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<b>Company</b>	Besgro (Pty) Ltd t/a Bolt & Nut Centre
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# PAIA MANUAL BESGRO (PTY) LTD

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## 1. Interpretation

### Key Definitions:

- **Information Officer:** The designated Information Officer as described in this Manual
- **Manual:** This document together with all of its annexures, as amended from time to time, and published in terms of section 51 of PAIA
- **PAIA:** Promotion of Access to Information Act 2 of 2000, as amended from time to time including the regulations promulgated in terms of PAIA
- **POPIA:** Protection of Personal Information Act 4 of 2013, as amended from time to time including the regulations promulgated in terms of POPIA
- **POPIA Regulations:** The regulations relating to the protection of personal information, GG 42110, GNR.1383 of 2018
- **Regulator:** The Information Regulator of South Africa established in terms of section 39 of POPIA
- **Bolt & Nut Centre:** Besgro (Pty) Ltd, a Retail Supply Store incorporated in terms of the laws of South Africa

## 2. Purpose of Manual

This manual serves to:

- Indicate the types of records held by Besgro (Pty) Ltd and the availability of such records from Besgro (Pty) Ltd
- Provide the public with a sufficient understanding of how to make a request for access to a record of Besgro (Pty) Ltd

- Provide a description of the records of Besgro (Pty) Ltd which are available in accordance with any other legislation
- Provide access to all relevant contact details of the Information Officer and Deputy Information Officer
- Provide a description of the guide on how to use PAIA, as updated by the Regulator
- Inform the public as to the personal information Besgro (Pty) Ltd processes
- Describe the appropriate security measures implemented by Besgro (Pty) Ltd

### 3. Contact Details for Access to Information

#### Information Officer:

• <b>Name:</b> Heinrich Huysamer
• <b>Telephone:</b> 021 511 2087
• <b>Email:</b> info@bnc.co.za
• <b>Fax:</b> n/a

#### Besgro (Pty) Ltd:

- **Physical Address:**

○ BOLT & NUT CENTRE
○ 56 NEPTUNE STREET
○ PAARDENEILAND
○ CAPE TOWN 7405

- **Contact Details:**

○ Tel: 021 511 2087
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○ Email: info@bnc.co.za
○ Website: www.bnc.co.za

• **Postal Address:**

○ 56 Neptune street
○ Paardeneiland
○ 7405

**Information Regulator Contact Details:**

• <b>Email:</b> <a href="mailto:enquiries@inforegulator.org.za">enquiries@inforegulator.org.za</a>
• <b>Phone:</b> 010 023 5200
• <b>Website:</b> <a href="https://inforegulator.org.za">https://inforegulator.org.za</a>
• <b>eServices Portal:</b> <a href="https://eservices.inforegulator.org.za">https://eservices.inforegulator.org.za</a>

**4. Guidance on PAIA**

The Regulator has updated and made available the revised Guide on how to use PAIA in an easily comprehensible form and manner. The Guide is available in each of the official languages and in braille.

The Guide contains descriptions of:

- The objects of PAIA and POPIA
- Contact details of Information Officers
- The manner and form of requests for access
- Available assistance from Information Officers and the Regulator
- All remedies in law available regarding PAIA and POPIA

## **5. Records Held by Besgro (Pty) Ltd**

### **5.1 Records that are automatically available**

- Records located on the Besgro (Pty) Ltd website [www.bnc.co.za](http://www.bnc.co.za) are automatically available and freely accessible

### **5.2 Records held in accordance with other legislation**

Besgro (Pty) Ltd retains records in accordance with the following legislation (adapt based on industry and applicable laws):

- Basic Conditions of Employment Act 75 of 1997
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Electronic Communications and Transaction Act 25 of 2002
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- Occupational Health and Safety Act 85 of 1993
- Skills Development Levies Act 9 of 1999
- Skills Development Act 9 of 1999
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991
- [INSERT ADDITIONAL INDUSTRY-SPECIFIC LEGISLATION]

### **5.3 Other types of records held by Besgro (Pty) Ltd**

### **Statutory Records:**

- Company incorporation documents
- Share register
- Memorandum of Incorporation
- Minutes of meetings of the board of directors
- Records relating to the appointment of directors, auditors, and other officers

### **Income Tax Records:**

- Pay-as-you-earn (PAYE) records
- Documents issued to employees for income tax purposes
- Records of payments made to South African Revenue Services on behalf of employees
- All or any statutory compliance
- Value Added Tax
- Skills development levies
- Unemployment Insurance Fund

### **Labour Relations Records:**

- Personnel documents and records
- Employment contracts
- Medical aid records
- Pension Fund records
- Disciplinary records
- Salary records
- Disciplinary code and/or procedures



- Leave records
- Training records
- Training manuals
- Address lists
- Internal telephone lists

#### **Finance Records:**

- Receipts and payments
- Bank statements
- A list of the company's debtors and creditors
- Budgets
- Management accounts
- Asset registers
- Invoices
- Salaries
- Minutes of meetings
- Correspondence

#### **Risk and Compliance Records:**

- Contracts
- Policies and procedures
- Risk assessment
- Compliance records

#### **Other Records:**

- IT usage statistics and equipment details
- Supplier lists
- Secretarial records
- Media releases and public relation events records
- [INSERT INDUSTRY-SPECIFIC RECORDS]

## **6. Processing of Personal Information**

### **6.1 POPIA Compliance**

Besgro (Pty) Ltd processes personal information in accordance with POPIA and ensures that all processing conditions are complied with at the time of processing of personal information of both living and juristic persons.

### **6.2 Purpose for processing personal information**

Besgro (Pty) Ltd processes personal information for:

- Providing services requested
- Managing the commercial relationship with clients
- Managing dispute resolution
- Creating and managing supplier relationships
- Managing contracts, orders, deliveries, invoices and accounting
- Sending quotation estimates and invoices
- General human resource and finance functions including those obligations imposed by legislation
- Recruitment
- Procurement processes

- Safety and security reasons in respect of CCTV footage from cameras installed at the premises
- Proper functioning of the website

### **6.3 Categories of data subjects**

Besgro (Pty) Ltd processes personal information relating to:

- Employees
- Clients/Customers
- Service providers
- Visitors to premises
- Deliveries received

### **6.4 Disclosure of personal information to third parties**

Besgro (Pty) Ltd may disclose personal information to third parties such as associates and service providers, for legitimate business purposes, in accordance with applicable law and subject to applicable professional and regulatory requirements regarding confidentiality.

### **6.5 Trans-border/Cross border flows of personal information**

Besgro (Pty) Ltd may transfer personal information to recipients outside of the Republic of South Africa, ensuring compliance with POPIA in relation to any cross-border transfers.

### **6.6 Data security**

Besgro (Pty) Ltd takes reasonable, appropriate and adequate technical and organisational measures to ensure that personal information is kept secure and protected against unauthorised or unlawful processing, accidental loss, destruction, damage, alteration, disclosure or unauthorised access.

## **7. How to Request Access to a Record**

To request a record in terms of PAIA:

- Complete the prescribed request form as published from time to time by the Information Regulator
- Send to the Information Officer at the addresses provided
- For POPIA-related requests, use the applicable prescribed POPIA forms as published by the Information Regulator
- Provide sufficient detail to enable identification of the record(s) requested
- Indicate which form of access is required
- Identify the right seeking to be exercised or protected
- Provide an explanation of why the requested record is required
- Include proof of identification with the request form

**Current prescribed forms are available from:**

- Information Regulator website: <https://inforegulator.org.za>
- PAIA forms: <https://inforegulator.org.za/paia-forms/>
- POPIA forms: <https://inforegulator.org.za/popia-forms/>

## **8. Payment of Fees**

PAIA provides for two types of fees:

- **Request fee:** A standard non-refundable administration fee, payable prior to the request being considered
- **Access fee:** Payable when access is granted, calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs

**Fee Structure:** All fees are payable as prescribed in the regulations published from time to time in the Government Gazette in terms of PAIA.

**Current fees can be obtained from:**

- The Information Regulator: [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za) or 010 023 5200
- Government Gazette online: [www.gpwonline.co.za](http://www.gpwonline.co.za)
- Form 03 (Outcome of Request and Fees Payable) available at:  
<https://inforegulator.org.za/paia-forms/>

For POPIA requests, data subjects have the right to request confirmation free of charge whether Besgro (Pty) Ltd holds personal information about the data subject.

## **9. Applicable Time-Periods**

- Besgro (Pty) Ltd will inform the requester within 30 days after receipt of the request of its decision whether or not to grant the request
- The 30-day period may be extended by a further period of not more than 30 days if the request is for a large number of records or requires a search through a large number of records

## **10. Outcome of the Request (Granting or Refusing)**

Should the request be refused, the notice will state:

- Adequate reasons for the refusal
- The provisions of PAIA relied upon
- That the requester may lodge an application with a Court against the refusal of the request

## **11. Grounds for Refusal of Access to Records**

Access may be refused on the following grounds:

- Protection of privacy to a third party who is a natural person
- Protection of the commercial information of a third party
- Protection of certain confidential information of a third person
- Protection of the safety of individuals and the protection of property
- Protection of records privileged from production and legal proceedings
- The commercial information and activities of Besgro (Pty) Ltd
- The protection of research information of a third party
- Any other ground legally available on which to refuse access to the information requested

## **12. Remedies for Refusal**

Should the requester be dissatisfied with the Information Officer's decision to refuse access, that person may within 30 days after notification of the refusal apply to a Court for the appropriate relief.

## **13. Availability of the Manual**

This manual is available in electronic and hard copies in English. Hard copies are available at the head office of Besgro (Pty) Ltd. The electronic version is available on Besgro (Pty) Ltd 's website.

## 14. Updating of this Manual

This manual will be reviewed and updated, if necessary, on a periodic basis.

## 15. Annual Reporting Requirements

### IMPORTANT COMPLIANCE OBLIGATION:

In terms of PAIA, Besgro (Pty) Ltd must submit annual reports to the Information Regulator:

• <b>Public Bodies:</b> Must submit Section 32 reports annually
• <b>Private Bodies:</b> Must submit Section 83(4) reports when requested by the Regulator
• <b>Submission Period:</b> 1 April to 30 June each year
• <b>Submission Method:</b> Online via the Information Regulator's eServices portal at <a href="https://eservices.inforegulator.org.za">https://eservices.inforegulator.org.za</a>
• <b>Content:</b> Reports must detail the number, type, and outcomes of access to information requests received and processed

**Failure to submit annual reports may result in compliance action by the Information Regulator.**

## 16. Revision Record

Version	Inception/Review Date	Status/Change	Change Description
1	29/05/2025	Original	Original
2	[INSERT DATE]	[INSERT TYPE]	[INSERT DESCRIPTION]
3	[INSERT DATE]	[INSERT TYPE]	[INSERT DESCRIPTION]

## Annexures

All prescribed forms for PAIA and POPIA requests are published from time to time by the Information Regulator and must be obtained from official sources to ensure compliance with current requirements.

### PAIA Forms:

- Request for Access to Record
- Outcome of Request and Fees Payable
- Other forms as prescribed

### POPIA Forms:

- Objection to the Processing of Personal Information
- Request for Correction or Deletion of Personal Information
- Other forms as prescribed

### Where to obtain current prescribed forms:

- **Information Regulator website:** <https://inforegulator.org.za>
- **PAIA forms:** <https://inforegulator.org.za/paia-forms/>
- **POPIA forms:** <https://inforegulator.org.za/popia-forms/>
- **Contact:** [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za) | 010 023 5200



**IMPORTANT:** Only use forms downloaded directly from the Information Regulator to ensure you have the current prescribed versions. Using outdated forms may result in delayed processing of requests.

## **Fee Structure**

**Applicable Fees:** All fees for access to records are payable as prescribed in the regulations published from time to time in the Government Gazette in terms of the Promotion of Access to Information Act, 2000.

### **Where to find current fee schedules:**

1. **Information Regulator:** [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za) | 010 023 5200
2. **Government Gazette:** [www.gpwonline.co.za](http://www.gpwonline.co.za) (search for PAIA regulations)
3. **Form 03:** Current fees are detailed in the official "Outcome of Request and Fees Payable" form available at <https://inforegulator.org.za/paia-forms/>

### **Fee Categories** (amounts as prescribed in current regulations):

- Request fee (administration)
- Reproduction fees (photocopying, printing)
- Electronic format fees (CD, USB, email)
- Search and preparation time
- Postal and courier costs (actual charges)

Requesters will be notified of applicable fees using the prescribed Form 03 before any fees are charged.