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PAIA MANUAL

This manual was prepared to address the requirements of the Promotion of Access to Information Act, No. 2 of 2000.

This manual applies to

CEREFKO (PTY) LTD

Registration number:

1983/003387/07



Manual on the Promotion of Access to Information, Act 2 of 2000
Date of compilation:
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1. INTRODUCTION

The Promotion of Access to Information Act, No. 2 of 2000 (the “PAIA”) aims to give effect to the right of access pledged by the Constitution to information as contained in section 32 of the Bill of Rights. The PAIA seeks to advance the values of transparency and accountability.

This document serves as the Company information manual and provides reference to the records held by the Companies as well as the personal information processed by the Company in the ordinary course of operations.

2. ABOUT THE COMPANY

Cerefco (Pty) Ltd was established in the early '80s, to service the foundry, metallurgical, and industrial sectors of the Southern African Market. The core business focuses on capital sales, technical support and repairs of induction (electric) furnaces for melting metal.

3. AVAILABILITY OF THE MANUAL

This manual is available for inspection at:

Cerefco's offices: 26 Balfour Avenue, Benoni, 1501

Cerefco website: www.cerefco.co.za

4. CONTACT PERSON – INFORMATION OFFICER - SECTION 51 (1)(A)(I)

The responsibility for the administration of, and compliance with the Acts, has been delegated to the (General Manager) of CEREFECO (PTY) LTD. Requests pursuant to the provisions of the Acts should be directed as follows:



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Tel: +27 11 845-3253
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Information Officer: Mr. Scott Melville
Postal address: P O Box 1743, Benoni, 1500, Gauteng
Street address: 26 Balfour Avenue, Benoni, 1501, Gauteng
Business phone: +27 (0)11 845 3253
Business fax: +27 (0)11 422 6650
E-mail address: scott@cerefco.co.za

5. HUMAN RIGHTS COMMISSION / INFORMATION REGULATOR GUIDE - SECTION 51(1) (B) (I)

A Guide has been compiled in terms of Section 10 of the PAIA by the Human Rights Commission. It contains information required by a person wishing to exercise any right contemplated by the PAIA. It is available in all the South African official languages.

Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.

The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041
Telephone Number: +27-11-877 3600
Fax Number: +27-11-403 0625
Website: www.sahrc.org.za

6. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC - SECTION 51(1)(B)(II)

No records will be automatically available to the public without following the access request procedure as stated elsewhere in this manual.

7. RECORDS – CATEGORIES AND SUBJECT OF RECORDS - SECTION 51(1) (B) (IV)

The information contained in this section is intended to show the main categories of records held by the Companies and to help those who seek to request information in order to gain a better understanding of the main business activities of the Company. Further assistance in identifying the records held by the Companies is obtainable from the Information Officer.

Below is an example of what records a business may hold under the various categories:

COMPANY RECORDS	FINANCIAL RECORDS	INCOME TAX RECORDS	PERSONNEL / EMPLOYEE DOCUMENTS AND RECORDS	SAFETY, HEALTH AND ENVIRONMENT (SHE) RECORDS
Documents of incorporation	Annual Financial Statements	PAYE Records	Employment contracts	SHE Policy
Memorandum and Articles of Association or Memorandum of Incorporation (as applicable)	Tax Returns	Documents issued to employees for income tax purposes	Employment Equity Plan	Mandatory SHE Records
Records relating to the appointment of directors / auditor / secretary	Accounting Records	Records of payments made to SARS on behalf of employees	Medical Aid records	
Public officer and other officers	Banking Records	All other statutory compliances: - VAT; - Skills Development	Pension Fund records	

		Levies; - UIF; and - Workmen's Compensation		
Share Register and other statutory registers	Bank Statements		Disciplinary records	
	Paid Cheques		Salary records	
	Electronic banking records		SETA records	
	Asset Register		Disciplinary code	
	Rental Agreements		Leave records	
	Invoices		Training records	
			Training Manuals	

8. ACCESS REQUESTS

8.1. ACCESS REQUEST PROCEDURE - SECTION 53

8.1.1. COMPLETION OF ACCESS REQUEST FORM

To facilitate a timely response to requests for access, all requesters should take note of the following when seeking to obtain access:

- The Access Request Form, (attached as Annexure A – Form C), must be completed and submitted.
- Proof of identity is required to authenticate the identity of the requester – in addition to submission of the completed Access Request Form. Consequently, requester will be required to supply a certified copy of their identification document or a valid passport document, or if a legal entity, a certified copy of the Company Registration Certificate.

Please take note of the following when completing the Access Request Form:

- Type or print in BLOCK LETTERS an answer to every question.
- If a question does not apply, state "N/A" in response to that question.
- If there is nothing to disclose in reply to a particular question state "NIL" in response to that question.
- If there is insufficient space on the printed form, additional information may be provided of an additional attached folio.
- When the use of an additional folio is required, precede each answer with the applicable title.

Please note that the successful completion and submission of an Access Request Form does not automatically constitute an approval of access to the requested record. An application for access to a record is subject to certain limitations if the requested record falls within a certain category as specified within PAIA.

If it is reasonably suspected that the requester has obtained access to records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.

8.1.2. SUBMISSION OF ACCESS REQUEST FORM

The completed Access Request Form, together with a certified copy of the requester's identity document, must be addressed to the Information Officer and submitted via the contact details stated above.

We will not charge the prescribed fees on request to access your personal information or any records that are relevant to you.

8.1.4. NOTIFICATION

The Information Officer will, within 30 (thirty) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

This thirty-day period may be extended for a further period of not more than thirty days, if the request is for a large volume of information, or the request requires a search for information held at other offices of one or more of the Companies and the information cannot reasonably be obtained within the original thirty-day period. The requester will be notified in writing should an extension be sought.

8.2. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The main grounds for refusal of a request for information if the request process was followed are:

- Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of the commercial information of a third party, if the record contains:
 - Trade secrets of that party;
 - Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that party;
 - Information disclosed by a third party to any of the Companies if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
 - Mandatory protection of confidential information of third parties if it is protected in terms of any agreement – the provisions of the PAIA to apply in relation to the rights of the relevant third parties;
 - Mandatory protection of the safety of individuals and the protection of property;
 - Mandatory protection of records which could be regarded as privileged in legal proceedings;
- The commercial activities of the Companies, which may include:
 - Trade secrets of the Companies; and
 - Financial, commercial, scientific or technical information which, if disclosed, would likely cause harm to the financial or commercial interests of the Companies.

8.3. APPEAL AGAINST REFUSAL TO GRANT ACCESS

If a requester is aggrieved by the refusal of the Information Officer to grant a request for a record, the requester may, upon notification of the Information Officer's decision (or upon deemed refusal in terms of Section 58 of the PAIA), lodge a complaint to the Information Regulator or apply to court for appropriate relief within the timeframes as prescribed by the PAIA.



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9. PERSONAL INFORMATION

9.1. PURPOSE OF PROCESSING - SECTION 51(1) (C) (I)

In general, personal information is processed by the Companies for business administration purposes and in the ordinary course of operation, which would include:

- Provision of our goods and services
- Keep our data subject records up to date
- Manage employees in general
- Manage supplier contracts in general
- Manage customers in general
- Manage customer credit in general
- Enforce debts
- Market goods and services to prospects
- Covid traceability process
- Process customer requests or complaints
- Process personal information of employees for forensic purposes

9.2. CATEGORIES OF DATA SUBJECTS AND INFORMATION - SECTION 51(1) (C) (II)

Personnel/employees	Consultants	Contractors	Customers	Investors	Patients	Service providers	Suppliers	Other third parties
Names	Name	Names	Name		Name	Name	Name	
Cellphone numbers	Telephone number	Cellphone numbers	Cellphone number		Cellphone number	Telephone number	Telephone number	
Email address	Email address	Email address	Email address		Email address	Email address	Email address	
Race	Business address	Race				Business address	Business address	



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Gender	Banking details	Gender				Banking details	Banking details	
ID Number	Company registration number	ID Number				Company registration number	Company registration number	
Nationality	Tax number	Nationality				Tax number	Tax number	
Passport number	VAT Number	Passport number				VAT Number	VAT Number	
Residential address	Contract data	Residential address				Contract data	Contract data	
Education	Payment number	Education				Payment number	Payment number	
Date of Birth	Terms of delivery & service	Date of Birth				Terms of delivery & service	Terms of delivery & service	
Home language		Home language				Product categories	Product categories	
Marital Status		Marital Status						
Driver's license		Driver's license						
Banking details		Banking details						
Biometric information		Biometric information						
Previous employment records		Previous employment records						
Tax number		Tax number						

Dependent's information		Dependent's information						
Trade union membership		Trade union membership						
Contract data		Contract data						
Payment data		Payment data						
Medical aid information		Medical aid information						

9.3. CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED - SECTION 51(1)(C)(III)

The categories of recipients to whom the Company may supply the data subject's personal information will depend on the nature of the information. In general, such categories of recipients would include:

- Auditors (BDO Auditors)

10. ANNEXURE A – FORM C

Form C, the document which is to be completed and submitted as part of the access request procedure, is an additional document to this PAIA manual that we will make available to you.