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## 5. GENERAL CONTACT DETAILS

### Sakeng:

Physical Address: Ground floor, Block C, Midridge Office Park North, International Gateway, corner New and 6th Road, Midrand, Gauteng, 1685

Postal Address: PO Box 25, Residencia, Gauteng, 1980

Telephone number: 0860 Sakeng (725364), or dial 135

Email Address: [compliance@sakeng.co.za](mailto:compliance@sakeng.co.za)

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

## 6. INFORMATION OFFICERS

### 6.1. Information Officer for all the Sakeng entities:

- Information Officer: Leopold Johann Malan
- Date of appointment: 11 June 2021
- Email Address: [leopoldm@odek.co.za](mailto:leopoldm@odek.co.za)

*\*\*This person has the required authority to manage and attend to all information related matters\*\**

## 7. POPIA COMPLIANCE

More details on the collection, storage, processing and destruction of personal information is contained in the Sakeng POPIA Compliance Policy which is available on the Sakeng website.

## 8. RIGHTS OF DATA SUBJECTS

- 8.1 The right of access: The data subject may request that Sakeng confirm that it holds the persons information and may request details of how the information is processed. The following procedure is set out in this PAIA Manual;
- 8.2 The right to rectification: The data subject may request Sakeng to rectify or update incorrect personal information, by requesting same via email to [compliance@sakeng.co.za](mailto:compliance@sakeng.co.za);
- 8.3 The right to removal: Where there is no longer any legal basis or legitimate reason to process personal information and the FICA retention period has expired, the data subject may request that Sakeng return or destroy any and all of the personal information in our possession or control, by requesting same via email to [compliance@sakeng.co.za](mailto:compliance@sakeng.co.za);

- 8.4 The right to object to, restrict further processing and withdraw consent: The data subject may at any point object, restrict the further processing of personal information or withdraw consent by requesting same via email to [compliance@sakeng.co.za](mailto:compliance@sakeng.co.za).

## 9. PROCEDURE: REQUEST FOR INFORMATION

### 9.1. Automatically available records:

9.1.1 The following records are automatically available and may be obtained from Sakeng free of charge:

- POPIA Compliance Policy;
- PAIA Manual;
- Terms and Conditions;
- Privacy Policy;
- Your personal information (how it is collected, stored and processed as well as requests to return or destroy information) but does not include the information of third parties;
- Frequently asked questions;
- Copies of Legislation.

9.1.2 The abovementioned records may be available on the Sakeng website. Alternatively, where a person wishes to ascertain the records, email correspondence may be sent to [compliance@sakeng.co.za](mailto:compliance@sakeng.co.za) and addressed to the Information Officer. Sakeng has 30 business days within which to supply the information as requested.

### 9.2 Records and information that should be formally requested in terms of PAIA

9.2.1 All records and/or documents kept in compliance with the requirements of the following legislation are not automatically available:

- Labour Relations Act 66 of 1995
- Employment Equity Act 55 of 1998
- Basic Conditions of Employment Act 75 of 1997
- Compensation for Occupational Injuries and Disease Act 130 of 1993

- Companies Act 61 of 1973
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991
- Income Tax Act 58 of 1962
- Skills Development Act 9 of 1999.

9.2.2 The inclusion of any records listed herein should not be taken as confirmation that the records will or must be made available to the requester. Therefore, certain grounds of refusal exist that may be applicable to a request for such records.

- Financial records
  - Financial accounting and reporting;
  - Auditors details;
  - SARS compliance;
  - Banking details;
  - Asset register;
- Human resources
  - List of employees;
  - HR policies and procedures;
  - Advertised posts;
  - Learning and development e.g. skills development and training plans;
  - Employment equity plan;
  - Disciplinary records and documentation pertaining to disciplinary proceedings;
  - Confidentiality and/or Non-Disclosure Agreements.











- If an appeal is lodged after the expiry of the period referred to, the Minister must, upon good cause shown, allow the late lodging of the appeal.
- If the Minister disallows the late lodging of the appeal, he or she must give notice of that decision to the person who lodged the appeal.
- As soon as reasonably possible, but in any event within 10 business days after receipt of an appeal, the designated Information Officer must submit the following to the Minister:
  - The appeal together with his or her reasons for the decision concerned; and
  - If the appeal is against the refusal or granting of a request for access, the name, postal address, phone and fax number and electronic mail address, whichever is available, of any third party that must be notified of the request.

#### 11. UPDATING AND AVAILABILITY OF THIS PAIA MANUAL.

- This PAIA Manual will be updated, if necessary, on an annual basis;
- This PAIA Manual will be placed on the Sakeng website for convenient accessibility;
- A copy will also be lodged with the Information Regulator.

This PAIA Manual was accepted and implemented by Sakeng on the 9 day of November  
2021

Signature 1

  
\_\_\_\_\_

Name

Leopold Johann Malan

Capacity

Director  
\_\_\_\_\_

Witness 1

  
\_\_\_\_\_

Witness 2

  
\_\_\_\_\_

**Annexure 1**

## 1. The fees for accessing records of a private body are:

	<b>ACTIVITY</b>	<b>FEE</b>
1	The request fee payable by every requester	R140.00
2	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof
3	Printed copy of A4-size page	R2.00 per page or part thereof
4	For a copy in a computer-readable form on: (iii) Flash drive (to be provided by requestor) (iv) Compact disc <ul style="list-style-type: none"> <li>• If provided by requester</li> <li>• If provided to the requestor</li> </ul>	R40.00 R40.00 R60.00
5	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6	Copy of visual images	
7	Transcription of an audio records, per A4-size page	R24.00
8	Copy of an audio record on: (iii) Flash drive (to be provided by requestor) (iv) Compact disc <ul style="list-style-type: none"> <li>• If provided by requester</li> <li>• If provided to the requestor</li> </ul>	R40.00 R40.00 R60.00
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: To not exceed the cost of:	R145.00 R 435.00
10	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8
11	Postage, e-mail or any other electronic transfer	Actual expense, if any

2. If the Information Officer thinks that the collection and reproduction of documents will take longer than 6 hours, he/she must inform the requester in writing that one third of the access fee is payable upfront as a deposit.
3. Postage is payable when a copy of a record must be posted to a requester.

# 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


(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile: <input type="text"/>
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable)</i> :			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<i>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.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<b>TYPE OF RECORD</b> <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			

**FORM OF ACCESS**  
*(Mark the applicable box with an "X")*

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>	
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**  
*(Mark the applicable box with an "X")*

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	
Preferred language <i>(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)</i>	

**PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

*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.*

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:	

<b>FEEES</b>	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
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 <i>(Please specify)</i>

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

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

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**FOR OFFICIAL USE**

Reference number:	
Request received by: <i>(State Rank, Name And Surname of Information Officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

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