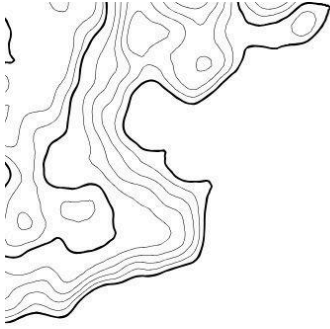
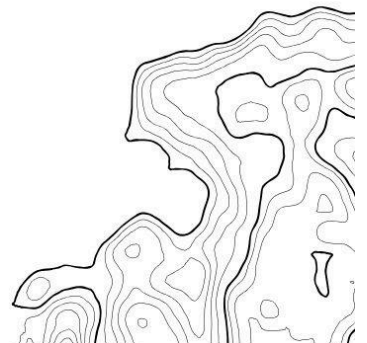




# PAIA MANUAL OF ALU CAB HOLDINGS PTY LTD

Prepared and compiled on 8 October 2025 in accordance with  
Section 51 of the Promotion of Access to Information Act,  
No 2 of 2000 (as amended).

Alu-Cab Holdings (Pty) Ltd, Trading as Alu-Cab  
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# Alu-Cab Holdings (Pty) Ltd, Trading as Alu-Cab

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### List of Acronyms and Abbreviations

| TERM                                | DEFINITION                                                                                                                                                                                                                                                                                                |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>“Data Subject”</b>               | means the person to whom Personal Information relates, as contemplated in terms of section 1 of the POPIA;                                                                                                                                                                                                |
| <b>“Deputy Information Officer”</b> | means a Deputy Information Officer designated in terms of section 56 of the POPIA;                                                                                                                                                                                                                        |
| <b>“Information Officer”</b>        | means in the case of a juristic person, (i) the chief executive officer or equivalent officer of the juristic person or any person duly authorised by that officer; or (ii) the person who is acting as such or any person duly authorised by such acting person as contemplated in section 1 of the Act; |
| <b>“Information Regulator”</b>      | means the Information Regulator established in terms of section 39 of POPIA;                                                                                                                                                                                                                              |
| <b>“Manual”</b>                     | means this manual compiled by Alu-Cab Holdings (PTY) Ltd in terms of PAIA and POPIA;                                                                                                                                                                                                                      |
| <b>“PAIA”</b>                       | means the Promotion of Access to Information Act, 2 of 2000, including the PAIA regulations, as amended from time to time;                                                                                                                                                                                |
| <b>“Personal Information”</b>       | means information relating to an identified, or identifiable, living natural person and, where applicable, an identifiable existing juristic person as contemplated in the POPIA;                                                                                                                         |
| <b>“Personnel”</b>                  | means all partners, directors, officers, employees, individual contractors and other personnel of Alu-Cab Holdings (PTY) Ltd;                                                                                                                                                                             |
| <b>“POPIA”</b>                      | means the Protection of Personal Information Act, 4 of 2013, including the POPIA regulations, as amended from time to time;                                                                                                                                                                               |
| <b>“Processing”</b>                 | means any operation, activity or set of operations, whether or not by automated means, concerning Personal Information as contemplated in the POPIA;                                                                                                                                                      |
| <b>“Private Body”</b>               | means any former or existing juristic person, as contemplated in the Act and POPIA;                                                                                                                                                                                                                       |
| <b>“Record”</b>                     | means a record as contemplated in PAIA and includes Personal Information;                                                                                                                                                                                                                                 |
| <b>“Requester”</b>                  | means, in relation to a Private Body,<br>i. any person, including, but not limited to, a public body or an official thereof, making a request for access to a Record of that Private Body; or<br>ii. a person acting on behalf of such person as contemplated in the Act;                                 |
| <b>“Responsible Party”</b>          | 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 as contemplated in the POPIA;                                                                                                      |
| <b>“Regulator”</b>                  | Information Regulator                                                                                                                                                                                                                                                                                     |



## **2. Purpose Of PAIA Manual**

To promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of PAIA, in order for them to exercise their rights in relation to public and private bodies.

Wherever reference is made to "Private Body" in this manual, it will refer to Alu Cab Holdings Pty Ltd.

### **This PAIA Manual is useful for the public to -**

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and



2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### **3. Key contact details for access to information of the Private Body:**

#### **3.1. Information Officer:**

Simone' Claire Wilkins  
[admin@alu-cab.co.za](mailto:admin@alu-cab.co.za)  
0822295554

#### **3.2. Deputy Information Officer**

Shieyaam Rusdien  
[shieyaam@alu-cab.co.za](mailto:shieyaam@alu-cab.co.za)  
0849490092

Gerard Low-Shang  
[gerard@alu-cab.co.za](mailto:gerard@alu-cab.co.za)  
0729624154

Alvina Daniels  
[alvina@alu-cab.co.za](mailto:alvina@alu-cab.co.za)  
0769917200

Dylan Africa  
[dylan@alu-cab.co.za](mailto:dylan@alu-cab.co.za)  
06461515

#### **3.3 Access to information general contacts**

[admin@alu-cab.co.za](mailto:admin@alu-cab.co.za)

#### **3.4. Head Office**

##### **Postal Address:**

9 Blomvlei Road  
Nerissa Estate  
Lansdowne  
7780

##### **Physical Address:**

9 Blomvlei Road  
Nerissa Estate  
Lansdowne  
7780

Telephone No:  
021 703 3028

Website:  
[www.alu-cab.co.za](http://www.alu-cab.co.za)



## **Guide On How To Use PAIA And How To Obtain Access To The Guide**

- 4.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated, and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2 The Guide is available in each of the official languages and in braille.
- 4.3 The aforesaid Guide contains the description of-
- 4.3.1. the objects of PAIA and POPIA;
  - 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of –
    - 4.3.2.1. the Information Officer of every public body, and
    - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
  - 4.3.3. the manner and form of a request for-
    - 4.3.3.1. access to a record of a public body contemplated in section 11<sup>3</sup>; and
    - 4.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;

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<sup>1</sup> Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

<sup>2</sup> 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.

<sup>3</sup> Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

<sup>4</sup> Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.



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- 4.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
  - 4.3.6.1. an internal appeal;
  - 4.3.6.2. a complaint to the Regulator; and
  - 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7. the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and

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<sup>5</sup> Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

<sup>6</sup> Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

<sup>7</sup> 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

<sup>8</sup> 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

<sup>9</sup> 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.

<sup>10</sup> 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.



4.3.10. the regulations made in terms of section 92<sup>11</sup>.

4.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5 The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (<https://info regulator.org.za/>).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours - In English and Afrikaans.

#### **4. Categories Of Records Of The Private Body Which Are Available Without A Person Having To Request Access**

To date no notice in terms 52(2) of the Act has been published regarding the categories of Records that are automatically available without having to request access.

#### **5. Description Of the Records of The Private Body Which Are Available In Accordance With Any Other Legislation**

- Companies Act 71 of 2008
- Income Tax Act 58 of 1962
- Tax Administration Act, 2011
- Securities Transfer Tax Act, 2007

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<sup>11</sup> 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.





- Securities Transfer Tax Administration Act, 2007
- Labour Relations Act, 66 of 1995
- Employment Equity Act, 55 of 1998
- Electronic Communications and Transactions Act 36 of 2005
- Basic Conditions of Employment Act, 75 of 1997
- Broad Based Economic Empowerment Act, 53 of 2003
- Constitution of the Republic of South Africa, 108 of 1996
- Consumer Protection Act, 68 of 2008
- Value Added Tax Act, 89 of 1991
- Financial Intelligence Centre Act, 38 of 2001
- Protection of Personal Information Act, 4 of 2013
- Occupational Health and Safety Act, 85 of 1993
- Skills Development Act 97 of 1998
- Skills Development Levies Act, 9 of 1999

## **6. Description Of The Subjects On Which The Body Holds Records And Categories Of Records Held On Each Subject By the Private Body**

| Subjects on which the body holds records | Categories of records                                                                                                                                                                                                                                                                                                                                                                        |
|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Incorporation Documents And Records      | <p>These include, but are not limited to the following:</p> <ul style="list-style-type: none"> <li>- Documents of Incorporation – Cor 18.3</li> <li>- Vat Registration</li> <li>- Income Tax Registration</li> <li>- Payroll Tax Registration</li> <li>- SARS Customs Licences (Export &amp; Producer)</li> </ul>                                                                            |
| Human Resources                          | <ul style="list-style-type: none"> <li>- Pay/ Salary Status</li> <li>- Leave Records</li> <li>- Educational history</li> <li>- Letter of Appointment</li> <li>- Employment Contracts</li> <li>- Curriculum Vita</li> <li>- Records relating to Salary Increases</li> <li>- Disciplinary Records</li> <li>- Performance Management Records</li> <li>- Medical history of employees</li> </ul> |



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|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                | <ul style="list-style-type: none"> <li>- Payroll Tax Records</li> <li>- Training Records</li> <li>- Training Manuals</li> <li>- Written Company Policies</li> <li>- Written Employment Equity Plan</li> <li>- Workplace Skills Development plan</li> <li>- Registration with a SETA</li> <li>- Criminal Checks</li> <li>- Credit Checks</li> <li>- Registration with MIBCO</li> <li>- Registration with RMI</li> <li>- Registration with SEESA</li> <li>- Registration with CEO</li> <li>- <b>Monthly contribution of employees:</b> <ul style="list-style-type: none"> <li>- Provident Fund</li> <li>- Unemployment Records</li> <li>- Union Contributions</li> <li>- Sick &amp; Accident Fund Contributions</li> <li>- Records of deductions from employees</li> <li>- Identification records for security purposes</li> </ul> </li> <li>- <b>Safety Records:</b> <ul style="list-style-type: none"> <li>- Record of incidents</li> <li>- Records of corrective action</li> <li>- Records relating to Occupational Health &amp; Safety Act</li> </ul> </li> </ul> |
| Information technology records | <ul style="list-style-type: none"> <li>- Records of Incidents</li> <li>- Records of Corrective Action</li> <li>- Records relating to Occupational Health &amp; Safety Act</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Financial Documents            | <ul style="list-style-type: none"> <li>- <b>General</b></li> <li>- VAT Records</li> <li>- Tax Records</li> <li>- PAYE Records (SARS)</li> <li>- UIF Records (SARS)</li> <li>- SDL Records (SARS)</li> <li>- Management Accounts and Audited Financial Statements</li> <li>- Asset Register</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |



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|                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                   | <ul style="list-style-type: none"> <li>- <b>Operating System</b></li> <li>- Customer Invoices</li> <li>- Supplier Invoices</li> <li>- Customer Credit Notes</li> <li>- Supplier Credit Notes</li> <li>- Purchase Orders</li> <li>- <b>Banking</b></li> <li>- Call Account Statements</li> <li>- Current Account Statements</li> <li>- Cash Records</li> <li>- Asset Finance Agreements</li> <li>- Loan Statements</li> <li>- Financial Reporting</li> </ul>                                                                                                                                                                                                                                                                                                                                                                     |
| Learning and Education            | <ul style="list-style-type: none"> <li>- Training Material</li> <li>- Training Records and Statistics</li> <li>- Training Agreement</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Operational Documents and Records | <ul style="list-style-type: none"> <li>- Promotional Material</li> <li>- Business Cards</li> <li>- Market Call Reports</li> <li>- Written Policies regarding Business Plan/Activities</li> <li>- Product/Service Specification</li> <li>- Work Instruction Manuals</li> <li>- Customer Database</li> <li>- Customer Application Forms</li> <li>- Payment in respect of Goods/Services based on C.O.D /30 days and longer</li> <li>- Sales Record</li> <li>- Production Records</li> <li>- Records in respect of scheduling and supply of services</li> <li>- Marketing Consent Form</li> <li>- Cookie Policy</li> <li>- Website Terms and Conditions</li> <li>- Email Marketing Disclaimers</li> <li>- Sponsorship/Ambassador Contracts</li> <li>- CRM Provider: Cognito</li> <li>- <b>Documentation with regard</b></li> </ul> |



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|                         |                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                         | <ul style="list-style-type: none"> <li>- <b>to:</b></li> <li>- Business Plans</li> <li>- Strategy</li> <li>- Vision</li> <li>- Mission</li> <li>- Action Plans</li> <li>- Company Profile</li> <li>- Price lists</li> <li>- Customer Complaints</li> <li>- Customer Assessments</li> <li>- Records pertaining to costing/quoting</li> <li>- Research and Development document</li> <li>- Sponsorships</li> </ul> |
| Client Services Records | <ul style="list-style-type: none"> <li>- Client correspondence</li> <li>- Client contracts</li> <li>- Client standard business documentation</li> </ul>                                                                                                                                                                                                                                                          |

## 7. **Processing Of Personal Information**

### 8.1 Purpose of processing personal information

| Categories of Data Subjects | Purpose for processing Personal Information                                                                                                                                                                                                                                   |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Employees                   | <ul style="list-style-type: none"> <li>- To comply with employment, and other legislation</li> <li>- Disciplinary Proceedings</li> <li>- Manage relationships</li> <li>- Staff administration and job application purposes</li> <li>- Health &amp; Safety purposes</li> </ul> |
| Service Providers           | <ul style="list-style-type: none"> <li>- Manage relationships</li> <li>- To comply with legislation</li> <li>- Service Delivery purposes</li> <li>- Procurement purposes</li> <li>- Facilitation of transactions with Suppliers</li> </ul>                                    |
| Clients                     | <ul style="list-style-type: none"> <li>- To provide our goods and services</li> </ul>                                                                                                                                                                                         |



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|  |                                                                                                                                                                                                   |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <ul style="list-style-type: none"> <li>- To comply with legislation</li> <li>- Record &amp; warranty keeping purposes</li> <li>- Handling Complaints</li> <li>- Debt Recovery purposes</li> </ul> |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto.

| Categories of Data Subjects | Personal Information that may be processed                                                                                                                                                                                                                                   |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customers / Clients         | <ul style="list-style-type: none"> <li>- Full Name</li> <li>- Surname</li> <li>- Address</li> <li>- Contact number</li> <li>- Company name</li> <li>- Company registration number</li> <li>- Physical Address</li> <li>- Email address</li> <li>- Postal address</li> </ul>  |
| Service Providers           | <ul style="list-style-type: none"> <li>- Name</li> <li>- Surname</li> <li>- ID number</li> <li>- Email address</li> <li>- Vat registration number</li> <li>- Address</li> <li>- Bank Details</li> <li>- Trade Secrets</li> </ul>                                             |
| Employees                   | <ul style="list-style-type: none"> <li>• Name</li> <li>• Surname</li> <li>• ID number</li> <li>• Email address</li> <li>• Gender</li> <li>• Nationality</li> <li>• Race</li> <li>• Driver's License Details</li> <li>• Marital Status</li> <li>• Telephone number</li> </ul> |



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|  |                                                                                                                                                                                                                                                                                                                                   |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <ul style="list-style-type: none"> <li>• Next of Kin details</li> <li>• Banking details</li> <li>• Address</li> <li>• Qualifications</li> <li>• PAYE Information</li> <li>• UIF Information</li> <li>• Medical Information</li> <li>• Tax Reference Number</li> <li>• Dependents information</li> <li>• Council number</li> </ul> |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

8.3 The recipients or categories of recipients to whom the personal information may be supplied.

| Category of personal information                                             | Recipients or Categories of Recipients to whom the personal information may be supplied |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| Identity number and Names, for criminal checks                               | Screening and Vetting Partner MIE                                                       |
| Qualifications, for qualification verifications                              | Screening and Vetting Partner MIE MIE                                                   |
| Credit and payment history, for credit information                           | Screening and Vetting Partner MIE                                                       |
| Identity number, Names, salary, tax number, Address, Salary, Contact details | Payroll administrators                                                                  |
| Identity number, Names, medical history                                      | Training providers                                                                      |
| Identity number, Names, salary, tax number                                   | Auditing                                                                                |
| Identity Number, Names, Disciplinary records, Employment Records             | Employers Association                                                                   |
| Identity Number, Names, Salary                                               | IT Digital Solutions                                                                    |



#### 8.4 Planned transborder flow of personal information.

We transfer information worldwide. The purpose for sharing personal information worldwide is solely to facilitate service delivery, including product shipping, customer support, and related operational requirements.

The following categories of information is transferred:

- Client contact details
- Client address

#### 8.5 General description of information security measures to be implemented by the responsible party to ensure the confidentiality, integrity, and availability of the information.

The Company maintains various Information Technology ("IT") records to support business operations, ensure data security, and comply with applicable legislation, including the Promotion of Access to Information Act ("PAIA") and the Protection of Personal Information Act ("POPIA").

All systems utilised by the Company are cloud-based and secured with username and password access controls. Additional measures include:

- Google Single Sign-On (SSO) for Asana;
- Two-Factor Authentication (2FA) for Unleashed Software (ERP) and Xero Accounting.

The categories of IT records held include:

##### 1. Systems and Infrastructure Records

- Hardware and Support Management: Hardware inventories and support requests maintained in Altera.
- Network Management: Firewall configurations, Wi-Fi usage, and network monitoring logs managed through the Ubiquiti UniFi system.
- Enterprise Resource Planning (ERP): Inventory, supply chain, and operational data stored in Unleashed Software, with access restricted to authorised users and protected by 2FA.
- Accounting and Financial Systems: Financial and transactional records maintained in Xero Accounting, secured with 2FA.

##### 2. Communication and Documentation Records



- Email and Documentation: Company correspondence, shared files, and documentation maintained in Google Workspace (Gmail, Google Docs, Google Sheets, and Google Drive).
- Internal Communications: Usage records from Google Meet and Google Chat.

### 3. Task and Workflow Management Records

- Project and Task Management: Task allocation, workflow, and project progress records maintained in Asana, secured via Google SSO.

### 4. Operational IT Records

Managed and monitored through Atera, including:

- IT usage policies, procedures, and guidelines.
- Change management records (system updates, upgrades, and patches).
- Incident logs relating to downtime, security breaches, and IT support requests.

### 5. Information Security Records

- User access control records across Google Workspace, UniFi, Asana, and Altera.
- Firewall and network monitoring logs.
- Encryption, password, and authentication management records.

## 8. **Availability Of The Manual**

### 9.1 A copy of the manual is available at:

- 9.1.1 The manual of the Private Body is available at the premises of the Private body as well as on the website [www.alu-cab.co.za](http://www.alu-cab.co.za) of the Private Body.
- 9.1.2 At the Head Office of Alu Cab Holdings for public inspection during normal business hours
- 9.1.3 To any person upon request upon the payment of a reasonable prescribed fee.
- 9.1.4 To the Information Regulator upon request.

### 9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations shall be payable per each A4-size photocopy made.

## 9. **Updating of the Manual**

- 10.1. The head of Alu Cab Holdings will on a regular basis update this manual.





**Issued by: (Simone' Wilkins – HR Manager)**

## **ANNEXURE A:**

The table below sets out the fees applicable to any request for a record of information held by Alu Cab Holdings (PTY) Ltd:

| ITEM | DESCRIPTION                                                                                                                                                                                            | AMOUNT                                                                         |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| 1.   | The request fee payable by every requester                                                                                                                                                             | R 140.00                                                                       |
| 2.   | Photocopy/printed black & white copy of A4-size page                                                                                                                                                   | R 2.00 per page or part thereof                                                |
| 3.   | Printed copy of A4-size page                                                                                                                                                                           | R 2.00 per page or part thereof                                                |
| 4.   | For a copy of computer-readable form on:<br>(i) Flash drive (to be provided by the requestor)<br>(ii) Compact Disk:<br>a. If provided by requester<br>b. If provided to the requester                  | R 40.00<br>R 40.00<br>R 60.00                                                  |
| 5.   | For a transcription of visual images per A4-size page                                                                                                                                                  | Service to be outsourced. Will depend on quotations from the service provider. |
| 6.   | For a copy of visual images                                                                                                                                                                            |                                                                                |
| 7.   | Transcription of an audio record, per A4-size page                                                                                                                                                     | R 24.00                                                                        |
| 8.   | For a copy of audio recording on:<br>(i) Flash drive (to be provided by the requestor)<br>(ii) Compact Disk:<br>a. If provided by requester<br>b. If provided to the requester                         | R 40.00<br>R 40.00<br>R 60.00                                                  |
| 9.   | 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.<br>Not to exceed a total cost of | R 145.00<br><br>R 435.00                                                       |



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|     |                                                 |                                                                          |
|-----|-------------------------------------------------|--------------------------------------------------------------------------|
| 10. | Deposit: If search exceeds 6 hours              | One third of the amount per request calculated in terms of items 2 to 8. |
| 11. | Postage, email or any other electronic transfer | Actual expense, if any.                                                  |

## **ANNEXURE B: FORM 2**

### **REQUEST FOR ACCESS TO RECORD**

[Regulation 7]

#### **NOTE:**

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

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(Address)

E-mail address:

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Fax number:

Mark with an "X"

☐ Request is made in my own name ☐ A request is made on behalf of another person.



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**PERSONAL INFORMATION**

|                                                                              |           |  |            |
|------------------------------------------------------------------------------|-----------|--|------------|
| Full Names                                                                   |           |  |            |
| Identity Number                                                              |           |  |            |
| Capacity in which request is made<br>(when made on behalf of another person) |           |  |            |
| Postal Address                                                               |           |  |            |
| Street Address                                                               |           |  |            |
| E-mail Address                                                               |           |  |            |
| Contact Numbers                                                              | Tel. (B): |  | Facsimile: |
|                                                                              | Cellular: |  |            |
| Full names of person on whose behalf request is made(if applicable):         |           |  |            |
| Identity Number                                                              |           |  |            |
| Postal Address                                                               |           |  |            |
| Street Address                                                               |           |  |            |
| E-mail Address                                                               |           |  |            |
| Contact Numbers                                                              | Tel.(B)   |  | Facsimile: |
|                                                                              | Cellular  |  |            |

**PARTICULARS OF RECORD REQUESTED**

*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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)*



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|                                                                                                                                                                      |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Description of record or relevant part of the record:                                                                                                                |  |
|                                                                                                                                                                      |  |
|                                                                                                                                                                      |  |
|                                                                                                                                                                      |  |
| Reference number, if available                                                                                                                                       |  |
| Any further particulars of record                                                                                                                                    |  |
|                                                                                                                                                                      |  |
|                                                                                                                                                                      |  |
|                                                                                                                                                                      |  |
|                                                                                                                                                                      |  |
| <b>TYPE OF RECORD</b><br><i>(Mark the applicable box with an "X")</i>                                                                                                |  |
| Record is in written or printed form                                                                                                                                 |  |
| Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>                               |  |
| Record consists of recorded words or information which can be reproduced in sound                                                                                    |  |
| Record is held on a computer or in an electronic, or machine-readable form                                                                                           |  |
| <b>FORM OF ACCESS</b><br><i>(Mark the applicable box with an "X")</i>                                                                                                |  |
| Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i> |  |
| Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>           |  |
| Transcription of soundtrack <i>(written or printed document)</i>                                                                                                     |  |
| Copy of record on flash drive <i>(including virtual images and soundtracks)</i>                                                                                      |  |



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|                                                                                        |  |
|----------------------------------------------------------------------------------------|--|
| Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i> |  |
| Copy of record saved on cloud storage server                                           |  |

| MANNER OF ACCESS<br><i>(Mark the applicable box with an "X")</i>                                                                                                                                                                                      |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i> |  |
| Postal services to postal address                                                                                                                                                                                                                     |  |
| Postal services to street address                                                                                                                                                                                                                     |  |
| Courier service to street address                                                                                                                                                                                                                     |  |
| Facsimile of information in written or printed format <i>(including transcriptions)</i>                                                                                                                                                               |  |
| E-mail of information <i>(including soundtracks if possible)</i>                                                                                                                                                                                      |  |
| Cloud share/file transfer                                                                                                                                                                                                                             |  |

| PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED                                                                                                            |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i> |  |
| Indicate which right is to be exercised or protected                                                                                                         |  |
|                                                                                                                                                              |  |
|                                                                                                                                                              |  |
| Explain why the record requested is required for the exercise or protection of the aforementioned right:                                                     |  |
|                                                                                                                                                              |  |
|                                                                                                                                                              |  |



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**FEES**

- a)** A request fee must be paid before the request will be considered.
- b)** You will be notified of the amount of the access fee to be paid.
- 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

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

| Postal address | Facsimile | Electronic communication<br>(Please specify) |
|----------------|-----------|----------------------------------------------|
|                |           |                                              |

Signed at \_\_\_\_\_ this \_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**Signature of Requester / person on whose behalf request is made**

**FOR OFFICIAL USE**

|                                                                               |  |
|-------------------------------------------------------------------------------|--|
| Reference number:                                                             |  |
| Request received by:<br>(State Rank, Name and Surname of Information Officer) |  |



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|                   |  |
|-------------------|--|
| Date received:    |  |
| Access fees:      |  |
| Deposit (if any): |  |

\_\_\_\_\_  
**Signature of Information Officer**

**ANNEXURE B: FORM 3**

**OUTCOME OF REQUEST AND FEES PAYABLE**

[Regulation 8]

Note:

1. If your request is granted the—
  - (a) amount of the deposit, (if any), is payable before your request is processed; and
  - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

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

**TO:** The Information Officer

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

Your request dated \_\_\_\_\_, refers.

**1. You requested:**



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Personal inspection of information at registered addresses of public/private bodies (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure A.

**OR**

**2. You requested:**

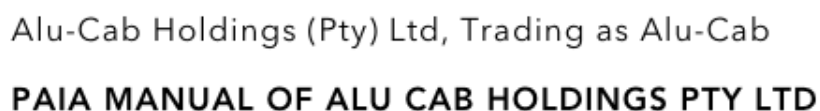
|                                                                                                                                                                           |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form ) |  |
| Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)                        |  |
| Transcription of soundtrack (written or printed document)                                                                                                                 |  |
| Copy of information on flash drive (including virtual images and soundtracks)                                                                                             |  |
| Copy of information on compact disc drive(including virtual images and soundtracks)                                                                                       |  |
| Copy of record saved on cloud storage server                                                                                                                              |  |

**3. To be submitted:**

|                                                                                                                                                                      |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Postal services to postal address                                                                                                                                    |  |
| Postal services to street address                                                                                                                                    |  |
| Courier service to street address                                                                                                                                    |  |
| Facsimile of information in written or printed format (including transcriptions)                                                                                     |  |
| E-mail of information (including soundtracks if possible)                                                                                                            |  |
| Cloud share/file transfer                                                                                                                                            |  |
| Preferred language:<br>(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) |  |

Kindly note that your request has been:





☐ Denied, for the following reasons:

[illegible]

| ITEM | DESCRIPTION                                                                                                                                                                           | AMOUNT                                | NUMBER OF<br>PAGES/ITEMS | TOTAL: |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|--------------------------|--------|
| 1.   | The request fee payable by every requester                                                                                                                                            | R 140.00                              |                          |        |
| 2.   | Photocopy/printed black & white copy of A4-size page                                                                                                                                  | R 2.00 per page or part thereof       |                          |        |
| 3.   | Printed copy of A4-size page                                                                                                                                                          | R 2.00 per page or part thereof       |                          |        |
| 4.   | For a copy of computer-readable form on:<br>(i) Flash drive (to be provided by the requestor)<br>(ii) Compact Disk:<br>a. If provided by requester<br>b. If provided to the requester | R 40.00<br><br><br>R 40.00<br>R 60.00 |                          |        |



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|     |                                                                                                                                                                                                     |                                                                                |  |  |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|--|--|
| 5.  | For a transcription of visual images per A4-size page                                                                                                                                               | Service to be outsourced. Will depend on quotations from the service provider. |  |  |
| 6.  | For a copy of visual images                                                                                                                                                                         |                                                                                |  |  |
| 7.  | Transcription of an audio record, per A4-size page                                                                                                                                                  | R 24.00                                                                        |  |  |
| 8.  | For a copy of audio recording on:<br>(i) Flash drive (to be provided by the requestor)<br>(ii) Compact Disk:<br>a. If provided by requester<br>b. If provided to the requester                      | R 40.00<br><br>R 40.00<br>R 60.00                                              |  |  |
| 9.  | 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. Not to exceed a total cost of | R 145.00<br><br>R 435.00                                                       |  |  |
| 10. | Deposit: If search exceeds 6 hours                                                                                                                                                                  | One third of the amount per request calculated in terms of items 2 to 8.       |  |  |
| 11. | Postage, email or any other electronic transfer                                                                                                                                                     | Actual expense, if any.                                                        |  |  |
|     | <b>TOTAL:</b>                                                                                                                                                                                       |                                                                                |  |  |



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**5. Deposit payable (if search exceeds six hours):**

☐ Yes

☐ No

|                 |  |                                                                                  |  |
|-----------------|--|----------------------------------------------------------------------------------|--|
| Hours of search |  | Amount of deposit ( <i>calculated on one third of total amount per request</i> ) |  |
|-----------------|--|----------------------------------------------------------------------------------|--|

**The amount must be paid into the following Bank account:**

Name of Bank: \_\_\_\_\_

Name of account holder: \_\_\_\_\_

Type of account: \_\_\_\_\_

Account number: \_\_\_\_\_

Branch Code: \_\_\_\_\_

Reference No.: \_\_\_\_\_

Submit proof of payment to: \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**INFORMATION OFFICER**