



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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List of acronyms and abbreviations

Guide	PAIA Guide
PAIA	Promotion of Access to Information Act No. 2 of 2000 (as Amended)
POPIA	Protection of Personal Information Act No. 4 of 2013
Regulator	Information Regulator
Republic	Republic of South Africa

Purpose of PAIA Manual

This PAIA Manual is useful for the public to:

- Check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- Have sufficient understanding of how to make a request 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;
- Know the description of the records of the body which are available in accordance with any other legislation;
- 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;
- Know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 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 hereto;
- Know the description of the categories of data subjects and of the information or categories of information relating thereto;
- Know the recipients or categories of recipients to whom the personal information may be supplied;
- 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
- Know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

Key contact details for Industroclean

Chief Information Officer

Managing Director: Emma Corder
Tel: 011 801 4600
E-mail: info@industroclean.co.za

Information Officer

SHEQ Manager: Lee O'Reilly
Tel: 011 801 4600
E-mail: info@industroclean.co.za

Deputy Information Officer

HR Manager: Deone Kleynhans
Tel: 011 801 4600
E-mail: info@industroclean.co.za

Head Office

Postal Address: P.O. Box 50273, Randburg, 2025
Physical Address: Corner Picaroon and Raft Street, Laser Park, Honeydew, 2170
Telephone number: 011 801 4600
E-mail: info@industroclean.co.za
Website: www.industroclean.co.za

PAIA use and access

- 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.
- The Guide is available in each of the official languages and in braille.
- The aforesaid Guide contains the description of:
 - The objects of PAIA and POPIA;
 - The postal and street, phone and electronic mail address of:
 - The Information Officer of every public body, and
 - Every Deputy Information Officer of every public body and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²,
 - The manner and form of a request for:
 - Access to a record of a public body contemplated in section 11³, and
 - Access to a record of a private body contemplated in section 50⁴,
 - The assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
 - The assistance available from the Regulator in terms of PAIA and POPIA;
 - 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.
 - An internal appeal;
 - A complaint to the Regulator; and
 - 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;

¹ Section 17(1) of PAIA- For the purpose 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 the above paragraph.

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 of 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 the above paragraph.

- 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;
 - The provisions of section 15⁷ and 52⁸ providing for voluntary disclosure of categories of records by a public body and private body, respectively;
 - The notices issued in terms of section 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
 - The regulations made in terms of section 92¹¹.
- 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.
 - The Guide can also be obtained:
 - Upon request to the Information Officer;
 - From the website of the Regulator (<https://www.justice.gov.za/infoereg/>).
 - A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-
 - Afrikaans
 - isiXhosa

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 the paragraph 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 the paragraph 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."

Available Records of Industroclean

The below table describes the categories of records of Industroclean which are available without a person having to request access.

Category of records	Types of Record	Available on Website	Available upon request
SHEQ	Privacy Policy	X	
	Terms of Service	X	
	Returns and Delivery Fee Policy	X	
	PAIA Manual	X	
	Voluntary compliance certifications		X
	Safety Data Sheets	X	
Legal	Public corporate records		X
	B-BBEE Certificate		X
	Letter of Good Standing for COIDA		X
	UIF Compliance		X
	Letter of Authority		X
Marketing	Product brochures	X	
	Media releases	X	
	Product Information Sheet	X	
Risk, collections, and insurance	Liability cover		X
	Risk Assessments		X
Finance	Bank confirmation letter		X
	Tax Clearance Certificate		X
	VAT Registration Confirmation		X

Legislation Records of Industroclean

Below table is a description of the records of Industroclean 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
Letter of Good Standing	Compensation for Occupational Diseases Act 61 of 1997
Terms of Service Warranty Policy Returns and Delivery Fee Policy	Consumer Protection Act 68 of 2008
Letter of Authority	Customs and excise Act 91 of 1964
	Foodstuffs, cosmetics and disinfectants Act 54 of 1972
Tax Clearance Certificate	Income Tax Act 58 of 1962
	Value-added Tax Act 89 of 1991
Privacy Policy	Protection of Personal Information Act 26 of 2013
B-BBEE Certificate	Broad-based Black Economic Empowerment Act 53 of 2013
Safety Data Sheets	Hazardous Substances Act 15 of 1973
UIF Compliance Certificate	Unemployment Insurance Act 2001

Subjects and Categories of Records

Below table describes the subjects on which Industroclean holds records and categories of records held on each subject.

Subjects of records	Categories of records
Top Management	Annual Reports Strategic Plan Annual Performance Plan General Contract Documentation Dealer documents
Finance	Audited financial statements Tax records (company and employees)

	Management accounts Customer information
SHEQ	Asset register Company guidelines Policies and Procedures Statutory and Environmental Records Safety Data Sheet Safety files
Human Resources	HR Policies and Procedures Advertised posts Employee records B-BBEE Certificate
Sales and Marketing	Product brochures
	Performance records
	Product sales records
	Marketing and future product strategies
Risk, collections and insurance	Liability cover
Information Technology	E-mails Data retention management systems Security and Encryption systems
Service	Field records
Supply Chain	Invoices Proof of Delivery
Procurement	Supplier information Non disclosure agreements

Processing of Personal Information

Purpose of processing personal information

The purpose of processing personal information is to fulfil specific, lawful, and clearly defined objectives that support organizational, legal, and contractual obligations. For example, at Industroclean, personal data is processed to meet employment law requirements, manage payroll and tax responsibilities, and accommodate health-related needs for employees. This processing is governed by principles such as purpose specific, data minimisation, and security safeguards, ensuring that information is only collected and used for legitimate reasons, retained for as long as necessary, and protected against misuse. Individuals also have rights to access, correct, or request the deletion of their data, reinforcing transparency and accountability in how their information is handled.

Data Subject Categories

The below table describes the categories of data subjects and categories of information relating thereto.

Category of Data Subjects	Personal Information that may be processed
Customers / Clients	Name, address, registration numbers or identity numbers, employment status and bank details
Service Providers	Names, registration number, VAT number, address, trade secrets and bank details
Employees	Address, identity numbers, qualifications, gender and race

Recipients of Personal Information

The below table lists the recipients or categories of recipients to whom the personal information may be supplied.

Category of Personal Information	Recipients
Identity number and names for criminal checks	South African Policy Services
Qualifications for qualification verifications	South African Qualifications Authority
Credit and payment history for credit information	Credit Bureaus

Transborder flow of personal information

The default data centre for global data residency is located in South Africa and the third party contractors managing information technology services have Advanced Data Residency which includes prioritised tenant migration services within the local region geography, therefore no transborder flow of personal information takes place for Industroclean.

Information security measures

Information security measures implemented by Industroclean to ensure the confidentiality, integrity and availability of information include data encryption, ant-virus and anti-malware solutions as well as core security policies and frameworks.

Availability of the manual

A copy of the Manual is available:

- on www.industroclean.co.za
- head office of Industroclean for public inspection during normal business hours;
- to any person upon request and upon the payment of a reasonable prescribed fee; and
- to the Information Regulator upon request.
- 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.

Updating of the Manual

The Information Officer of Industroclean will on a regular basis update this manual.