



TEMPERATURE CONTROLS (Pty) Ltd

Co. Reg. No. 1952/000245/07

JOHANNESBURG - HEAD OFFICE

E-Mail: sales@tempcon.co.za

DURBAN

TEL: +27 (011) 791-6000

Website: www.tempcon.co.za

TEL: +27 (031) 705-3704

PAIA MANUAL

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

DATE OF COMPILATION: 01/01/2022
DATE OF REVISION: 01/01/2022

TABLE OF CONTENTS

1. LIST OF ACRONYMS AND ABBREVIATIONS

- | | | |
|-----|--------------------|---|
| 1.1 | “OD” | Operations Director |
| 1.2 | “DIO” | Deputy Information Officer; |
| 1.3 | “IO“ | Information Officer; |
| 1.4 | “Minister” | Minister of Justice and Correctional Services; |
| 1.5 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000(as Amended; |
| 1.6 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.7 | “Regulator” | Information Regulator; and |
| 1.8 | “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 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 TEMPERATURE CONTROLS (PTY) LTD

3.1. Operations Director

Name: Louise Joan Otto
Tel: 011 791 6000
Email: louiseb@tempcon.co.za
Fax number: N/A

3.2. Deputy Information Officer *(NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.*

Name: Andre Eybers
Tracey Chard
Wayne Degger (KZN)
Vicki Brown
Tel: 011 791 6000
031 705 3704
Email: andree@tempcon.co.za
traceyc@tempcon.co.za
wayned@tempcon.co.za
vickib@tempcon.co.za
Fax Number: N/A

3.3 Access to information general contacts

Email: sales@tempcon.co.za

3.4 National or Head Office

Postal Address:

P O BOX 77321
Fontainebleau
2032

Physical Address: 11-13 Naaf Street
Strydompark
Randburg

Telephone: 011 791-6000

Email: sales@tempcon.co.za

Website: www.tempcon.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 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 each 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 PAIA¹ and section 56 of POPIA²;
- 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 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 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

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 information officers 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 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.*

³ 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.*

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.*

decision by the Regulator or a decision of the head of a private body;

4.3.7. the provisions of sections 14⁵ and 51⁶ 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 15⁷ and 52⁸ 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 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 92¹¹.

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;

⁵ 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.

⁶ 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.

⁷ 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

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 the categories of records of the private body that are automatically available without a person having to request access

⁹ 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.

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 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.”

4.5.2. from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

4.6 A copy of the Guide is also available in the following language, for public inspection during normal office hours-

4.6.1 ENGLISH

5. CATEGORIES OF RECORDS OF TEMPERATURE CONTROLS (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

NB: Please specify the categories of records held by the body which are available without a person having to request access by completing Form C, types of the records and how the records can be accessed. These are mostly records that maybe available on the website and a person may download or request telephonically or by sending an email or a letter.

| Category of records | Types of the Record | Available on Website | Available upon request |
|----------------------------|---------------------|----------------------|------------------------|
| Product information | | x | |
| International suppliers | | x | |
| Memorandum of Incorporaton | | | x |
| BBBEE certificate | | | x |
| COID certificate | | | x |
| Proof of banking details | | | x |
| Tax certificate pin | | | x |
| VAT certificate | | | x |
| | | | |

6. DESCRIPTION OF THE RECORDS OF TEMPERATURE CONTROLS (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

| Category of Records | Applicable Legislation |
|-----------------------------|--|
| Memorandum of incorporation | Companies Act 71 of 2008 |
| PAIA Manual | Promotion of Access to Information Act 2 of 2000 |

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

| Subjects on which the body holds records | Categories of records |
|---|---|
| Strategic Documents, Plans, Proposals | Annual Reports, Strategic Plan, Annual Performance Plan. |
| Human Resources | <ul style="list-style-type: none"> - HR policies and procedures - Advertised posts and job descriptions - Employees records - Medical and leave form applications - Signed POPIA agreements and acknowledgements. - |
| Sales | - Past quotes/orders for reference purposes |
| Laboratory | - Past service information for reference purposes |
| Finance | <ul style="list-style-type: none"> - Banking - Employee fund contributions - Salary information - Creditor and debtor information |
| Accounts | <ul style="list-style-type: none"> - Creditor and debtor information - Goods return notes |

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Employees – processing of personal information for employment and payment purposes

Customers – processing of personal information for quoting, sales order and invoicing purposes.

Suppliers – processing of personal information for order placement and payment purposes.

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, contact details, company registration numbers, VAT numbers or identity numbers, credit applications, director details, bank details and any other details required for business purposes. |
| Service Providers | Names, contact details, VAT numbers, registration number, address, terms and conditions, bank details and any other details for business purposes. |
| Employees | Contact details, address, qualifications, gender and race, contact details, emergency contact details, past employment references, loans and garnishing orders, fund contributions, medical aid details, and any other details required for employment purposes. |

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 |
| Credit and payment history, for credit information | Credit Bureaus; Banks. (permission from subject required) |

8.4 Planned transborder flows of personal information

No planned transborder flows of personal information.

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

***IT:** Anti-virus, anti-malware and firewall protection as well as weekly outsourced IT assistance (SDS). The server is protected in a document room.*

***General:** Personnel documents, financial documents, credit applications and HR documents are stored in the fireproof strong room, with documents only accessible by Management. Other documents are stored in filing and office cabinets and turntables. All windows have security bars. The building is fitted with an alarm system directly linked to armed response. Entrances are enclosed with security roller shutters. Customers, suppliers, and other service providers may not enter the main administration office without an authorised employee to accompany them. Documents are shredded when no longer required. Large quantities of documents are collected and shredded with a shredding certificate provided.*

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on www.tempcon.co.za;

9.1.2 Head office of Temperature Controls (Pty) Ltd for public inspection during 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

A Director will, on a regular basis, update this manual.

Issued by

Louise Otto
Operations Director