

**PAIA MANUAL**

**OF**

**WASTEPLAN**

Prepared in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000 and Protection of Personal Information Act 4 of 2013

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## 1. INTRODUCTION

- 1.1. The Promotion of Access to Information Act 2 of 2000, as amended ("PAIA") was enacted to give effect to section 32 of the Constitution of the Republic of South Africa, 1996 ("the Constitution"), the right to access to information.
- 1.2. PAIA gives third parties the right to approach public and private bodies to request information held by them, which is required in the exercise and/or protection of any rights. On request, the entity is obliged to release the said information unless PAIA expressly prohibits the release.
- 1.3. In terms of section 51 of PAIA all private entities are required to compile a PAIA Manual ("the Manual") that provides information on both the types and categories of records held by a private company, unless otherwise exempted.
- 1.4. In addition, the Protection of Personal Information Act 4 of 2013 ("POPIA") amended PAIA in a number of respects. Under POPIA the functions of the South African Human Rights Commission ("SAHRC") has been transferred to the Information Regulator effective from 1 July 2021. In that regard, the Information Regulator will monitor both PAIA and POPIA and will handle complaints relating to access to information and the protection of personal information
- 1.5. One of the objects of PAIA is to foster a culture of transparency and accountability, in both the public and private sectors, by affording any person the right of access to information, to enable them to exercise their rights to the full extent possible.

## 2. PURPOSE OF THE PAIA MANUAL

The purpose of this manual is to facilitate and set out the relevant requirements and procedures which requesters are required to follow and meet as prescribed by PAIA and to address the requirements set out in POPIA.

### 3. BACKGROUND AND DETAILS OF WASTEPLAN

- 3.1. **WastePlan** is a waste management and recycling services company established in accordance with the laws of the Republic of South Africa. This Manual is relevant and has application to all the subsidiaries of WastePlan as set out below.
- 3.2. Any reference to "**WastePlan**" in this Manual includes all of the entities as listed below:-
- 3.2.1 **WastePlan Holdings (Pty) Ltd** with registration number 2010/022096/07 with its principal place of business at Avanti Building, South Block, Third Floor, Carl Cronje Drive, Tyger Valley, Western Cape, 7530;
- 3.2.2 **WastePlan Commercial (Pty) Ltd** with registration number 2011/009125/07 with its principal place of business at Avanti Building, South Block, Third Floor, Carl Cronje Drive, Tyger Valley, Western Cape, 7530;
- 3.2.3 **WastePlan KZN (Pty) Ltd** with registration number 2011/009039/07 with its principal place of business at 4 Munro Place, Queensburgh, KwaZulu-Natal, 4093;
- 3.2.4 **WastePlan Trading KZN (Pty) Ltd** with registration number 2016/455836/07 with its principal place of business at 4 Munro Place, Queensburgh, KwaZulu-Natal, 4093;
- 3.2.5 **WastePlan Gauteng (Pty) Ltd** with Registration Number: 2010/011860/07 with its principal place of business at Nika Building, Glenfield Office Park, C/O Oberon Avenue and Glenwood road, Faerie Glen Pretoria;
- 3.2.6 **WastePlan Trading (Pty) Ltd** with Registration Number: 2009/015759/07 with its principal place of business at Avanti Building, South Block, Third Floor, Carl Cronje Drive, Tyger Valley, Western Cape, 7530;

- 3.2.7 **WastePlan Eastern Cape (Pty) Ltd** with Registration Number: 2011/011273/07 with its principal place of business at Avanti Building, South Block, Third Floor, Carl Cronje Drive, Tyger Valley, Western Cape, 7530;
- 3.2.8 **WastePlan (Pty) Ltd** with Registration Number: 2008/027229/07 with its principal place of business at Avanti Building, South Block, Third Floor, Carl Cronje Drive, Tyger Valley, Western Cape, 7530;
- 3.2.9 **WastePlan SA (Pty) Ltd** with Registration Number: 2015/438430/07 with its principal place of business at Avanti Building, South Block, Third Floor, Carl Cronje Drive, Tyger Valley, Western Cape, 7530;
- 3.2.10 **WastePlan Assets (Pty) Ltd** with Registration Number: 2011/009036/07 with its principal place of business at Avanti Building, South Block, Third Floor, Carl Cronje Drive, Tyger Valley, Western Cape, 7530;
- 3.2.11 **SmartMatta (Pty) Ltd** with Registration Number: 2000/012680/07 with its principal place of business at Nika Building, Glenfield Office Park, C/O Oberon Avenue and Glenwood road, Faerie Glen Pretoria;
- 3.2.12 **Hard Copy Trading 20 (Pty) Ltd** with Registration Number: 2011/007618/07 with its principal place of business at Avanti Building, South Block, Third Floor, Carl Cronje Drive, Tyger Valley, Western Cape, 7530; and
- 3.2.13 **The Recycle Bag Company (Pty) Ltd** with Registration Number: 2011/007618/07 with its principal place of business at Avanti Building, South Block, Third Floor, Carl Cronje Drive, Tyger Valley, Western Cape, 7530.

3.3. The details of the Chief Executive Officer of WastePlan is as follows: -

CEO:	Egbert Lourens
Registered Address:	Avanti Building South Block Third Floor

Carl Cronje Drive  
Tyger Valley  
Western Cape  
7530

Postal Address: **Suite 65, Private Bag X22, Tyger Valley, 7536**

Telephone Number: **086 111 6699**

E-mail Address: [bertie@wasteplan.co.za](mailto:bertie@wasteplan.co.za)

Website: [www.wasteplan.co.za](http://www.wasteplan.co.za)

#### 4. **INFORMATION AND DEPUTY INFORMATION OFFICER**

- 4.1. The **Director of Human Resources and Legal** is the designated Information Officer of WastePlan whose registered and postal address, fax number and website are the same as the entity is: -

Information Officer: **Mr Robert Parker**

Telephone Number: **086 111 6699 (Office)**

Email address: [robert@wasteplan.co.za](mailto:robert@wasteplan.co.za)

- 4.2. The **National Human Resources Manager** is the first designated Deputy Information Officer of WastePlan whose registered and postal address, fax number and website are the same as the entity is: -

Deputy Information Officer: **Kareemah Carelse**

Telephone Number: **086 111 6699 (Office)**

Email address: [kareemah@wasteplan.co.za](mailto:kareemah@wasteplan.co.za)

- 4.3. The **Human Resources Manager of Kwa-Zulu Natal** is the second designated Deputy Information Officer of WastePlan whose registered and postal address, fax number and website are the same as the entity is: -

Deputy Information Officer: **Zimasa Ntlanganisela**  
Telephone Number: **086 111 6699 (Office)**  
Email address: [zimasa@wasteplan.co.za](mailto:zimasa@wasteplan.co.za)

- 4.4. The **Information Technology Manager** is the third designated Deputy Information Officer of WastePlan whose registered and postal address, fax number and website are the same as the entity is: -

Deputy Information Officer: **Nick Van Der Vreken**  
Telephone Number: **086 111 6699 (Office)**  
Email address: [nick@wasteplan.co.za](mailto:nick@wasteplan.co.za)

## 5. **SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE**

- 5.1. Requesters are referred to the guide compiled by the South African Human Rights Commission ("SAHRC") as contemplated in section 10 of PAIA, as amended by section 110 of POPIA.
- 5.2. The Guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 5.3. The Guide is available in all the official languages of the Republic of South Africa. Any enquiries pertaining to the Guide should be directed to SAHRC: -

Physical Address: 29 Princess of Wales Terrace  
Corner York and St Andrews Street  
Parktown

Postal Address: Private Bag 2700, Houghton, 2041  
Telephone Number: (011) 877-3803  
Facsimile Number: (011) 403-0625  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
E-mail Address: [section51.paia@sahrc.org.za](mailto:section51.paia@sahrc.org.za)

## 6. WASTEPLAN RECORDS

6.1. WastePlan retains records and documents in terms of the legislation listed below. Unless disclosure is prohibited in terms of legislation, regulations and contractual agreements, records that are to be made available in terms of PAIA and/or POPIA shall be made available for inspection by interested parties in terms of the requirements and conditions of PAIA. The request to access must be done in terms of the requirements of the PAIA.

6.2. While WastePlan maintains records relating to the following laws, it does not imply that a request for access to such records would be granted. All requests for access will be evaluated on a case by case basis in accordance with the provisions of PAIA and/or POPIA.

6.3. Records are kept in terms of the following legislation:

- Auditing Professions Act 26 of 2005;
- Basic Conditions of Employment Act 75 of 1997;
- Broad- Based Black Economic Empowerment Act 75 of 1997;
- Business Act 71 of 1991;
- Companies Act 71 of 2008;
- Compensation for Occupational Injuries & Diseases Act 130 of 1993;
- Competition Act 71 of 2008;
- Constitution of the Republic of South Africa 2008;
- Copyright Act 98 of 1978;
- Customs & Excise Act 91 of 1964;
- Debt Collector's Act 114 of 1998;



- Designs Act 195 of 1993;
- Electronic Communications Act 36 of 2005;
- Electronic Communications and Transactions Act 25 of 2002;
- Employment Equity Act 55 of 1998;
- Financial Intelligence Centre Act 38 of 2001;
- Income Tax Act, No 58 of 1962; 9.3.18;
- Intellectual Property Laws Amendment Act 38 of 1997;
- Labour Relations Act 66 of 1995;
- Long Term Insurance Act 52 of 1998;
- Occupational Health & Safety Act 85 of 1993; 9.3.22
- National Road Traffic Act 93 of 1996;
- National Environmental Management Act 107 of 1998;
- Patents Act 57 of 1978;
- Pension Funds Act 24 of 1956;
- Prescription Act 68 of 1969;
- Prevention of Organised Crime Act 121 of 1998;
- Promotion of Access to Information Act 4 of 2013;
- Skills Development Levies Act 9 of 1999;
- Short Term Insurance Act 53 of 1998;
- Stock Exchanges Control Act 1 of 1985;
- Taxations Laws Amendment Act 7 of 2010;
- Trademarks Act 194 of 1993;
- Transfer Duty Act 40 of 1949;
- Unemployment Insurance Act 63 of 2001; and
- Value-added Tax Act 89 of 1991.

## **7. SCHEDULE OF RECORDS AND CATEGORIES OF RECORDS HELD BY WASTEPLAN**

7.1. WastePlan maintains records on the following categories and subject matters. These records are not automatically available without a request in terms of section 51 (1)(c) read with section 63(1) of PAIA. Each request will be evaluated by the Information Officer on a case by case basis in accordance with PAIA and/or POPIA.

7.2. A description of the categories of records held and the types in which these information are classed are set out below.

Categories of Information Held	Types of Information Held	Availability
Human Resources	<ul style="list-style-type: none"> <li>• Personal information including but not limited to employment history and health records of the employee held by WastePlan and provided by personnel</li> <li>• Records provided by a third party relating to personnel</li> <li>• Employment contracts;</li> <li>• Employment equity plan;</li> <li>• Disciplinary records;</li> <li>• Salary records, employee benefits, recruitment and selection information;</li> <li>• Policies;</li> <li>• Internal evaluation records;</li> <li>• Correspondence relating to personnel;</li> <li>• Training schedules and material.</li> </ul>	Not automatically available
Company Secretarial	<ul style="list-style-type: none"> <li>• Minutes of meetings;</li> <li>• Board packs;</li> <li>• Board training;</li> <li>• Information booklets;</li> <li>• Policy documents;</li> </ul>	Not automatically available

	<ul style="list-style-type: none"> <li>• Annual reports;</li> <li>• Ethical guidelines;</li> <li>• Resolutions adopted by the Board; and</li> <li>• Any other WastePlan secretarial records.</li> </ul>	
Accounting and Financial	<ul style="list-style-type: none"> <li>• Audited financial records;</li> <li>• Reports and returns;</li> <li>• Invoices;</li> <li>• Accounting records including ledgers and trial balances etc;</li> <li>• Bank account information, including bank statements and other reconciliation;</li> <li>• Salary information;</li> <li>• Payment files and supporting documentation;</li> <li>• Records of WastePlan's creditors and debtors;</li> <li>• Records of the WastePlan's assets;</li> <li>• Statutory returns;</li> <li>• Receipt books; and</li> <li>• Budget.</li> </ul>	Not automatically available
Movable and Immovable Property	<ul style="list-style-type: none"> <li>• Title deed;</li> <li>• Lease agreements;</li> <li>• Hire agreements;</li> <li>• Hire-purchase agreements;</li> <li>• Credit sale agreements;</li> </ul>	Not automatically available

	<ul style="list-style-type: none"> <li>• Ordinary and conditional sale agreements</li> </ul>	
Legal	<ul style="list-style-type: none"> <li>• Records of all litigation matters;</li> <li>• Records of all matters resolved by arbitration and/or mediation;</li> <li>• Information relating to investigations conducted by and /or against WastePlan and/or its personnel;</li> <li>• Complaints lodged to any regulatory body against WastePlan and/or its employees;</li> <li>• Record of proceedings of all professional conduct cases; and</li> <li>• Charge sheets.</li> </ul>	Not automatically available
Intellectual Property	<ul style="list-style-type: none"> <li>• Trademarks;</li> <li>• Patents;</li> <li>• Designs;</li> <li>• Know-how</li> <li>• Licensing agreements.</li> </ul>	Not automatically available
Insurance	<ul style="list-style-type: none"> <li>• Policies and insurance claim files</li> </ul>	Not automatically available
Taxations	<ul style="list-style-type: none"> <li>• Income tax files</li> </ul>	Not automatically available
Operations	<ul style="list-style-type: none"> <li>• Permits;</li> <li>• Licenses;</li> </ul>	Not automatically available

	<ul style="list-style-type: none"> <li>• Consents;</li> <li>• Approvals and authorisations;</li> <li>• Applications and registrations;</li> <li>• Policies and procedures;</li> <li>• Reports and supporting documentation;</li> <li>• Contractor, client and supplier agreements and information; and</li> <li>• Security documents.</li> </ul>	
Information Technology	<ul style="list-style-type: none"> <li>• System documentation and manuals;</li> <li>• Disaster recovery;</li> <li>• Records of usage and equipment; and</li> <li>• Implementation plans.</li> </ul>	Not automatically available
Administration	<ul style="list-style-type: none"> <li>• Intranet and correspondence with internal and external parties.</li> </ul>	Not automatically available

## 8. RECORDS AVAILABLE TO EMPLOYEES AND/OR THE GENERAL PUBLIC

8.1. The following records are automatically available to all employees and need not be requested in terms of the procedure set out in this manual.

- Personnel records are available to the employees whose file it is;
- Records of disciplinary hearings and related matters are available to the employee concerned;
- WastePlan's policies and procedures manual.

**9. RECORDS AVAILABLE WITHOUT A REQUEST TO ACCESS IN TERMS OF PAIA**

- 9.1. Records of a public nature, typically those disclosed on WastePlan's website and those made public by WastePlan may be accessed without the need to submit a formal application.
- 9.2. Other non-confidential records, such as statutory records maintained at the Companies and Intellectual Property Commission, may also be accessed without the need to submit a formal application, however, please note that an appointment to view such records will still have to be made with the Information Officer.

**10. REQUEST FOR INFORMATION PROCEDURE OF RECORDS NOT AUTOMATICALLY AVAILABLE**

- 10.1. The requester must comply with all the procedural requirements contained in PAIA in relation to a request for access to a record and must complete prescribed form C below and submit same as well as payment of the request fee set out in clause 13 (where applicable) to the Information Officer or to a Deputy Information Officer.
- 10.2. The prescribed form must be filled in with sufficient information to enable the Information Officer to identify: -
- the record or records requested; and
  - the identity of the requester.
- 10.3. The requester must state that they require the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. The requester must clearly specify why the record is necessary to exercise or protect such a right (section 53(2)(d)).
- 10.4. The prescribed form shall be submitted to the Information Officer and/or a Deputy Information Officer at the address set out in clause 4 above.

- 10.5. The Information Officer will process the request, as soon as reasonably possible, within 30 (thirty) days, unless the requester has stated special reasons to the satisfaction of the Information Officer that circumstances dictate that the above time periods not be complied with.
- 10.6. The requester shall be notified whether access is granted or denied in writing. If, in addition, the requester requires the reasons for the decision in any other manner, the requester will be obliged to state which manner and the particulars required.
- 10.7. The main grounds for WastePlan to refuse a request for information relates to the:-
- mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
  - mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
  - mandatory protection of the commercial information of a third party, if the record contains: -
    - 10.7..1. trade secrets of that third party;
    - 10.7..2. financial, commercial, scientific or technical information disclosed which could likely cause harm to the financial or commercial interests of that third party; and
    - 10.7..3. information disclosed in confidence by a third party to WastePlan where the disclosed could put that third party at a disadvantage in negotiations or commercial competition.
  - mandatory protection of confidential information of third parties if it is protected in terms of any agreement;

- mandatory protection of the safety of individuals and the protection of property;
- mandatory protection of records which would be regarded as privileged in legal proceedings;
- the commercial activities of WastePlan, which may include: -
  - 10.7..1. trade secrets of WastePlan;
  - 10.7..2. financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of WastePlan;
  - 10.7..3. information which, if disclosed could put WastePlan at a disadvantage in negotiations or commercial competition; and
  - 10.7..4. a computer program which is owned by WastePlan, and which is protected by copyright.
- the research information of WastePlan or a third party, if its disclosure would disclose the identity of WastePlan, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

10.8. If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer (section 53(2)(f)).

10.9. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

10.10. The requester must pay the prescribed fee before any further processing can take place.

10.11. If a requested record cannot be found or if the record does not exist, the Information Officer shall, by way of an affidavit or affirmation, notify the requester that it is not possible to give access to the requested record. Such a notice will be regarded as a decision to refuse a request for access to the record



concerned for the purpose of PAIA. If the record should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form, unless the Information Officer refuses access to such record.

## **11. EXTENSION OF TIME**

11.1. Should WastePlan require an extension of time to submit the record to the requester, it shall duly inform the requester in the manner set out in the prescribed form.

11.2. The Information Officer may extend the period of 30 (thirty) days for an additional 30 (thirty) days if: -

- The request is for a large number of records;
- The request relates to records kept at other premises situated in a different country, province, city or town;
- There is an agreement between WastePlan and the requester which is reduced to writing; and
- The requester consents in writing to such an extension.

## **12. REMEDIES AVAILABLE IF A REQUEST FOR INFORMATION IS REFUSED**

### **Internal Remedies**

12.1. WastePlan does not have an internal appeal procedure in relation to POPIA and PAIA. As such, the decision made by the Information Officer is final. If the request for information is refused or if the requester is not satisfied with the answer supplied by the Information Officer the requester must make use of external remedies available to him/her/it.

## **External Remedies**

12.2. A requester that is dissatisfied with the Information Officer's refusal to disclose information, may lodge an appeal with the Information Regulator once fully established or a court of competent jurisdiction within 30 (thirty) days after notice is given.

## **13. FEES**

13.1. WastePlan may levy the following fees, namely: -

- A request fee, which is an administration fee to be paid by all requesters except personal requesters (a requester seeking access to personal information), before the request is considered. The request fee is not refundable; and
- An access fee, which includes reproduction costs, search costs, preparation time costs, and postal costs, where applicable.

13.2. When the request is received by the Information Officer, such officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee, before further processing of the request.

13.3. Where the Information Officer is of the view that it will take more than 6 (six) hours to search, reproduce and/or prepare the record, a deposit is payable by the requester in the amount of R30.00 (Thirty Rand) for each hour or part thereof, exceeding 6 hours.

13.4. The Information Officer shall withhold a record until the requester has paid the fees as indicated below.

13.5. If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.

13.6. Where a requester submits a request for access to information held by an institution on a person other than the requester himself/herself, a request fee in the amount of R50.00 (Fifty Rand) is payable up-front before WastePlan will further process the request received.

13.7. The applicable access fees which will be payable are: -

<b>Item</b>	<b>Access of Information Fees</b>	<b>Fees to be Charged</b>
1.	For every photocopy of an A4 size page or part thereof	R1.10
2.	For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form	R0.75
3.	A copy in computer-readable form on Compact Disc	R70.00
4.	A copy in computer-readable form for a transcription of visual images for an A4 size page or part thereof	R40.00
5.	A copy in computer-readable form for a copy of visual images	R60.00
6.	A copy in computer-readable form for a transcription of an audio record for an A4 size page or part thereof	R20.00
7.	A copy in computer-readable form for a copy of an audio record	R30.00
8.	A search for a record that must be disclosed *Per hour or part of an hour reasonably required for such search.	R30*
Where a copy of a record needs to be posted the actual postal fee is payable.		

13.8. All fees must be deposited into the following bank account: -

Banking Institution:               **Standard Bank**  
Account Name:                       **WastePlan Holdings (Pty) Ltd**  
Account Number:                   **081773757**  
Branch Code:                       **023910**

#### 14. **PROCESSING OF PERSONAL INFORMATION**

##### **Purpose of processing**

14.1. WastePlan uses personal information under its care for a variety of reasons, which includes, but is not limited to: -

- Complying with tax laws and other applicable legislation;
- Keeping of accounts and records;
- Administration of staff;
- Any other relevant administrative purposes in terms of any other law, code or standard;
- Health and safety purposes, including COVID-19 records;
- Maintain customer and client records;
- General administration purposes
- Legal and contractual purposes;
- For security reasons, which include monitoring access and managing the premises and facilities;
- Debt recovery;

##### **Description of the categories of data subjects and their personal information**

14.2. WastePlan may, from time to time, possess and process the below mentioned records relating to the following data subjects: -

<b>Data subject Category</b>	<b>Personal Information Processed</b>
Natural persons	Name and surname, gender, sex, marital status, ethnicity, age, identity number, home language,

	education information, financial and banking details, employment history, physical and postal addresses, contact details, criminal record, health record, opinions, tax related information, confidential correspondence, surveillance records, electronic access records and scans, curriculum vitae.
Juristic persons	Name of contact persons, name of legal entity, company registration number, contact details, physical and postal addresses, banking and financial details, CIPC documents, SARS related documents, delegation of authority, beneficiary details, background and criminal checks .....
Employees and directors	Name and surname, gender, sex, marital status, ethnicity, age, identity number, home language, education information, financial and banking details, employment history, physical and postal addresses, contact details, criminal record, health record, opinions, tax related information, confidential correspondence, surveillance records, electronic access records and scans, curriculum vitae, background and criminal checks, training record, contracts.....

service providers, contractors and suppliers	Name of contact persons, name of legal entity, company registration number, contact details, physical and postal addresses, banking and financial details, CIPC documents, SARS related documents, delegation of authority, beneficiary details.....
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**Recipient or categories of recipients to whom personal information may be supplied/ shared**

14.3. WastePlan may supply personal information to service providers who render the following services: -

- Administration assistance;
- Storing of data;
- Conduct due diligence verifications, including background and criminal checks;
- Sending of emails and other correspondence to stakeholders;
- Capturing and organising of data;
- Business partners;

14.4. WastePlan does not share the personal information of data subjects with any third parties, unless: -

- It is obliged to provide such information for a legal or regulatory purpose;
- It is required to do so for purposes of existing or future legal proceedings;
- It is for the prevention of fraud, loss, bribery or corruption;
- it performs services and processes personal information on behalf of WastePlan.

## **Planned transborder flows of personal information**

- 14.5. WastePlan may share personal information outside of South Africa if the relevant transaction/s requires transborder processing and will do so in accordance with PAIA, POPIA and any applicable South African legislative prescripts with the consent of the data subject concerned.
- 14.6. WastePlan will take the necessary steps to ensure that operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information, in terms of POPIA and that such operators apply adequate security safeguards to ensure the safety of the personal information it processes on behalf of WastePlan.

## **General description of information security measures**

- 14.7. WastePlan has adopted reasonable technical and organisational measures to protect personal information processed by it and its operators, which include, *inter alia*: -
- Firewalls;
  - Anti-virus;
  - Secure access control;
  - Secure setup of hardware and software making up the IT infrastructure;
  - Non-disclosure agreements; and
  - Outsourced IT service providers who process personal information on behalf of WastePlan who implement security controls.
- 14.8. WastePlan will continuously adopt measures to implement security measures to protect personal information in its possession.

15. **AVAILABILITY AND UPDATING OF THE PAIA MANUAL**

- 15.1. This manual is available for inspection, free of charge, at WastePlan's premises during normal business hours as set out above, on its website **[www.wasteplan.co.za](http://www.wasteplan.co.za)** or by requesting a copy in writing from the Information Officer or Deputy Information Officer.
- 15.2. WastePlan may update this manual annually or at such intervals as it may deem necessary or as prescribed by the Information Regulator.



**FORM C**

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY  
(Section 53(1) of the Promotion of Access to Information Act 2 of 2000  
[Regulation 10]

**A. Particulars of Private Body**

Information Officer:

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**B. Particulars of person requesting access to the record**

- |   |
|---|
| <p>a) The particulars of the person who requests access to the record must be given below.</p> <p>b) The address and/or fax number in the Republic to which the information is to be sent must be given.</p> <p>c) Proof of the capacity in which the request is made, if applicable, must be attached.</p> |
|---|

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

Postal address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Fax number: \_\_\_\_\_

Telephone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Capacity in which request is made on behalf of another person: \_\_\_\_\_

\_\_\_\_\_

**C. Particulars of person on whose behalf the request is made**

This section must be completed ONLY if a request for information is made on behalf of another person. Proof is required for authority in the form of a letter of authorisation from the person on whose behalf the request is made and a certified copy of the identification of the requester and the person on whose behalf the request is made is required.

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

**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.**

1. Description of record or relevant part of the record: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Reference number, if available: \_\_\_\_\_

3. Any further particulars of record: \_\_\_\_\_

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**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: \_\_\_\_\_

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**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 hereunder, state your disability and indicate in which form the record is required.

Disability:	
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Form in which record is required:	
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Mark the appropriate box with an X

NOTES:

- a) Compliance with your request 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 for 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:**

<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	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)

<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images"	<input type="checkbox"/>	transcription of the images*
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**3. If record consists of recorded words or information which can be reproduced in sound:**

<input type="checkbox"/>	listen to the soundtrack audio	<input type="checkbox"/>	transcription of soundtrack* written or printed document
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**4. If record is held on computer/ electronic or in machine-readable form:**

	printed copy of record*	printed copy of information derived from the record"	copy in computer readable form* (storage device/ compact disc)	
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?  <b>Postage is payable.</b>			YES	NO
Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available.				
In which language do you prefer the record to be in?				

**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: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**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 \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

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Signature of Requester / Person on  
Whose Behalf the Request is Made

**FOR OFFICE USE ONLY**

Reference number: \_\_\_\_\_

Request received by: \_\_\_\_\_ on \_\_\_\_\_

20\_\_\_\_ at \_\_\_\_\_

Request fee paid R50.00

Deposit fee paid: R\_\_\_\_\_

Access fee paid: R\_\_\_\_\_

Submitted to the Information Officer on \_\_\_\_\_ 20\_\_\_\_\_