



EIGEN STEEL (PTY) LTD

# PAIA MANUAL

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

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### 1. LIST OF ACRONYMS AND ABBREVIATIONS

- |     |                    |  |
|-----|--------------------|--|
| 1.1 | <b>“MD”</b>        | Managing Director  |
| 1.2 | <b>“DIO”</b>       | Deputy Information Officer;  |
| 1.3 | <b>“IO”</b>        | Information Officer;   |
| 1.4 | <b>“Minister”</b>  | Minister of Justice and Correctional Services;                     |
| 1.5 | <b>“PAIA”</b>      | Promotion of Access to Information Act No. 2 of 2000 (as Amended); |
| 1.6 | <b>“POPIA”</b>     | Protection of Personal Information Act No.4 of 2013;               |
| 1.7 | <b>“Regulator”</b> | Information Regulator; and   |
| 1.8 | <b>“Republic”</b>  | 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 EIGEN STEEL (PTY) LTD**

#### **3.1. Chief Information Officer**

Name: Pieter Janse van Rensburg  
Tel: 012 803 1871  
Email: pieter@eigensteel.com

### 3.2. Deputy Information Officer

Name: Riekie Terblanche  
Tel: 012 803 1871  
Email: [hr@eigensteel.com](mailto:hr@eigensteel.com)

Name: Cornel Botma  
Tel: 012 803 1871  
Email: [cornel@eigensteel.com](mailto:cornel@eigensteel.com)

Name: Albertus Taute  
Tel: 012 803 1871  
Email: [albertus@eigensteel.com](mailto:albertus@eigensteel.com)

### 3.3 Access to information general contacts

Email: [hr@eigensteel.com](mailto:hr@eigensteel.com)

### 3.4 National or Head Office

Postal Address: 37 Industry Road, Clayville Industrial, Olifantsfontein, 1666

Physical Address: 37 Industry Road, Clayville Industrial, Olifantsfontein, 1666

Telephone: 012 803 1871

Email: [info@eigensteel.com](mailto:info@eigensteel.com)

Website: <https://eigensteel.com>

#### 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 at least three 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 PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
  - 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 11<sup>3</sup>; and
    - 4.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;

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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*

- 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 decision by the Regulator or a decision of the head of a private body;
- 4.3.7. 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;
- 4.3.8. 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;
- 4.3.9. 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

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c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

<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.

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

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;

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, English, IsiZulu and Braille

## 5. CATEGORIES OF RECORDS OF EIGEN STEEL (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on	
		Website	Request
Services the company offers	Public service information	√	√
Products the company offers	Public product information	√	√
Records of a public nature	Privacy policy, cookie policy, PAIA manual, publications	√	√

<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.”

**6. RECORDS MAINTAINED BY EIGEN STEEL (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

Records maintained by Eigen Steel (Pty) Ltd in terms of other legislation includes but are not limited to:

- 🔗 Basic Conditions of Employment Act 75 of 1997
- 🔗 Broad-Based Black Economic Empowerment Act 53 of 2003
- 🔗 Compensation for Occupational Injuries and Diseases Act 130 of 1993
- 🔗 Employment Equity Act 55 of 1998
- 🔗 Income Tax Act 58 of 1962
- 🔗 Labour Relations Act 66 of 1995
- 🔗 Occupational Health and Safety Act 85 of 1993
- 🔗 Promotion of Access to Information Act 2 of 2000
- 🔗 Protection of Personal Information Act 4 of 2013
- 🔗 Unemployment Insurance Act 30 of 1996
- 🔗 Value Added Tax Act 89 of 1991






**7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY EIGEN STEEL (PTY) LTD**

Subjects on which the body holds records	Categories of records
Company secretarial	<ul style="list-style-type: none"> <li>🔗 Annual Reports</li> <li>🔗 CIPC registration</li> </ul>
Financial	<ul style="list-style-type: none"> <li>🔗 SARS registrations</li> <li>🔗 Financial statements</li> <li>🔗 Asset register</li> <li>🔗 Bank statements</li> <li>🔗 Customer and supplier information</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>🔗 Policies and procedures</li> <li>🔗 Employee information</li> <li>🔗 Retirement fund information</li> </ul>



## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing Personal Information

-  To performing duties in terms of any agreement with customers and employees
-  To make credit decisions about customers
-  To communicate (including marketing) with customers and employees
-  Recovering any debt customers or employees may owe
-  Necessary matters relating to the employee pension fund, payroll, disciplinary actions, training and any other reasonably reason as may be required.

### 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 number, identity number, VAT number, contact details and bank details.
Service Providers	Name, address, registration number, identity number, VAT number, contact details and bank details.
Employees	Names, surname, address, contact numbers, qualifications, gender and race.

### 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
Credit and payment history, for credit information	Credit Bureaus

#### 8.4 Planned transborder flows of personal information

Eigen Steel (Pty) Ltd uses the Microsoft's Azure storage platform, which is hosted in the European Union. Eigen Steel (Pty) Ltd has enabled the necessary security functionality to their systems which safeguards its information against malicious access and use. These measures are over and above the standard data protection policies that is implemented across the Microsoft platform.

#### 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

Eigen Steel (Pty) Ltd ensures that basic security platforms, solutions, software, principles and architecture is in-place which ensures protection against network-based and file-based threats to protect its information systems against data leakage and the misuse of information.

### 9. AVAILABILITY OF THE MANUAL

#### 9.1 A copy of the Manual is available-

9.1.1 on <https://eigensteel.com>;

9.1.2 registered office of Eigen Steel (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 A4-size photocopy made.

## 10. UPDATING OF THE MANUAL

The head of Eigen Steel (Pty) Ltd will on a regular basis update this manual.

Issued by

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**Pieter Janse van Rensburg**

Managing Director