a completed Request for Access Form. Should any record of the company requested by you not be found or not exist, the company will, by way of affidavit, notify you that it is not possible to give access to that particular record.

## 9. IN WHAT FORM WE WILL GIVE YOU ACCESS

If your request for access to records of the company is approved, we will determine how we will provide access to you, unless you have requested access in a specific form.

## 10. HOW MUCH IT WILL COST YOU

Section 52 (3) states that fees payable for access to records are to be prescribed. The prescribed fees are as set out in the **Fee Schedule** which is available at <https://www.justice.gov.za/paia/PAIA-brochure.pdf>.

## 11. PROCESSING PERSONAL INFORMATION

In terms of POPI we are required to detail how and what personal information we process. We process personal information for the following reasons:

- to provide and grant access to the products and / or services that we offer;
- to save our clients time and money and assist them in finding the most suitable products or services for their needs;

We only process personal information of economically active people in SA who are older than 18 years of age. We process different kinds of personal information as follows:

- name
- address
- email address
- contact number
- credit information
- company information
- banking details

We do not plan to transfer personal information across borders out of SA, but we may do so to secure or backup the data, or for technical reasons. The nature of cloud computing means that some data may be transferred across borders. Where it is within our control, we will only transfer data to other countries who have similar privacy and data protection laws as our own.

## **12. HOW WE PROTECT PERSONAL INFORMATION**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic (technological), and managerial procedures to safeguard and secure the information we collect.

The services we use make use of provide secure data transmission, storage and destruction technologies to reasonably protect your personal information from unauthorised disclosure and maintain the integrity of your personal information.

## **13. REVIEW**

This document shall be reviewed annually by the Information Officer, who is the owner of this document, and updated with any new legislation to ensure that it remains fit for purpose.

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