



# **PAIA MANUAL**

**Prepared in terms of section 14 of the  
Promotion of Access to Information Act  
2 of 2000 (as amended) for  
PCS Global (Pty) Ltd  
Registration Number 2012/050097/07  
(herein after PCS Global (Pty) Ltd)**

**DATE OF COMPILATION: 01/02/2023  
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## 1. INTRODUCTION

At PCS Global we have the capabilities to supply and manufacture Low Voltage Equipment, Control System Equipment, Industrial IT infrastructure, Instrumentation, Installation, and commissioning, along with service and support.

## 2. LIST OF ACRONYMS AND ABBREVIATIONS

|     |             |   |
|-----|-------------|---|
| 2.1 | “CEO”       | Chief Executive Officer   |
| 2.2 | “DIO”       | Deputy Information Officer                                      |
| 2.3 | “IO”        | Information Officer   |
| 2.4 | “Minister”  | Minister of Justice and Correctional Services                   |
| 2.5 | “PAIA”      | Promotion of Access to Information Act No. 2 of 2000(as Amended |
| 2.6 | “PFMA”      | Public Finance Management Act No.1 of 1999 as Amended           |
| 2.7 | “POPIA”     | Protection of Personal Information Act No.4 of 2013             |
| 2.8 | “Regulator” | Information Regulator.  |

## 3. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to -

- 3.1 check the nature of the records which may already be available at PCS Global (Pty) Ltd without the need for submitting a formal PAIA request.
- 3.2 understand how to make a request for access to a record of PCS Global (Pty) Ltd.
- 3.3 access all the relevant contact details of the persons who will assist the public with the records they intend to access.
- 3.4 know all the remedies available from PCS Global (Pty) Ltd regarding request for access to the records, before approaching the Regulator or the Courts.
- 3.5 the description of the services available to members of the public from PCS Global (Pty) Ltd and how to gain access to those services.
- 3.6 a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it.
- 3.7 if the body will process personal information, the purpose of processing personal information and the description of the categories of data subjects and of the information or categories of information relating thereto.

**3.8** know if PCS Global (Pty) Ltd 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

**3.9** know whether PCS Global (Pty) Ltd has appropriate security measures to ensure that confidentiality, integrity and availability of the personal information which is to be processed.

#### **4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF PCS GLOBAL (PTY) LTD**

##### **4.1 Chief Information Officer**

Name: Sabin Nair  
Tel: 011 466 4172  
Email: sabin@pcsglobal.com

##### **4.2 National or Head Office**

Postal Address: PO Box 32019  
Barbeque Downs  
Kyalami, Gauteng  
1684

Physical Address: Unit 3 Sultana Park,  
21 Roan Crescent  
Corporate Park North, Midrand  
1685

Telephone: 011 466 4172

Email: admin@pcsglobal.com

Website: www.pcsglobal.com

#### **5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE**

**5.1** The Regulator has, in terms of section 10(1) of PAIA, 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.

**5.2** The Guide is available in each of the official languages.

- 5.3** The aforesaid Guide contains the description of-
- 5.3.1.** the objects of PAIA and POPIA,
  - 5.3.2.** the postal and street address, phone and fax number and, if available, electronic mail address of-
    - 5.3.2.1.** the Information Officer of every public body, and
    - 5.3.2.2.** every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>
  - 5.3.3** the manner and form of a request for-
    - 5.3.3.1** access to a record of a public body contemplated in section 11<sup>3</sup>; and
    - 5.3.3.2** access to a record of a private body contemplated in section 50<sup>4</sup>
  - 5.3.4** the assistance available from the Information Officer of a public body in terms of PAIA and POPIA
  - 5.3.5** the assistance available from the Regulator in terms of PAIA and POPIA
  - 5.3.6** 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-
    - 5.3.6.1** an internal appeal

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<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> 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.

**5.3.6.2** a complaint to the Regulator; and

**5.3.6.3** an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body.

**5.3.7** the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body respectively, to compile a manual, and how to obtain access to a manual.

**5.3.8** the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively.

**5.3.9** the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and

**5.3.10** the regulations made in terms of section 92<sup>11</sup>.

**5.4** Members of the public can inspect or make copies of the Guide from the offices of the public or private bodies, including the office of the Regulator, during normal working hours. The Guide can also be obtained-

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<sup>5</sup> 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.

<sup>6</sup> 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.

<sup>7</sup> 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.

<sup>8</sup> 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.

<sup>9</sup> 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.

<sup>10</sup> 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.

<sup>11</sup> 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.”

**5.4.1** upon request to the Information Officer.

**5.4.2** from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

**6. CATEGORIES OF RECORDS OF PCS GLOBAL (PTY) LTD WHICH AREA AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

These are mostly records that may be available on PCS Global website and that a person may download or request telephonically or by sending an email or letter.

| Category of records     | Type of the record  | Available on Website | Available upon request |
|-------------------------|---|----------------------|------------------------|
| Directorship            | Email address, Physical address, Identification Number, Telephone number, Educational History |                      | X                      |
| Company Registration    |   |                      | X                      |
| Tax Clearance           |   |                      | X                      |
| EMP201/EMPSA            |   |                      | X                      |
| Letter of Good Standing |   |                      | X                      |

**7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY PCS GLOBAL (PTY) LTD**

| Subjects on which the body holds records | Categories of records held on each subject  |
|--|---|
| Strategic Documents, Plans & Proposals   | <ul style="list-style-type: none"> <li>- Annual Reports</li> <li>- Strategic Plan</li> <li>- Annual Performance Plan</li> </ul>   |
| Human Resources                          | <ul style="list-style-type: none"> <li>- HR policies and procedures</li> <li>- Advertised posts.</li> <li>- Employees records</li> <li>- Learning and development   e.g.: skills development and training plans</li> <li>- Employment equity plan and statistics</li> </ul> |
| Statutory                                | <ul style="list-style-type: none"> <li>- Memorandum of incorporation</li> <li>- Minutes of board meetings</li> </ul>  |
| Administration and Finance               | <ul style="list-style-type: none"> <li>- Accounting records</li> <li>- Tax returns</li> <li>- Asset registers</li> </ul>  |
| Operations                               | <ul style="list-style-type: none"> <li>- ISO 9001 :2015</li> </ul>  |
| Insurance                                | <ul style="list-style-type: none"> <li>- Insurance policies</li> </ul>  |

## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing Personal Information

We use your personal information only for the purpose for which it is collected. Among others, the purpose could be to provide service, assist us with administration, recruit prospective employees or even to comply with a legal obligation. We may use your personal information for other similar purposes, including marketing and communications, but that will only occur in the case where we have your consent or another lawful justification for doing so.

### 8.2 Description of the categories of Data Subjects and of the information or categories of information relating to

Note that the nature or categories of personal information is dependent on the purpose in performing its functions or services.

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

### 8.4 General description of information security measures to be implemented by the responsible party to ensure the confidentiality, integrity, and availability of the information.

## 9. PRESCRIBED FEES

(Section 51 (1) (f)) as published from time to time on the website of the Regulator.

The following applies to requests (other than personal requests):

- 9.1 A requestor is required to pay the prescribed fees before a request is processed.
- 9.2 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted).
- 9.3 A requestor may lodge an application with a Court against the tender/payment of the request fee and/ or deposit.
- 9.4 Records may be withheld until the fees have been paid.

## 10. AVAILABILITY OF THE MANUAL

10.1 A copy of this manual or the updated version thereof, is also available as follows –

- 10.1.1 on [www.pcsglobal.com](http://www.pcsglobal.com) , if any, of the public body.
- 10.1.2 At the head office of PCS Global (Pty) Ltd during normal business hours
- 10.1.3 To any person upon request and upon the payment of a reasonable prescribed fee
- 10.1.4 To the information regulator upon request,

## 11. UPDATING OF THE MANUAL

PCS Global (Pty) Ltd will, if necessary, update and publish this Manual annually.



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***Sabin Nair***

***Chief Executive Officer***