



PAIA & POPIA MANUAL

**THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (PAIA)
AND
THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (POPIA)**

1. Definitions

The following definitions apply throughout this Manual:

Company	Hlalele Industries (Pty) Ltd (Registration No. 2026/256883/07), a company duly registered and incorporated with limited liability under the laws of the Republic of South Africa, with its principal place of business in KwaZulu-Natal, South Africa.
Conditions for Lawful Processing	The conditions for the lawful processing of Personal Information as set out in Chapter 3 of POPIA.
Constitution	The Constitution of the Republic of South Africa, 1996.
Customer	Any natural or juristic person that receives or has received services from the Company.
Data Subject	As defined in Section 1 of POPIA.
Head of the Company	As defined in Section 1 of PAIA.
Information Officer	Kwanele Mndaweni, Founder & Director of Hlalele Industries (Pty) Ltd.
Manual	This manual prepared in accordance with Section 51 of PAIA and Regulation 4(1)(d) of the POPIA Regulations.
PAIA	The Promotion of Access to Information Act, 2000.
Personal Information	As defined in Section 1 of POPIA.
Personnel	Any person who works for or provides services to the Company, including directors, permanent, temporary, and contract workers.
POPIA	The Protection of Personal Information Act, 2013.
POPIA Regulations	Regulations promulgated in terms of Section 112(2) of POPIA.
Private Body	As defined in Sections 1 of PAIA and POPIA.
Processing	As defined in Section 1 of POPIA.
Responsible Party	As defined in Section 1 of POPIA.
Record	As defined in Section 1 of PAIA, including Personal Information.
Requester	As defined in Section 1 of PAIA.
SAHRC	The South African Human Rights Commission.

2. Purpose of This Manual

This Manual serves a dual purpose:

For PAIA purposes:

Details the procedure and manner in which a Requester for Access will be facilitated.

For POPIA purposes:

Details the purpose for which Personal Information may be processed, the categories of Data Subjects, and the recipients to whom Personal Information may be supplied.

3. Company Details

Company Name	Hlalele Industries (Pty) Ltd
CIPC Registration	2026/256883/07
Physical Address	KwaZulu-Natal, Republic of South Africa
Postal Address	KwaZulu-Natal, Republic of South Africa
Telephone	+27 79 402 3453
Email	info@hlaleleindustries.co.za
Website	www.hlaleleindustries.co.za

4. Information Officer Contact Details

Full Name	Kwanele Mndaweni
Designation	Director / Information Officer
Physical Address	KwaZulu-Natal, Republic of South Africa
Telephone	+27 79 402 3453
Email	info@hlaleleindustries.co.za

5. The South African Human Rights Commission (SAHRC)

The SAHRC has a guide as contemplated in Section 10 of the South African Human Rights Commission Act, 2013, containing information to assist any person who wishes to exercise any right contemplated in the Act.

Postal Address	Private Bag 2700, Houghton, 2041
Website	www.sahrc.org.za
Telephone	011 877 3600
Fax	011 403 0684

6. Publication and Availability of Records (PAIA)

6.1 Schedule of Records

The schedule of records in Appendix 1 details the records held and/or processed by the Company for the purposes of PAIA and POPIA. Access to such records may not be granted if they are subject to the grounds of refusal specified in clause 7 below.

6.2 Applicable Legislation

The Company retains records required in terms of legislation other than PAIA. Certain legislation provides that private bodies shall allow certain persons access to specified records upon request. The relevant legislation is set out in Appendix 2.

7. Grounds for Refusal of Access to Records (PAIA)

The Company may, subject to exceptions in Chapter 4 of PAIA, refuse a Request for Access on the following grounds:

- Mandatory protection of the privacy of a third party (natural person, including deceased), where disclosure of Personal Information would be unreasonable.
- Mandatory protection of commercial information of a third party — including trade secrets, financial or technical information whose disclosure could harm the third party's financial or commercial interests, or information disclosed in confidence.
- Mandatory protection of confidential information of third parties protected by agreement.
- Mandatory protection of the safety of individuals and the protection of property.
- Mandatory protection of records regarded as privileged in legal proceedings.
- Protection of the commercial information of the Company, including trade secrets, financial or technical information whose disclosure could harm the Company's commercial interests, or information that could disadvantage the Company in contractual negotiations or commercial competition.
- Research information of the Company or a third party, where disclosure would place the research or researcher at a serious disadvantage.
- Requests that are clearly frivolous, vexatious, or involve an unreasonable diversion of resources.

8. Records Not Found

If the Company cannot locate requested records despite reasonable and diligent search — because records are lost or are unattainable — the Requester will receive notice from the Information Officer in the form of an affidavit setting out the steps taken to locate the records and the inability to locate them.

9. Remedies upon Refusal of Access (PAIA)

The Company does not have an internal appeal procedure. The decision of the Information Officer is final. A Requester may apply to a court for relief within 180 days of notification of the decision, in accordance with Sections 56(3)(c) and 78 of PAIA.

10. Procedure for Requesting Access (PAIA)

A Requester must comply with all procedural requirements in Section 53 of PAIA. The following steps apply:

1. Complete the prescribed Request for Access Form (Appendix 3).
2. Submit the completed form, together with proof of payment of any applicable request fee and deposit, to the Information Officer at the address or email stated in clause 4.
3. The Request for Access form must clearly identify: (a) the record/s requested; (b) the identity of the Requester; (c) the preferred form of access; (d) the postal or email address of the Requester; and (e) the right being exercised or protected and why the record is required.
4. If the request is made on behalf of another person, proof of capacity must be submitted to the satisfaction of the Information Officer.
5. Persons unable to complete the form due to illiteracy or disability may make the request orally.

11. Fees

A non-refundable request fee of R60.00 applies to requests for access to records that do not contain personal information about the Requester. The access fee payable depends on the form of access required and the time required to search for and prepare the record. The Requester will be notified of any applicable fees. Fees are as prescribed in Appendix 4.

12. Decision to Grant Access

The Company will decide whether to grant or decline the Request for Access within 30 days of receipt, and will provide written notice with reasons. This period may be extended by a further 30 days where the request involves a large number of records or records held at another location. The Requester will be notified in writing of any extension.

13. Availability of This Manual

- This Manual is made available in terms of PAIA and Section 4 of the POPIA Regulations.
- Available at: www.hllaleleindustries.co.za
- Available for inspection at the Company's offices during normal business hours.
- Copies may be obtained from the Information Officer. A fee as set out in Appendix 4 will be charged for copies.

14. Protection of Personal Information Processed by the Company

14.1 Lawful Processing Conditions

Chapter 3 of POPIA provides for the minimum Conditions for Lawful Processing of Personal Information. The Company, as the Responsible Party, will ensure that Personal Information of a Data Subject:

- Is processed lawfully, fairly, and transparently, with appropriate notice to Data Subjects when their data is collected.
- Is processed only for the purposes for which it was collected.
- Will not be processed for a secondary purpose unless compatible with the original purpose.
- Is adequate, relevant, and not excessive for the purpose of collection.
- Is accurate and kept up to date.
- Will not be retained longer than necessary.
- Is processed in accordance with integrity and confidentiality principles, including physical and organisational security measures.
- Is processed in accordance with the rights of Data Subjects.

14.2 Rights of Data Subjects

Data Subjects have the right to:

- Be notified that their Personal Information is being collected, and to be notified in the event of a data breach.
- Know whether the Company holds Personal Information about them and to access that information.
- Request correction or deletion of inaccurate, irrelevant, excessive, out-of-date, incomplete, misleading, or unlawfully obtained Personal Information.
- Object to the processing of Personal Information for purposes of direct marketing by means of unsolicited electronic communication.
- Complain to the Information Regulator regarding alleged infringement of any rights protected under POPIA and to institute civil proceedings regarding non-compliance.

14.3 Purpose of Processing

Personal Information is processed only for specific purposes, which include:

- Providing services to Customers in accordance with agreed terms.
- Fulfilling domestic legal, regulatory, and compliance requirements.
- Verifying the identity of Customer representatives.
- Risk assessment, information security management, and planning purposes.
- Managing the Company's relationship with the Customer.
- Enforcing or defending the Company's rights.
- Any additional purposes expressly authorised by the Customer or notified to Data Subjects.

14.4 Cross-Border Transfers

Personal Information may only be transferred outside the Republic of South Africa if the recipient country offers an adequate level of protection, or if one or more of the conditions in Section 72 of POPIA is met — including Data Subject consent, contractual necessity, or transfer for the benefit of the Data Subject.

14.5 Information Security Measures

The Company implements and maintains data protection measures including: access control of persons and data, data media control, data memory control, user control, transmission control, and organisational controls — all designed to ensure that Personal Information is respected, protected, and processed in accordance with the Conditions for Lawful Processing.

14.6 Objection to Processing

A Data Subject may at any time object to the processing of their Personal Information in the prescribed form attached as Appendix 6, subject to exceptions contained in POPIA.

14.7 Correction or Deletion of Personal Information

A Data Subject may request correction or deletion of their Personal Information in the prescribed form attached as Appendix 7, in accordance with Section 24 of POPIA and Regulation 3 of the POPIA Regulations.

APPENDIX 1 — SCHEDULE OF RECORDS

The following are categories of records held by Hlalele Industries (Pty) Ltd, available upon request in terms of PAIA:

1. Client & Project Records

- Client correspondence and agreements
- Vendor registration packs and tender documents
- Project plans and scope of works
- Risk management records
- Standard Terms & Conditions of service
- Proposal and quotation documents

2. Corporate Governance

- Company registration documents (CIPC)
- Director resolutions and meeting minutes
- Legal compliance records and policies
- B-BBEE compliance documentation

3. Finance & Administration

- Accounting records and financial statements
- Tax records (SARS)
- Bank records and payment records
- Invoices, purchase orders, and statements
- COIDA registration and ROE records

4. Human Capital & Labour

- Personnel information and employment records
- Operator competency and certification records
- UIF and PAYE records
- B-BBEE statistics and employment equity records

5. SHE & Operational Documentation

- SHE Management Framework
- Site-specific risk assessments and method statements
- Subcontractor compliance packs
- Operator competency verification records
- Emergency response plans
- Toolbox talk records

6. Compliance & Statutory

- Tax Clearance Certificate (SARS)
- CIDB Contractor Registration
- Central Supplier Database (CSD) registration
- Public Liability Insurance documentation
- PAIA & POPIA Manual (this document)

7. Marketing & Business Development

- Company profile and capability documents
- Subcontractor pre-qualification records
- Business development records and agreements

APPENDIX 2 — APPLICABLE LEGISLATION

The following legislation is applicable to the Company's operations and record-keeping obligations:

- Basic Conditions of Employment Act 75 of 1997
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993 (COIDA)
- Competition Act 89 of 1998
- Constitution of the Republic of South Africa Act 108 of 1996
- Consumer Protection Act 68 of 2009
- Electronic Communications and Transactions Act 2 of 2000
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- Mine Health and Safety Act 29 of 1996 (MHSA)
- National Credit Act 34 of 2005
- National Environmental Management Act 107 of 1998
- National Road Traffic Act 93 of 1996
- Occupational Health and Safety Act 85 of 1993 (OHSA)
- Prevention and Combating of Corrupt Activities Act 12 of 2004
- Promotion of Access to Information Act 2 of 2000 (PAIA)
- Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
- Protection of Personal Information Act 4 of 2013 (POPIA)
- Skills Development Act 97 of 1998
- Value Added Tax Act 89 of 1991

This list may be updated as additional legislation becomes applicable. If a Requester believes that a right of access to a record exists under legislation not listed, the Requester must indicate the legislative basis to allow the Information Officer to consider the request accordingly.

APPENDIX 3 — REQUEST FOR ACCESS FORM

Submit to: Information Officer, Hlalele Industries (Pty) Ltd

Email: info@hlaleleindustries.co.za | Tel: +27 79 402 3453

A. Particulars of Requester (Natural Person)

Full Names & Surname	
Identity Number	
Postal Address	
Telephone Number	
Cell Phone Number	
Email Address	

B. Particulars of Requester (Legal Entity)

Company / Entity Name	
Registration Number	
Postal Address	
Telephone Number	
Email Address	
Contact Person	
Capacity / Role	

C. Description of Record Requested

Description of Record	
Relevant Part (if applicable)	
Right Being Exercised / Protected	
Explanation of Why Record is Required	

D. Preferred Form of Access

- Copy of record (printed)
- Copy of record (electronic / email)
- Inspection of record at Company offices
- Transcription (if audio or visual)

Signed at _____ on this _____ day of _____ 20____

Signature of Requester

APPENDIX 4 — PRESCRIBED FEES

Request fee (non-personal records)	R60.00 (non-refundable)
Photocopy — A4 per page	R2.00
Printed copy from electronic records — A4	R1.00
Transcription of visual images — A4	R50.00
Copy of visual images	R65.00
Transcription of audio record — A4	R30.00
Copy of audio record	R30.00
Search and preparation fee	R30.00 per hour (after 6 hours)
Copy of this Manual	R1.10 per A4 page
Postage	Actual cost

A deposit of one-third of the access fee is payable if the search requires more than 6 hours. The deposit will be refunded if the Request for Access is refused.

APPENDIX 5 — POPIA PROCESSING DETAILS

Part 1 — Purpose of Processing

Personal Information is processed for the following purposes:

- To provide contracting and project coordination services to Customers in accordance with agreed terms.
- To fulfil legal, regulatory, and compliance requirements applicable to the Company.
- To verify the identity of Customer representatives and subcontractor personnel.
- For risk assessment, SHE compliance, and information security management.
- To manage the Company's relationships with clients, subcontractors, and operators.
- To enforce or defend the Company's legal rights.
- For any additional purposes expressly authorised by the Customer.

Part 2 — Categories of Data Subjects & Personal Information

Category	Data Subject	Personal Information Processed
Clients / Customers	Natural & juristic persons	Name, contact details, company details, payment information, project records, identity verification data
Subcontractors & Operators	Natural & juristic persons	Name, ID number, contact details, operator certifications, SHE compliance records, banking details
Personnel	Natural persons	Name, employee ID, contact details, employment records, UIF and PAYE records, leave records
Business Development Agents	Natural & juristic persons	Name, contact details, commission records, agreement details, bank account details

Part 3 — Recipients of Personal Information

Personal Information may be shared with the following recipients:

- The Company's directors, employees, and authorised personnel.
- Subcontractors and equipment partners engaged on specific projects, to the extent required for project delivery.
- Regulatory authorities (SARS, CIPC, DOL, etc.) where legally required.
- Insurers and legal advisors where necessary.
- Other parties with the express consent of the Data Subject.

Part 4 — Cross-Border Transfers

Cross-border transfers of Personal Information will only occur where one or more of the following conditions in Section 72 of POPIA is met: the recipient country offers adequate protection; the Data Subject consents; the transfer is necessary for contractual performance; or the transfer is in the interest of the Data Subject and consent is not reasonably practicable to obtain.

Part 5 — Information Security Measures

The Company implements the following security measures to protect Personal Information:

- Access control — limiting physical and electronic access to authorised personnel only.
- Data media control — preventing unauthorised copying, alteration, or removal of data media.
- User control — ensuring data systems are only accessible to authorised users.
- Transmission control — enabling verification of data transfer locations.
- Organisational control — maintaining internal structures and procedures aligned to this Manual.

APPENDIX 6 — OBJECTION TO PROCESSING OF PERSONAL INFORMATION

In terms of Section 11(3) of POPIA and Regulation 2 of the POPIA Regulations, a Data Subject may object to the processing of their Personal Information.

A. Details of Data Subject

Full Names & Surname / Registered Name	
Identity Number / Registration Number	
Residential / Postal / Business Address	
Contact Number	
Email Address	

B. Details of Responsible Party

Company Name	Hlalele Industries (Pty) Ltd
Postal Address	KwaZulu-Natal
Contact Number	+27 79 402 3453
Email Address	info@hlaleleindustries.co.za

C. Reasons for Objection

Please provide detailed reasons for the objection in terms of Section 11(1)(d) to (f) of POPIA:

Signed at _____ on this _____ day of _____ 20____

Signature of Data Subject / Designated Person

APPENDIX 7 — REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION

In terms of Section 24(1) of POPIA and Regulation 3, a Data Subject may request correction or deletion of Personal Information.

Please mark the appropriate request:

- ☐ Correction or deletion of Personal Information in possession of the Company.
- ☐ Destruction or deletion of a record of Personal Information no longer authorised to be retained.

A. Details of Data Subject

Full Names & Surname / Registered Name	
Identity Number / Registration Number	
Residential / Postal / Business Address	
Contact Number	
Email Address	

B. Details of Responsible Party

Company Name	Hlalele Industries (Pty) Ltd
Postal Address	KwaZulu-Natal
Contact Number	+27 79 402 3453
Email Address	info@hlaleleindustries.co.za

C. Reasons for Request

Please provide detailed reasons for the correction, deletion, or destruction of Personal Information:

Signed at _____ on this _____ day of _____ 20____

Signature of Data Subject / Designated Person

HLELE INDUSTRIES (PTY) LTD

One Call. Compliant. On Site.