



PAIA MANUAL

**Prepared in terms of section 51 of the Promotion of Access
to Information Act, No. 2 of 2000 (as amended)**

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1. LIST OF ACRONYMS AND ABBREVIATIONS

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|-----|--------------------|---|
| 1.1 | “IO” | Information Officer; |
| 1.2 | “Minister” | Minister of Justice and Correctional Services; |
| 1.3 | “PAIA” | Promotion of Access to Information Act, No. 2 of 2000
(as amended) |
| 1.4 | “POPIA” | Protection of Personal Information Act, No.4 of 2013; |
| 1.5 | “Regulator” | Information Regulator; and |
| 1.6 | “Republic” | 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 know the description of the records of the body which are available in accordance with any other legislation;
- 2.3 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;
- 2.4 access all the relevant contact details of the 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 Information 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 recipients or categories of recipients to whom the personal information may be supplied;

- 2.8 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
- 2.9 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 GB BEARINGS

3.1. Information Officer

Name: Greg Piggott
Tel: 031 792 5900
Email: greg.piggott@gbbearings.co.za
Fax number: 031 700 3613

3.2. Contact for General Information

Email: ptn.hr@gbbearings.co.za

3.3 Head Office

Postal Address: PO Box 2121, Pinetown, 3600, South Africa
Physical Address: Pinemead Industrial Park, 47 Gillitts Road, Pinetown,
Kwa-Zulu Natal
Telephone: (0)31 792 5900
Email: greg.piggott@gbbearings.co.za
Website: <https://www.gbbearings.co.za/>

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 a revised Guide on How to Use PAIA, 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 contains the description of-
 - 4.2.1. the objects of PAIA and POPIA;
 - 4.2.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

- 4.2.2.1. the IO of every public body, and;
- 4.2.2.2. every deputy IO of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA² respectively;
- 4.2.3. the manner and form of a request for-
 - 4.2.3.1. access to a record of a public body contemplated in section 11³;
 - 4.2.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.2.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.2.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.2.6. 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-
 - 4.2.6.1. an internal appeal;
 - 4.2.6.2. a complaint to the Regulator; and
 - 4.2.6.3. an application with a court against a decision by the IO 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;
- 4.2.7. the provisions of sections 14⁵ and 51⁶ of PAIA requiring a public and private body to compile a manual, and how to obtain access to a manual;

¹ 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 IO as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

² Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of PAIA, with the necessary changes, for the designation of such a number of persons, if any, as deputy IO as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

³ Section 11(1) of PAIA- A requester must be given access to a record of a public body if-
 a) that requester complies with all the procedural requirements in PAIA relating to a request for access to that record;
 b) and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁴ 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 Section 14(1) of PAIA- The IO of a public body must, in at least three official languages, make available a manual containing information described in subsections 14(1)(a)-(i) of PAIA.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the information described in subsections 51(1)(a)-(f) of PAIA.

- 4.2.8. the provisions of sections 15⁷ and 52⁸ of PAIA providing for the voluntary disclosure of categories of records held by a public body and private body, respectively;
 - 4.2.9. the notices issued in terms of sections 22⁹ and 54¹⁰ of PAIA regarding fees to be paid in relation to requests for access; and
 - 4.2.10. the regulations made in terms of section 92¹¹ of PAIA.
- 4.3. Members of the public can inspect or make copies, during normal working hours, of the Guide from the offices of public and private bodies (in at least two of the official languages), including the office of the Regulator (in each of the official languages)
- 4.4. The Guide can also be obtained in each of the official languages-
- 4.4.1. upon request to the Regulator, on a form with corresponds substantially with Form 1 of Annexure A to the PAIA Regulations;
 - 4.4.2. from the website of the Regulator (<https://www.inforegulator.org.za/>).
 - 4.4.3. upon request from the IO of GB Bearings, on a form that can be obtained from the HR department.
- 4.5. A printed copy of the Guide is available in the following two official languages, for public inspection during normal office hours, at the head offices of GB Bearings-
- 4.5.1. English and isiZulu

⁷ Section 15(1) of PAIA- The IO of a public body must make available in the prescribed manner a description of-

- a) the categories of records of the public body that are automatically available without a person having to request access;
- b) and how to obtain access to such records

⁸ 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-

- a) the categories of records of the private body that are automatically available without a person having to request access;
- b) and how to obtain access to such records

⁹ Section 22(1) of PAIA- The IO 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.

¹⁰ 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.

¹¹ Section 92(1) of PAIA- 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 IO 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. CATEGORIES OF RECORDS AVAILABLE WITHOUT REQUESTING ACCESS

The categories of records of GB Bearings that are available without a person having to formally request access under PAIA are as follows–

Category of records	Types of the Record	Available on Website	Available upon Request
Public Product Information	Product & Services Catalogue	X	X
	HSS Handbook	X	X
	HSR Handbook & Installation Manual	X	X
Public Corporate Information	BBBEE Certificate	X	X
	ISO Certification	X	X
	POPI Policy	X	X
	PAIA Manual	X	X

6. RECORDS AVAILABLE ACCORDING TO OTHER LEGISLATION

The records of GB Bearings which are available in accordance with other legislation include–

Legislation	Category of Records
Companies Act No. 71 of 2008	Memorandum of Incorporation
Employment Equity Act No. 55 of 1998	Employment Equity Plan
Income Tax Act No. 95 of 1967	Company Tax Certificate
Value Added Tax Act No. 89 of 1991	Company VAT Registration Certificate
Labour Relations Act No. 66 of 1995	Company Policies & Procedures
Basic Conditions of Employment Act No. 75 of 1997	Company Policies & Procedures
Electronic Communications and Transactions Act No. 25 of 2002	Company Policies & Procedures
Unemployment Insurance Act No. 30 of 1996	Company Policies & Procedures
Skills Development Act No. 97 of 1998	Company Policies & Procedures
	Workplace Skills Plan
	Annual Training Report
Skills Development Levies Act No. 9 of 1999	Company Levy Number
Metals and Engineering Industry Agreement	Membership Certificate
Unemployment Insurance Act No. 30 of 1996	Compliance documents
	Proof of TERS Claims
Compensation for Occupational Injuries and Diseases Act No. 130 of 1993	COID Registration
	Company Policies & Procedures
Broad-based Black Economic Empowerment Act No. 53 of 2003	BBBEE Scorecard

7. HOW TO REQUEST ACCESS TO A RECORD UNDER PAIA

- 7.1. Section 53 of PAIA describes the procedure to be followed in making a request for access to a record held by a private body.
- 7.2. Section 23(1) of POPIA¹² also provides the procedure to access personal information. The manner of access to personal information in terms of section 23 of POPIA should be in accordance with section 53 of PAIA¹³.
- 7.3. A request for access to a record of GB Bearings must be made in the prescribed form (available on request from the HR department) to GB Bearings at its address, fax number or electronic mail address.
- 7.4. Along with other particulars, the requester must identify the right they are trying to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.
- 7.5. According to section 54 of PAIA, upon receiving a request, the IO will notify the requestor of the prescribed request fee (if any) before further processing the request.
- 7.6. In accordance with section 56 of PAIA, the IO will, within 30 days of receiving a request for access, decide whether to grant the request and notify the requester of the decision.
- 7.7. If the request for access is refused the IO must state-
 - 7.7.1. adequate reasons for the refusal in accordance with PAIA; and
 - 7.7.2. that the requester may lodge an application with a court against the refusal, and the procedure for lodging the application as described in section 78 of PAIA.

8. DESCRIPTION OF SUBJECTS AND CATEGORIES OF RECORDS HELD BY GB BEARINGS

Subjects on which GB Bearings holds records	Categories of records
General Documents / Reports	Annual Reports
	BBBEE Scorecard
Operations	Public Product Information
	Vendor / Supplier Information
	Customer Information

¹² Section 23(1) of POPIA- *The data subject, having adequate proof of identity, has the right to-*

- a) *request a responsible party to confirm, free of charge, whether or not the responsible party holds personal information about the data subject; and*
- b) *request from the responsible party the record or a description of the personal information about the data subject held by the responsible party, including information about the identity of all third parties, or categories of third parties, who have, or have had, access to the information.*

¹³ As per section 25 of POPIA

Subjects on which GB Bearings holds records	Categories of records
	Project Plans and Budgets (where applicable) Delivery and Collection Sheets Risk Assessments ISO Certification
Human Resources	HR Policies and Procedures Advertised Posts Employees Records & Employment History Employee Training and Development Employee Emergency Contact Information Employee Covid-19 Related Information Employee Medical Information PAIA Manual POPIA Policy & Consent forms Employment Equity Information Health and Safety Records
Payroll	Employee Remuneration Employee Deductions Employee Benefits Pension / Provident Fund Information Workman's Compensation Claims UIF Claims
Statutory Returns	VAT PAYE UIF Skills Levies
Industry Related	Collective Bargaining Levies Copies of Collective Agreements

9. PROCESSING OF PERSONAL INFORMATION

9.1. Purpose of Processing Personal Information

The lawful processing of personal information is required for–

- 9.1.1. recruiting, on-boarding of employees, issues relating to the on-going employment of employees and details relating to the termination of employees;
- 9.1.2. external, purpose-specific business or operational reporting to relevant responsible parties, to perform the contract agreement;
- 9.1.3. internal, purpose-specific business or operational reporting to identified responsible parties;

- 9.1.4. Information & Communication Technology procedures; and
- 9.1.5. complying with the law and/or for a purpose that is ancillary to compliance with the law

9.2. Categories of Data Subjects and of the Related Information

The following is a description of the categories of data subjects of GB Bearings and the personal information or categories of information related thereto–

Categories of Data Subjects	Personal Information that may be processed
Customers & their employees	Company name, addresses, contact details and website information
	Company registration numbers
	Employee contact details, including landline numbers, emails & cell phone numbers
Suppliers & their employees	Company name, addresses, contact details and website information
	Company registration numbers
	Banking details
	Employee contact details, including landline numbers, emails & cell phone numbers
	BBBEE scorecards & tax certificates
External / Independent contractors	Company name, addresses, contact details and website information
	Company registration numbers
	Banking details
	Employee contact details, including landline numbers, emails & cell phone numbers
	BBBEE scorecards & tax certificates
Company Employees	Personal contact details, race and gender, marital, family status and emergency contact details (extending to family)
	Employee remuneration / salary information & financial information, including garnishees and other statutory deductions, SARS Information
	Employee special personal information (religion & biometric information)
	Medical Aid and health status information, including special personal information (extending to family)
	Pension / Provident information (extending to family)
	Membership to organizations & trade union membership
	Photos, voice recording, CCTV footage, biometric data and reporting methods attached to these.
	Alleged criminal behaviour and processing relating to proceedings

Categories of Data Subjects	Personal Information that may be processed
	relating to said allegations

9.3. Categories of Recipients to whom the Personal Information may be Supplied

Category of Personal Information	Categories of Recipients to whom the personal information may be supplied
All aforementioned employee personal information and special personal information (purpose-specific only and extending to family)	MerSETA grant applications
	Department of Labour - Unemployment Fund, Workman's compensation (COID / RMA), Employment Equity reporting, Covid-19 TERS
	CCMA / CDR
	Company-engaged external service providers and associations (HR / IT)
	Medical Aid service providers
	Auditors, external business consultants, BBBEE auditors
	Internal company POPI operators (accounts department & HR employees)
	Company customers
	Pension / Provident funds
Identity number, names, employment history, associations and memberships (purpose specific) for credit, recruitment or criminal checks, with prior consent of the employee or prospective employee	South African Police Services
	Other accredited bodies
	Credit Bureaus
	Any legally authorized external bodies
Qualifications for qualification verifications	Tertiary education institutions
Health & Safety Records	Specific as required by customers for compliance with their workplace / project terms
Name, ID, job function, employment confirmation, confirmation of pay date	With prior consent from employees, to companies requiring confirmation of employment (e.g., for the purposes of opening an account)
Name and confirmation of pay date	On receipt of legal documentation, garnishee orders
Customer / vendor / service provider information (purpose-specific), contact details	With prior consent from relevant organisation, for reasons relating to business or income generation specifically for the organisation in mind (e.g., business referrals)

9.4. Planned Transborder Flows of Personal Information

GB Bearings has no planned transborder flows of personal information.

9.5. Information Security Measures

Security safeguards to be implemented or under implementation by GB Bearings to ensure the confidentiality, integrity and availability of the personal information processed include–

- 9.5.1. appointing an IO whose responsibilities include encouraging compliance with the conditions of PAIA and POPIA;
- 9.5.2. conducting a personal information impact assessment to identify the personal information being processed and in what manner, and any risk exposure with respect to PAIA and POPIA;
- 9.5.3. creating and implementing a company POPIA policy outlining procedures for processing of personal information, including–
 - 9.5.3.1. protecting and safeguarding personal information when processed;
 - 9.5.3.2. regulating the manner in which personal protection is processed;
 - 9.5.3.3. establishing a means to protect individuals from unauthorized access to or processing of personal information; and
 - 9.5.3.4. identify recourse to remedy the unlawful processing of personal information.
- 9.5.4. ensuring company POPIA policy outlines specific IT, HR and communication strategies that establish best practices on dealing with personal information, including;
 - 9.5.4.1. maintaining anti-virus solutions on all devices, keeping firewall protections in place, and restricting personnel who have access to personal information;
- 9.5.5. providing training to employees regarding awareness of, and their rights with respect to, PAIA and POPIA.

10. AVAILABILITY OF THE MANUAL

9.6. A copy of this manual is available-

- 9.6.1. on the company website;

- 9.6.2. at the head office of GB Bearings (Pty) Ltd for public inspection during normal business hours;
- 9.6.3. to any person upon request and upon the payment of a reasonable prescribed fee, as contemplated in annexure B of the Regulations; and
- 9.6.4. to the Regulator upon request.

11. UPDATING OF THE MANUAL

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

Issued by



Greg Piggott
Managing Director