



PAIA Manual

Prepared in terms of section 51 of the Promotion of Access to Information Act
2 of 2000 (as amended).

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1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1 **“CEO”** Chief Executive Officer
- 1.2 **“CFO”** Chief Financial Officer
- 1.3 **“FM”** Financial Manager
- 1.4 **“DIO”** Deputy Information Officer;
- 1.5 **“IO”** Information Officer;
- 1.6 **“Minister”** Minister of Justice and Correctional Services;
- 1.7 **“PAIA”** Promotion of Access to Information Act No. 2 of 2000 (as Amended);
- 1.8 **“POPIA”** Protection of Personal Information Act No.4 of 2013;
- 1.9 **“Regulator”** Information Regulator; and
- 1.10 **“Republic”** Republic of South Africa

2. PURPOSE OF PAIA MANUAL

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 CLEANING EQUIPMENT MANUFACTURING SA PTY LTD

3.1. Chief Information Officer

Name: Paul Dahl

Tel: 012 004 1246

Email: PAIA@cemsas.co.za

3.2. Deputy Information Officer

Name: Carmen Snow

Tel: 012 004 1246

Email: PAIA@cemsas.co.za

3.3 Access to information general contacts

Email: PAIA@cemsas.co.za

3.4 National or Head Office

Postal Address: PO Box 214, Edenvale, 1610

Physical Address: 75 Regency Drive, Route 21 Corporate Park, Irene, Centurion, 0157

Telephone: 012 004 1246

Email: cemsas@cemsas.co.za

Website: www.cemsas.co.za

4. 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 **PAIA**

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 PAIA¹ and section 56 of POPIA²;

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 113; and

4.3.3.2. access to a record of a private body contemplated in section 504;

4.3.4. the assistance available from the IO 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-

1 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.

2 Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

3 Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of

any ground for refusal contemplated in Chapter 4 of this Part.

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

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 145 and 516 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 157 and 528 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 229 and 5410 regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 9211.

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

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

7 Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

8 Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

9 Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

10 Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

11 Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

(a) any matter which is required or permitted by this Act to be prescribed;

(b) any matter relating to the fees contemplated in sections 22 and 54;

(c) any notice required by this Act;

(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to

be made available in terms of section 15; and

(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

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://www.justice.gov.za/inforeg/>).

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

4.6.1 (English and Afrikaans)

5. CATEGORIES OF RECORDS OF CLEANING EQUIPMENT MANUFACTURING SA PTY LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of Records	Types of Records	Available on Website	Available upon request
Product Information	Quotes, Invoices, Product information	X	X
Company information Validation	Tax Clearance Pin, Letter of Good Standing		X
Workshop	Quotes, Work Orders		X
Payment Information	Bank Confirmation Letter		X

6. DESCRIPTION OF THE RECORDS OF CLEANING EQUIPMENT MANUFACTURING SA PTY LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies ACT 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY CLEANING EQUIPMENT MANUFACTURING SA PTY LTD

Subjects on which Cleaning Equipment Manufacturing SA Pty Ltd holds records	Categories of Records
Strategic Documents	Annual Financials, Sales Reports, Management Accounts, stock forecasting
Human Resources	Policies & Procedures, Employee Records, Payroll Records
Product Information	Catalogues, build sheets, breakdowns

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Our organisation processes personal information only for lawful and legitimate purposes necessary to conduct business operations, fulfil contractual obligations, comply with legal requirements, and manage employment relationships. The primary purposes for processing personal information include:

- **Human Resources and Employment Administration**
 - Recruitment and selection of employees
 - Employment contracts and personnel administration
 - Payroll processing and employee benefits administration
 - Attendance, leave, and performance management
 - Training, development, and disciplinary processes
- **Customer and Supplier Management**
 - Establishing and maintaining customer and supplier relationships
 - Processing orders, invoices, and payments
 - Providing products and services
 - Managing customer queries, support, and communications
- **Legal and Regulatory Compliance**
 - Compliance with the Protection of Personal Information Act (POPIA)
 - Compliance with labour, tax, financial, and other applicable legislation
 - Record keeping and reporting obligations
 - Responding to lawful requests from regulatory authorities
- **Health, Safety, and Security**
 - Maintaining workplace health and safety
 - Access control and security monitoring
 - Protection of employees, visitors, assets, and company property
 - Investigation of incidents, misconduct, or security breaches

- **Business Operations and Administration**

- Financial management and accounting
- Business planning and reporting
- Information technology and system administration
- Communication and operational management

The organisation processes only the personal information that is adequate, relevant, and necessary for the specific purpose for which it is collected, and such information is protected through appropriate security and confidentiality measures.

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	Name, address, registration numbers and/or identity numbers, employment status, bank details, VAT numbers, email address
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Employees	Name, surname, address, qualifications, gender, race, age, identity number, personal contact information, next of kin information, income tax numbers, monthly salary

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 personal information may be supplied
Identity number, name, surname for criminal checks	South African Police Services
Employee Start date, salary date, employment confirmation	Financial institutions
Credit and payment history, for credit information	Credit Bureaus

8.4 Planned transborder flows of personal information

None

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 organisation has implemented appropriate technical and physical security measures to ensure the confidentiality, integrity, and protection of personal information under its control.

These measures include:

- The use of up-to-date **antivirus and anti-malware software** on company systems to protect against viruses, malware, ransomware, and other cybersecurity threats.
- Controlled access to electronic information through user authentication, passwords, and restricted access based on job responsibilities.
- Regular monitoring and maintenance of information technology systems to identify and address potential security risks.
- Secure storage of physical records containing personal information.
- Certain confidential documents and records are not kept on company premises and are instead stored in a **secure, controlled, and locked facility** with restricted access to authorised personnel only.
- Employees are required to maintain the confidentiality of personal information and are provided with guidance regarding the proper handling and protection of such information.
- Procedures are in place to prevent unauthorised access, disclosure, alteration, loss, or destruction of personal information.

The organisation continually reviews its security measures and implements improvements where necessary to ensure ongoing compliance with applicable data protection requirements and industry best practices.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on www.cemsa.co.za, if any;

9.1.2 head office of Cleaning Equipment Manufacturing SA Pty Ltd for public inspection during normal business hours;

9.1.3 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, R2.00, shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The head of Cleaning Equipment Manufacturing Pty Ltd will on a regular basis update this manual.

Issued by,

Paul Dahl

Chief Executive Officer