



Document Title	PAIA and POPIA Manual
Document Type	Policy
Document number	HS-HR-G-010-02

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1. Purpose

- 1.1. The purpose of this policy is to describe the way we collect, store, use, and protect information that can be associated with a specific natural or juristic person and can be used to identify that person (“personal information”).
- 1.2. PAIA (Act 2 of 2000): Ensures the constitutional right of access to information held by public and private bodies, promoting transparency and accountability.
- 1.3. POPIA (Act 4 of 2013): Protects individuals’ personal information by regulating its processing, ensuring privacy and security.

2. Scope

- 2.1. This standard is applicable to all employees to H Systems not limited to but including visitors, websites and marketing.
- 2.2. PAIA: Applies to all public and private bodies, requiring them to provide access to records unless valid exemptions apply (e.g., security concerns, third-party confidentiality).
- 2.3. POPIA: Applies to any person or organization processing personal information, enforcing data protection principles.

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3. Responsible Parties

3.1. H Systems as the responsible party is accountable to comply with POPIA.

4. Definitions and interpretation

H Systems (Pty) Ltd In terms of use we refer to H Systems (Pty) Ltd as 'Company', we', 'our' or 'us'.

Consent Means any voluntary, specific, and informed expression of will in terms of which permission is given for the processing of personal information.

Data subject The individual to whom personal information relates.

Information Officer The designated officer responsible for compliance with PAIA and POPIA.

Person Means a natural person or a juristic person.

Personal information means information relating to an identifiable natural person, including, but not limited to -

- a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person.
- b) information relating to the education or the medical, financial, criminal or employment history of the person.
- c) any identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assigned to the person.
- d) the biometric information of the person.
- e) the personal opinions, views, or preferences of the person.

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- f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence.
- g) the views or opinions of another individual about the person; and
- h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person,
- i) but excludes information about an individual who has been dead for more than 20 years.

Processing

Any operation applied to personal information, including collection, storage, and dissemination.

As defined in POPIA, means any operation or activity or any set of operations, whether by automatic means, concerning personal information, including:

- a) the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation, or use.
- b) dissemination by means of transmission, distribution or making available in any other form; or
- c) merging, linking, as well as restriction, degradation, erasure, or destruction of information.

Request for access

In relation to a private body, means a request for access to a record of a private body in terms of section 50;

Responsible party

Means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal information.

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Special Personal Information As referred to in section 26 of POPIA, refers to the personal information concerning the following:

- a) the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information of a data subject; or
- b) the criminal behaviour of a data subject to the extent that such information relates to-
 - a. the alleged commission by a data subject of any offence; or
 - b. any proceedings in respect of any offence allegedly committed by a data subject or the disposal of such proceedings.

Supporting Documents Refers to any additional materials, forms, or records that provide supplementary information or evidence relevant to the Policy. These documents may be used to enhance understanding or execution of the Policy but are not mandatory for the Policy to be carried out.

5. Abbreviations

PAIA Promotion of Access to Information Act 2 of 2000.

POPIA Protection of Personal Information Act 4 of 2013.

SAHRC South African Human Rights Commission.

6. Introduction

6.1. Company Background

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6.1.1.H Systems (Pty) Ltd, established in 1995, specializes in aluminium profiles, systems, and accessories for the window, facade, and door manufacturing industry. Acquired by Corialis in 2016, H Systems operates nationally with branches in Kempton Park, Nelspruit, Durban, Port Elizabeth, and Cape Town.

6.2. What we do

6.2.1. H Systems (Pty) Ltd specialize in the design, development and assisted implementation of cutting-edge solutions for both the commercial and residential, façade and fenestration industries.

6.2.2. Our offering includes, but not limited to; thermally broken and non-thermally broken aluminium windows, doors, internal aluminium partitioning, sliding doors, conservatories, cladding, curtain wall façades, shopfronts, fixed sun-control, and ventilated louvres, accompanying hardware products and more.

6.3. Information sharing

6.3.1. PAIA enables access to information, while POPIA ensures that personal information is protected.

6.3.2. When an access request under PAIA involves personal information, organizations must ensure that disclosing it does not violate POPIA.

6.3.3. Both laws require an Information Officer to manage compliance.

6.3.4. PAIA, as amended by section 110 of POPIA, was promulgated to give effect to the constitutional right of access to information held by the State or by another person, which information is required for the exercise or protection of any rights.

6.3.5. In short, the objective of POPIA is to give effect to the constitutional right of privacy whereas PAIA is essentially an access law to give effect to the constitutional right to access to information. It is worthwhile noting that PAIA is also not restricted to personal information. Both these laws are complimentary.

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6.3.6. The Information Regulator (South Africa) is an independent body established in terms of section 39 of the protection of personal information act 4 of 2013. It is subject only to the law and the constitution and it is accountable to the national assembly.

6.3.7. The Information Regulator is, among others, empowered to monitor and enforce compliance by public and private bodies with the provisions of the promotion of access to information act, 2000 (act 2 of 2000), and the protection of personal information act, 2013 (act 4 of 2013)

7. Standard

7.1. PAIA Compliance

7.1.1. Particulars in terms of Section 51

7.1.1.1. This section ensures compliance with PAIA, allowing individuals access to information under specified conditions.

7.1.2. Contact Details [Section 51 (1) (a)]

Company Name	H Systems (Pty) Ltd
Registration number	2005/009864/07
Street Address	206 R23 Road, Bredell Ext 26, Kempton Park, Gauteng, 1619.
Website	www.hsystems.co.za
Contact details	(011) 748 2660
Information Officer	Warren Munro
Email	warrenm@hsystems.co.za

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- 7.1.2.1. The company has duly authorized Warren Munro (warrenm@hsystems.co.za) to deal with all matters in connection with requests for information in terms of the Promotion of Access to Information Act, 2 of 2000 (PAIA).

7.1.3. Further Guidance [Section 51 (1) (b)]

- 7.1.3.1. The South African Human Rights Commission (SAHRC) has issued a guide on how to use the PAIA Act (As prescribed by section 10 of PAIA) and is available on the SAHRC website. www.sahrc.org.za or <https://www.sahrc.org.za/index.php/understanding-paia>

- 7.1.3.2. For further guidance on PAIA or POPIA, please direct any queries to:

The Information Regulator (South Africa)

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001.

P.O Box 31533, Braamfontein, Johannesburg, 2017

Tel: 010 023 5200

Website: <https://info regulator.org.za/>

General enquiries E mail: enquiries@info regulator.org.za

Complaints email: POPIAComplaints@info regulator.org.za

7.1.4. Categories of records H Systems maintains

7.1.4.1. Records which are freely available [Section 51 (1) (c)]

- 7.1.4.1.1. This section refers to categories of records of H Systems which are available without a person having to request access to the information in terms of the Act.

- 7.1.4.1.2. The company's website and the information contained on it is freely accessible at www.hsystems.co.za.

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7.1.4.1.3. The web page at www.hsystems.co.za is accessible to anyone who has access to the Internet.

7.1.4.2. Records available in terms of any legislation [Section 51 (1) (d)]

7.1.4.2.1. H Systems retains various records for the purposes of PAIA in terms of the following main laws, among others:

- 7.1.4.2.1.1. Basic Conditions of Employment Act 75 of 1997.
- 7.1.4.2.1.2. Close Corporations Act, 1984.
- 7.1.4.2.1.3. Companies Act, 1973 Companies Act 71 of 2008.
- 7.1.4.2.1.4. Compensation for Occupational Injuries and Disease Act 130 of 1993.
- 7.1.4.2.1.5. Consumer Protection Act 68 of 2008.
- 7.1.4.2.1.6. Employment Equity Act 55 of 1998.
- 7.1.4.2.1.7. Financial Intelligence Centre Act, 2001.
- 7.1.4.2.1.8. Income Tax Act, 1962.
- 7.1.4.2.1.9. Labour Relations Act 66 of 1995.
- 7.1.4.2.1.10. National Credit Act 34 of 2005.
- 7.1.4.2.1.11. Occupational Health and Safety Act 85 of 1993.
- 7.1.4.2.1.12. Protection of Personal Information Act 4 of 2013.
- 7.1.4.2.1.13. Skills Development Act 97 of 1998.
- 7.1.4.2.1.14. Skills Development Levies Act 9 of 1999.
- 7.1.4.2.1.15. Unemployment Insurance Act, 2001.
- 7.1.4.2.1.16. Unemployment Insurance Contributions Act 4 of 2002.
- 7.1.4.2.1.17. Value Added Tax, 1991.
- 7.1.4.2.1.18. Workmen's Compensation Act, 1941
- 7.1.4.2.1.19. Any other relevant regulatory statute.

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7.1.5. Categories of records held by H Systems [Section 51 (1) (e)]

7.1.5.1. Company records and Shareholders agreements

- 7.1.5.1.1. Company records are all our records related to the incorporation and administration of our company. Some of them are available from the Companies and Intellectual Property Commission (CIPC).

7.1.5.2. Business records

- 7.1.5.2.1. Business records include any documents that have economic value to the business.

7.1.5.3. Financial records

- 7.1.5.3.1. Financial records are all our records related to the company's finances, including accounting records together with information required in terms of the Financial Intelligence Centre Act, Electronic Communications and Transaction Act and any other regulatory statutes.

7.1.5.4. Insurance records

- 7.1.5.4.1. Insurance records are all our records related to our insurable assets.

7.1.5.5. Income tax records

- 7.1.5.5.1. Income tax records are all our records related to our income tax obligations.

7.1.5.6. Personnel records

- 7.1.5.6.1. Personnel records are all our records about anyone who works for us, provides services to us, or provides services on our behalf and who

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receives or is entitled to receive remuneration, including our employees, contractors, and other personnel.

- 7.1.5.6.2. The company processes children's information when evidence is submitted by the parent (employee) for family responsibility leave and beneficiary details in terms provident fund.

7.1.5.7. **Policies and directives**

- 7.1.5.7.1. Policies and directives include both internal and external documents.

7.1.5.8. **Agreements or contracts**

- 7.1.5.8.1. Agreements or contracts include the documents themselves and all related documents.

7.1.5.9. **Regulatory documents**

- 7.1.5.9.1. Regulatory documents include any documents required to comply with and laws.

7.1.5.10. **Customer information and ledgers**

- 7.1.5.10.1. Customer information relates to any information about any entity that we provide goods or services to, including our customers, leads, or prospects.

7.1.5.11. **Operational information**

- 7.1.5.11.1. Customer information relates to any information about any entity that we provide goods or services to, including our customers, leads, or prospects.

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7.1.5.12. General

- 7.1.5.12.1. H Systems process personal information of various categories of people for various business-related purposes.
- 7.1.5.12.2. H Systems provides personal information of various categories of people, to third party providers, in the ordinary course of business, to fulfil our business obligations.

7.1.6. Personal Information Impact Assessment (PIIA)

- 7.1.6.1. This Personal Information Impact Assessment (PIIA) evaluates the potential risks and mitigations related to the processing of personal data within H Systems.
- 7.1.6.2. This assessment ensures compliance with data protection legislation and company policies while safeguarding employee and customer information.

7.1.7. Process to request access to information

- 7.1.7.1. Any requests for access to records of H Systems are subject to PAIA and, in respect of personal information, POPIA.
- 7.1.7.2. A request for access to information is to be made on the prescribed form attached as annexure A. (Form C)
- 7.1.7.3. The request is to be made to the Information Officer addressed to the contact details set out above, together with the relevant request fee.
<http://www.sahrc.org.za/home/21/files/PAIA%20Notice%20on%20fees.pdf>
- 7.1.7.4. Please ensure that the completed form:
- 7.1.7.4.1. has enough information for the information officer to identify you, the requested records, and which form of access you require.
- 7.1.7.4.2. specifies your email address, postal address, or fax number.

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- 7.1.7.4.3. describes the right that you seek to exercise or protect.
 - 7.1.7.4.4. explains why you need the requested record to exercise or protect that right.
 - 7.1.7.4.5. provides any other way you would like to be informed of our decision other than in writing; and
 - 7.1.7.4.6. provides proof of the capacity in which you are making the request if you are making it on behalf of someone else (we will decide whether this proof is satisfactory).
- 7.1.7.5. If you do not use the standard form, we may:
- 7.1.7.5.1. reject the request due to lack of procedural compliance.
 - 7.1.7.5.2. refuse it if you do not provide sufficient information; or
 - 7.1.7.5.3. delay it.

7.1.8. Grounds for refusal

- 7.1.8.1. Access to certain records may be refused in terms of PAIA to protect:
- 7.1.8.1.1. someone else's privacy.
 - 7.1.8.1.2. another company's commercial information.
 - 7.1.8.1.3. someone else's confidential information.
 - 7.1.8.1.4. company's confidential information.
 - 7.1.8.1.5. the safety of individuals and property.
 - 7.1.8.1.6. records privileged from production in legal proceedings; or
 - 7.1.8.1.7. research information.
- 7.1.8.2. H Systems will notify you in writing whether your request has been approved or denied, within 30 calendar days after we have received a completed request for access form.
- 7.1.8.3. If H Systems cannot find any requested record, or it does not exist, then we will notify you by way of affidavit that it is not possible to give access to that record.

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- 7.1.8.4. If request for access to information is denied, the applicant may:
- 7.1.8.4.1. apply to a court with appropriate jurisdiction, or
 - 7.1.8.4.2. lodge a complaint with the Information Regulator, for the necessary relief.

7.2. POPIA Compliance

7.2.1. Personal Information Processing Conditions

- 7.2.1.1. H Systems adheres to the 8 conditions for lawful processing as per POPIA:

- 7.2.1.1.1. Accountability.
- 7.2.1.1.2. Processing limitation.
- 7.2.1.1.3. Purpose specification.
- 7.2.1.1.4. Information quality.
- 7.2.1.1.5. Openness.
- 7.2.1.1.6. Security safeguards.
- 7.2.1.1.7. Data subject participation.
- 7.2.1.1.8. Further processing limitations.

7.2.2. Data Subject Rights

- 7.2.2.1. As per the Protection of Personal Information Act (POPIA), you have the following rights regarding your personal information:

- 7.2.2.1.1. **Right to Access:** You may request a copy of the personal data we hold about you. (Form 1- <https://inforegulator.org.za/popia-forms/>)
- 7.2.2.1.2. **Right to Correction or Deletion:** You may request that we correct or delete inaccurate, incomplete, or outdated personal information. (Form 2 - <https://inforegulator.org.za/popia-forms/>)
- 7.2.2.1.3. **Right to Object to Processing:** You may object to the processing of your personal data in certain cases, such as for direct marketing.
- 7.2.2.1.4. **Right to Withdraw Consent:** You can withdraw your consent at any time where processing is based on consent.

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- 7.2.2.1.5. **Right to Lodge a Complaint:** If you believe we have not handled your personal data in compliance with POPIA, you may lodge a complaint with the Information Regulator at complaints.IR@justice.gov.za
- 7.2.2.1.6. To exercise these rights, please contact us the Information Officer.

7.2.3. Transborder flow of information

- 7.2.3.1. Only information relating to the organisation and its operations are shared expressly with Corialis Group and its subsidiaries.
- 7.2.3.2. Personal information will only be shared with information processes outside of the jurisdictions of South Africa if it can be determined that adequate safeguards are applied by the operators conducting the information processing.
- 7.2.3.3. All personal information will be adequately protected through redaction, encryption, or any other appropriate means of protection.
- 7.2.3.4. Express permission will be sought from any individual whose personal information will be shared and the purpose of the information sharing as well as how the information will be used will be communicated to the individual.

7.2.4. Information Security Measures

- 7.2.4.1. H Systems has implemented information security measures to ensure the confidentiality, integrity, and availability of its own information as well as the information of external parties held by H Systems.
- 7.2.4.2. For more information on the controls implemented, please consult the H Systems IT policy. Access to the policy can be requested via email at info@hsystems.co.za.

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7.2.5. Handling Data Breaches

7.2.5.1. In the event of a security breach leading to the unauthorized access, disclosure, or loss of your personal information, we will:

- 7.2.5.1.1. Notify the Information Regulator within 72 hours of becoming aware of the breach, as required by POPIA.
- 7.2.5.1.2. Inform affected individuals as soon as reasonably possible if the breach poses a risk to their privacy.
- 7.2.5.1.3. Take immediate corrective action to mitigate further risks.

7.2.6. POPIA Compliance Responsibilities

7.2.6.1. The Information Officer is responsible for:

- 7.2.6.1.1. Ensuring compliance with POPIA.
- 7.2.6.1.2. Managing access to personal data.
- 7.2.6.1.3. Handling data protection impact assessments.

8. General

8.1. This Policy is subject for review on the date stipulated; prior review is permitted based on legislative requirements, or business requirements and at the discretion of H Systems Management.

8.2. Failure to review this Policy by the stipulated date does not render the document invalid. The Policy shall remain in effect until such time as a review is completed, and any necessary updates are made. The validity and enforceability of the Policy will continue unless explicitly superseded or revoked by H Systems Management.

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9. References

- 9.1. Protection of Personal Information Act No 4 of 2013
- 9.2. Information Regulator | GUIDANCE NOTE ON INFORMATION OFFICERS AND DEPUTY INFORMATION OFFICERS
- 9.3. PAIA/POPIA Manual | HS-HR-G-010
- 9.4. Government Gazetted No 20852 | Promotion of access to Information Act.
- 9.5. Government Gazette No 37067 | Protection of Personal Information Act, 2023.
- 9.6. SAHRC Section 10 guide 2020.

10. Supporting Documents

- 10.1. HS-FIN-POL-020-01 | IT Policy.

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Document Title	PAIA and POPIA Manual
Document Type	Policy
Document number	HS-HR-G-010-02

Annexure A: Form C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act 2000 (Act No. 2 of 2000))

[Regulation 10].

A. Particulars of private body

The Head:

B. Particulars of person requesting access to the record (a) The particulars of the person who requests access to the record must be given below.

(b) The address and/or fax number in the Republic to which the information is to be sent must be given.

(c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname: _____

Identity number: _____

Postal address: _____

Telephone number: (_____) _____ Fax number:(_____) _____

E-mail address: _____

Capacity in which request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

Particulars of person on whose behalf request is made This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname: _____

Identity number: _____

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D. Particulars of record

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form.
- The requester must sign all the additional folios.

Description of the record or relevant part of the record:

Reference number, if available:

Any further particulars of record:

E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

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Disability:

Form in which record is required:

Mark the appropriate box with an X.

NOTES:

- (a) Compliance with your request for access in the specified form may depend on the form in which the record is available.
- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:

☐	Copy of record*	☐	Inspection of record
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2. If record consists of visual images -
(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

☐	View the images	☐	Copy of the images*	☐	Transcription of the images*
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3. If record consists of recorded words or information which can be reproduced in sound:

☐	Listen to the soundtrack (audio cassette)	☐	Transcription of soundtrack* (written or printed document)
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4. If record is held on computer or in an electronic or machine-readable form:

☐	Printed copy of record*	☐	Printed copy of information derived from the record*	☐	Copy in computer readable form* (stiffy or compact disc)
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*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?
Postage is payable.

YES

NO

G. Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form.
The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:

2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

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H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved / denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ this _____ day of _____ 20_____

Signature of person on whose
behalf the request is made

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