

Promotion of Access to Information (PAIA)

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Signature: Pikitup SECHR Chairperson			Date	
Signature: Pikitup Board Chairperson			Date	

PIKITUP SOC JOHANNESBURG LIMITED

(Registration Number: 4790191292)

MANUAL

**Published in terms of section 51 of the
Promotion of Access to Information Act 2 of 2000**

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1 Introduction

The Promotion of Access to Information Manual (“the Manual”) provides an outline of the type of records and the personal information that Pikitup holds, and explains how to submit requests for access to these records in terms of the Promotion of Access to Information Act 2 of 2000 (“PAIA Act”). In addition, it explains how to access, or object to, personal information held by the Company, or request correction of the personal information, in terms of paragraphs 23 and 24 of the Protection of Personal Information Act 4 of 2013 (“POPI Act”).

The PAIA and POPI Acts give effect to everyone’s constitutional right of access to information held by private sector or public bodies, if the record or personal information is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

Requests shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in section 5.

1.1 Availability of the PAIA Manual

This manual shall be published on the Pikitup website at www.pikitup.co.za alternatively, a copy can be requested from the Executive Manager: Legal, Governance, Risk and Compliance (Company Secretary) as provided in section 2 below.

1.2 Availability of guides to PAIA and POPI

Guides to the PAIA and POPI can also be obtained as indicated below and queries directed to:

PAIA Act	POPI Act
South African Human Rights Commission Promotion of Access to Information Act Unit Research and Documentation Department Private Bag 2700 Houghton Johannesburg 2041	Information Regulator

PAIA Act	POPI Act
29 Princess of Wales Terrace Corner York and St Andrews Street Parktown Johannesburg 2193	
Telephone number: (011) 484 8300 Fax number: (011) 484 7146/7 Website : www.sahrc.org.za E-mail : PAIA@sahrc.org.za	

2 Company Contact Details

Company contact details in terms of section 51 PAIA:

Postal:

Pikitup
Private Bag X74
Braamfontein,
Johannesburg
2017

Head Office:

Pikitup
66 Jorissen Place
Jorissen Street
Braamfontein
2001

Telephone number: (011) 712 5200 (Switchboard)

website: www.Pikitup.co.za

Duly authorised persons:

Information Officer	Data Privacy Protection Responsible (DPPR)
Bukelwa Njingolo E-mail: informationofficer@Pikitup.co.za	Charlene Louw Telephone number: (087) 357 11 Fax number: (011) 712 5322 E-mail: charlennelouw@pikitup.co.za

3 Company records

3.1 Company record classification key

Classification No.	Access	Classification [PAIA section]
1	May be Disclosed	Public Access Document
2	May not be Disclosed	Request after commencement of criminal or civil proceedings [s7]
3	May be Disclosed	Subject to copyright
4	Limited Disclosure	Personal Information of natural persons that belongs to the requester of that information, or personal information of juristic persons represented by the requestor of that information [s61]
5	May not be Disclosed	Unreasonable disclosure of personal information or of Natural person [s63(1)] or Juristic Person [POPI]
6	May not be Disclosed	Likely to harm the commercial or financial interests of third party [s64(a)(b)]
7	May not be Disclosed	Likely to harm the Company or third party in contract or other negotiations [s64(c)]
8	May not be Disclosed	Would breach a duty of confidence owed to a third party in terms of an Agreement [s65]
9	May not be Disclosed	Likely to compromise the safety of individuals or protection of property [s66]
10	May not be Disclosed	Legally privileged document [s67]
11	May not be Refused	Environmental testing / investigation which reveals public safety / environmental risks [s64(2); s68(2)]
12	May not be Disclosed	Commercial information of Private Body [s68]
13	May not be Disclosed	Likely to prejudice research and development information of the Company or a third party [s69]
14	May not be Refused	Disclosure in public interest [s70]

3.2 Company Records Availability

Departmental records	Subject	Classification No.
Finance Department	Audited Financial Statements	1
	Tax Records (Company & Employees)	2,4
	Asset Register	1,4
	Supplier Records	3,4,5,6,7,8,9,10
	Management Accounts	4
	Fleet Insurance Records	4

Supply Chain	Supply Chain Policy	1
	Supply Chain Procedure Manual	1
	Tender Documents	1
	Bid Specification	1
	Bid Evaluation documents	4
	Bid Adjudication documents	10
	Bid scoring sheets	10
Internal Audit	Audit project documents	4
	Investigations documents	10
ICT Department	Employee records	2
	Company Back up information	2
	User access Policies/Procedures	2
Communication Management and Stakeholder Department	Current Service Information	1
	Public Corporate Records	1
	Launches and Events Records	1
	Journalist records	1,4
	Media Releases	1
Operations	Collection of Waste information (schedules)	1
	Fleet information	1
	Landfill information	1
	Separate @ Source	1
Security Department	Accident and incident reports	4
	Employee access information	2
	Security Information	2
Fleet Department	Supplier information	2
	Insurance documents	2
	Fleet records	2
Human Resources	Employee Records	2
	Employment Contracts	2
	Personnel Guidelines, Policies and Procedures	1
	Employee Medical Records	2
	Employee Disability Insurance Records	2
	Employee Pension and Provident Fund Records	2
	Payroll Records	2
	Recruitment Records	2
	In-and-Ex-patriates' Records	2
	Employment Equity targets	4
	Performance Contracts/Appraisal	2
Risk and Compliance	Risk Register	4
	Annual Regulatory Plan	1

	Compliance risk monitoring Plan	1
Legal Department	General Contract Documentation	4
	Company Guidelines, Policies and Procedures	4
	Intellectual Property Records	2
	Employee, customer and supplier information	2
	Immovable Property Records	2
	Statutory Records	4
Company Secretary	Board Resolutions	2
	Board members personal details	2
	Board minutes	4
	Recordings	2
Health, Safety, Environmental and Quality Department (SHEQ)	Environmental Policy	1,11
	Environmental Records	1,11
	Health and Safety Records (Employees, Contractors)	4
	Accident and Incident records	4
Commercial Services	Customer information	2

4 Processing of Personal Information

Pikitup takes the privacy and protection of personal information very seriously and will only process personal information in accordance with the current South African privacy. Accordingly, the relevant personal information privacy principles relating to the processing thereof (including, but not limited to, the collection, handling, transfer, sharing, correction, storage, archiving and deletion) will be applied to any personal information processed by Pikitup.

4.1 The purpose of processing of personal information by Pikitup

We process personal information for a variety of purposes, including but not limited to the following:

- to provide or manage any information, products and/or services requested by data subjects;
- to help us identify data subjects when they contact Pikitup to maintain customer records;
- for recruitment purposes;
- for employment purposes;
- for apprenticeship purposes;
- for travel purposes;
- for general administration, financial and tax purposes;
- for legal or contractual purposes;
- for health and safety purposes;
- to monitor access, secure and manage our premises and facilities;

- to transact with our suppliers and consultants, including COJ and National Treasury suppliers;
- to help us improve the quality of our products and services;
- to help us detect and prevent fraud and money laundering;
- to help us recover debts;
- to carry out analysis and customer profiling.

4.2 Categories of data subjects and personal information processed by Pikitup

Categories of data subjects and personal information processed by Pikitup include the following:

Categories of Data Subjects	Personal Information processed
Customers and potential customers	Customer personal information
	Customer contracts
	Customer location information
	Customer personal information
	Customer information on PIKITUP
National Treasury Suppliers (Transversal contracts)	Supplier personal information
	Personal information of supplier representatives
Employees	Employee personal information
	Employee medical information
	Employee Retirement information
	Employee Claims information

Categories of Data Subjects	Personal Information processed
	Employee disability information
	Employee Pension and Provident Fund Information
	Employee contracts
	Employee performance records
	Payroll records
	Electronic access records
	Physical access records
	Medical Surveillance records
	Health and safety records
	Training records
	Employment history
	Time and attendance records
Job applicants	Curriculum vitae and application forms

	Criminal checks
	Background checks
Children	Child's information acquired for processing medical aid documents
Visitors	Physical access records
	Electronic access records and scans

4.3 Recipients or categories of recipients with whom personal information is shared

We may share the personal information of our data subjects for any of the purposes outlined in Section 4.1, with the following:

- our Shareholder, the City of Johannesburg;
- our service providers and contractors who perform services on our behalf.
- we do not share the personal information of our data subjects with any third parties, except if:
 - a. we are obliged to provide such information for legal or regulatory purposes;
 - b. we are required to do so for purposes of existing or future legal proceedings,
 - c. we are selling one or more of our businesses to someone to whom we may transfer our rights under any customer agreement we have with you;
 - d. we are involved in the prevention of fraud, loss, bribery or corruption;
 - e. they perform services and process personal information on our behalf;
 - f. this is required to provide or manage any information, products and/or services to data subjects; or
 - g. needed to help us improve the quality of our products and services.

We will send our data subjects notifications or communication if we are obliged by law, or in terms of our contractual relationship with them.

We will only disclose personal information to government authorities if we are required to do so by law.

Our employees, directors, service providers/suppliers/contractors, are required to adhere to data privacy and confidentiality principles and to attend data privacy training.

4.4 Information security measures to protect personal information

Reasonable technical and organisational measures have been implemented for the protection of personal information processed by Pikitup and its operators. In terms of the PoPI Act, operators are third parties that process personal information on behalf of Pikitup.

We continuously implement and monitor technical and organisational security measures to protect the personal information we hold, against unauthorised access, as well as accidental or wilful manipulation, loss or destruction.

We will take steps to ensure that operators that process personal information on behalf of Pikitup apply adequate safeguards as outlined above.

We will take steps to ensure that operators that process personal information in jurisdictions outside of South Africa, apply adequate safeguards as outlined in Section 4.4.

4.5 Personal information received from third parties

When we receive personal information from a third party on behalf of a data subject, we require confirmation that they have written consent from the data subject that they are aware of the contents of this PAIA manual and the Pikitup Privacy Policy, and do not have any objection to our processing their information in accordance with this manual.

5. Request forms and fees

5.1 Form of request

To facilitate the processing of your request, kindly:

- Use the prescribed form on the Company website.
- Address your request to the Legal Services and Compliance Department.
- Provide sufficient detail to enable the Company to identify:
 - a. The record(s) requested.
 - b. The requestor (and, if an agent is lodging the request, proof of capacity).
 - c. The South African postal address, email address or fax number of the requestor.
 - d. The form of access required.
 - e. The South African postal address, email address or fax number of the requestor.
 - f. If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof.
 - g. The right which the requestor is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

5.2 Prescribed fees, referred to in section 15(3) of the Act.

Request fees (Section 22 (8))	
Payable by a requester, other than a personal requester, referred to in Regulation 7(2)	R35-00

Reproduction fees (Section 15 (3)) (apply to the reproduction of records that are disclosed voluntarily or that are made available automatically)	
Fee for a copy of the manual as contemplated in Regulation 5 (c) for every photocopy of an A4-size page or part thereof.	R0-60
(a) For every photocopy of an A4-size page or part thereof	R0-60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form.	R0-40
(b) For copy in a computer disk (CD)	R40-00
(d) For a transcription of visual images	R22-00
(i) For an A4-size page or part thereof	
(ii) For a copy of visual images	R60-00
(e) For a transcription of an audio record	R12-00
(i) For an A4-size page or part thereof	
(ii) For a copy of an audio record	R17-00
Access fees (apply to records requested by means of the PAIA request form)	
(a) For every photocopy of an A4-size page or part thereof	R0-60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	R0-40
(c) For copy in a computer disk (CD)	R40-00
(d) For a transcription of visual images	
(i) for an A4-size page or part thereof	R22-00
(ii) for a copy of visual images	R60-00
(e) For a transcription of an audio record	R12-00
(i) for an A4-size page or part thereof	
(ii) for a copy of an audio record	R17-00
Search and Preparation fees	
(a) To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation	R15-00 p/hour excl. first hour
Deposit required (Section 22 (2))	
For purposes of Section 22(2) of the PAIA, the following applies:	
(a). Six hours as the hours to be exceeded before a deposit is payable	
(b). One third of the access fee is payable as a deposit by the requester	
Postal fees	
The actual postal fee is payable when a copy of a record must be posted to a requester	

Pikitup accepts the following methods of payment:

- Direct Transfer (EFT)
- Bank Deposit

Banking details will be provided upon request. Pikitup will, upon receiving payment from the requester, issue a receipt. Records may be withheld until the fees have been paid.

5.3 Access to prescribed forms and fees

Prescribed forms and fees are published on the Company website or, alternatively, copies can be requested from the Executive Manager: Legal, Governance, Risk and Compliance (Company Secretary) (see contact details in section 2).

h. Remedies

The Company does not have internal appeal procedures regarding PAIA and POPI Act requests. As such, the decision made by the duly authorised persons in section 2, is final. If a request is denied, the requestor is entitled to apply to a court with appropriate jurisdiction, or the Information Regulator for relief.