

**CEMENTILE CONCRETE PRODUCTS (PTY) LTD**

# **PAIA MANUAL**

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

**DATE OF COMPILATION: 29/04/2024  
DATE OF REVISION: 30/04/2025**

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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	<b>“CEO”</b>	Chief Executive Officer
1.2	<b>“DIO”</b>	Deputy Information Officer;
1.3	<b>“IO”</b>	Information Officer;
1.4	<b>“Minister”</b>	Minister of Justice and Correctional Services;
1.5	<b>“PAIA”</b>	Promotion of Access to Information Act No. 2 of 2000(as Amended;
1.6	<b>“POPIA”</b>	Protection of Personal Information Act No.4 of 2013;
1.7	<b>“Regulator”</b>	Information Regulator; and
1.8	<b>“Republic”</b>	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 THE CEMENTILE CONCRETE PRODUCTS(PTY) LD**

#### **3.1. Chief Information Officer**

Name: Patrick Whitfield  
Tel: 043 745 2245  
Email: info@cementile.co.za

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

Name: Debbie Hill  
Tel: 043 745 2245

Email: [accounts@cementile.co.za](mailto:accounts@cementile.co.za)

### 3.3 Access to information general contacts

Email: [accounts@cementile.co.za](mailto:accounts@cementile.co.za)

### 3.4 National or Head Office

Postal Address: PO Box 11053  
Southernwood  
5213

Physical Address: Beaufields Farm, Old Kwt Road  
Arnoldton  
East London

Telephone: 043 745 2245

Email: [info@cementile.co.za](mailto:info@cementile.co.za)

Website: <https://cementile.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-

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>;
- 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-
  - 4.3.6.1. an internal appeal;
  - 4.3.6.2. a complaint to the Regulator; and

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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.*

- 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
- 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-

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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.

<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.”

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

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. DESCRIPTION OF THE RECORDS OF CONCRETE PRODUCTS (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

<b>Category of Records</b>	<b>Applicable Legislation</b>
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000

**6. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY CEMENTILE CONCRETE PRODUCTS (PTY) LTD**

<b>Subjects on which the body holds records</b>	<b>Categories of records</b>
Strategic Documents, Plans, Proposals, finance	Annual Reports, Strategic Plan, Annual Performance Plan, Financials, Client records
Human Resources	- HR policies and procedures - Employees records

## **8. PROCESSING OF PERSONAL INFORMATION**

### **8.1 Purpose of Processing Personal Information**

Cementile Concrete Products (Pty) Ltd processes personal information in the ordinary course of its business activities. The purposes for which personal information is processed include, but are not limited to:

- 8.1.1 Customer and Client Management: To maintain accurate customer records, issue quotations, manage orders, deliveries, invoicing, and payment processing.
- 8.1.2 Supplier and Service Provider Engagement: For procurement, contractual obligations, payment processing, and due diligence.
- 8.1.3 Human Resource Management: To administer employee contracts, payroll, benefits, training, leave, performance reviews, and compliance with labour legislation.
- 8.1.4 Legal and Regulatory Compliance: To comply with applicable laws, including the Companies Act, tax legislation, labour laws, and the Protection of Personal Information Act.
- 8.1.5 Security Purposes: To protect the safety of personnel, assets, and information through access control and surveillance (where applicable).
- 8.1.6 Communication and Marketing (where applicable): To provide updates to clients and stakeholders about products, services, and developments, subject to consent where required.

Personal information is processed on the basis of consent, contractual necessity, legal obligation, or legitimate interest, as permitted under POPIA.



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

<b>Categories of Data Subjects</b>	<b>Personal Information that may be processed</b>
Customers / Clients	name, address, registration numbers or identity numbers, employment status and bank details
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Employees	address, qualifications, gender and race

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

<b>Category of personal information</b>	<b>Recipients or Categories of Recipients to whom the personal information may be supplied</b>
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

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

Cementile Concrete Products (Pty) Ltd does NOT transfer or store any personal information outside the borders of the Republic of South Africa.

All personal information is processed and stored locally within the Republic, and no planned transborder flows exist at this time.

#### **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**

Cementile Concrete Products (Pty) Ltd implements reasonable and appropriate technical and organisational security measures to protect personal information against loss, damage, unauthorised access, or unlawful processing.

These measures include, but are not limited to:

Physical Security Controls:

8.5.1 Restricted access to offices and record storage areas.

8.5.2 Lockable filing cabinets for storing physical personnel and client records.

8.5.3 Security gates and monitored alarm systems.

Administrative Safeguards:

8.5.4 Staff training on the proper handling and confidentiality of personal information.

8.5.5 Internal policies regulating access to and use of personal information.

IT and System Security (where applicable):

8.5.6 Local servers and computers are password protected.

8.5.8 Up-to-date antivirus and anti-malware software is installed on all systems.

8.5.9 Regular backups of digital records are performed and stored securely.

8.5.10 Limited user access to sensitive data on a need-to-know basis.

These security measures are reviewed periodically and updated where necessary to ensure ongoing protection of the personal information processed by the company.

## **8.6 Data subject rights and complaint mechanism**

In terms of POPIA, data subjects have the following rights:

- 8.6.1 The right to be notified that personal information is being collected;
- 8.6.2 The right to request access to personal information;
- 8.6.3 The right to request correction or deletion of personal information;
- 8.6.4 The right to object to the processing of personal information;
- 8.6.5 The right to lodge a complaint with the Information Regulator.

Requests or complaints may be submitted in writing to the Information Officer using the contact details provided in this manual. Complaints may also be lodged directly with the Information Regulator via their website at: <https://www.justice.gov.za/inforeg/>.

## **8.7 Retention and destruction of personal information**

Cementile Concrete Products (Pty) Ltd retains personal information only for as long as necessary to fulfil the purpose for which it was collected, or as required by law.

Retention periods are determined based on legal, regulatory, and operational requirements. For example:

- 8.7.1 Employee records are retained for five years after the end of employment;
- 8.7.2 Financial and transactional records are retained for at least seven years to comply with tax and audit requirements.

Personal information that is no longer required is securely destroyed, whether in paper or electronic format.

## **9. AVAILABILITY OF THE MANUAL**

9.1 A copy of the Manual is available at:

9.1.1 head office of the Cementile Concrete Products (Pty) Ltd for public inspection during normal business hours;

9.1.2 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.3 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.

## **10. REQUEST PROCEDURES AND FEES**

Requests for access to records held by Cementile Concrete Products (Pty) Ltd must be made in writing using Form C as prescribed in the PAIA Regulations. The request must be addressed to the Information Officer and include sufficient detail to enable identification of the requested record and the requester.

Form C is available on the website of the Information Regulator or upon request from the company.

A request fee and an access fee may be charged as prescribed in the PAIA Regulations.

Access to records will only be granted once the applicable fees have been paid.

Request forms and payments can be submitted to:

Email: [info@cementile.co.za](mailto:info@cementile.co.za)

Tel: 043 745 2245

## **11. UPDATING THE MANUAL**

Management of Cementile Concrete Products (Pty) Ltd will on a regular basis update this manual.

***Issued by***

***Patrick Whitfield***  
***Managing Director***

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