



IJIKA SERVICES (PTY) LTD
REGISTRATION NO: 2017/094478/07

PAIA MANUAL

Prepared in accordance with Section 51 of the Promotion of Access to Information
Act 2 of 2000 ("PAIA")

and the Protection of Personal Information Act 4 of 2013 ("POPIA")

For Ijika Services (Pty) Ltd – Engineering, Solar Installation and Health and Safety

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1. INTRODUCTION

This manual is compiled in terms of Section 51 of the PAIA and to address the requirements of POPIA. It is intended to help persons requesting access to information from Ijika Services (Pty) Ltd, hereinafter referred to as "the Company."

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. COMPANY CONTACT DETAILS

- Name of Company: Ijika Services (Pty) Ltd
- Registration Number: 2017/094478/07
- Physical Address: Unit 3, 6 Fangio Place, Westmead, Durban, 3610
- Postal Address: P.O. Box 641, Link Hills, 3652
- Telephone Number: 031 700 0204
- Fax Number: N/A
- Email Address: info@ijika.co.za
- Website: www.ijika.co.za

3.1. INFORMATION OFFICER/DEPUTY INFORMATION OFFICER DETAILS

- **Information Officer:** Philile Radebe
- Email Address: philile@ijika.co.za
- Telephone Number: 031 700 0204
- **Deputy Information Officers:**
- Shannon Botha
- Email Address: shannon@ijika.co.za
- Telephone Number: 031 700 0204
- Lindy Foster
- Email Address: lindy@ijika.co.za
- Telephone Number: 031 700 0204
- Chantal Webster
- Email Address: chantalwebster@ijika.co.za

3.2. COMPANY BUSINESS ACTIVITIES

The company operates in the following areas:

- Engineering design and consultation
- Solar Installation
- Renewable energy project development
- Maintenance and monitoring of solar systems
- Electrical compliance and commissioning services
- Health and Safety

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 and section 56 of POPIA ;
 - 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 ; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50 ;
 - 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
 - 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 and 51 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 and 52 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 and 54 regarding fees to be paid in relation to requests for access; and
 - 4.3.10. the regulations made in terms of section 92 .
- 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 ZULU

5. CATEGORIES OF RECORDS OF THE COMPANY WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

- Close Corporation registration number.
- Address and contact details
- Directors and member – names and qualifications

| Category of records | Types of the Record | Available on Website | Available upon request |
|---------------------|---------------------|----------------------|------------------------|
| PAIA MANUAL | MANUAL | X | X |
| GUIDANCE NOTE 10 | ENGLISH/ZULU | X | X |

6. DESCRIPTION OF THE RECORDS OF THE COMPANY WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

| Category of Records | Applicable Legislation |
|---|--|
| Memorandum of incorporation, CK documents | Companies Act 71 of 2008 Close Corporations Act of 1984 |
| 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 THE COMPANY

| Subjects on which the body holds records | Categories of records |
|--|---|
| Company documents | Registration Certificates Memorandum of incorporation Minutes of meetings of the directors Share Registers Share Certificates Correspondence with third parties Financial records Tax records Rental agreements and lease agreements Purchase and sale agreements Software agreements |

| | |
|----------------------------|---|
| HR Records | HR Policies and procedures Employee records Letters of appointment Disciplinary hearings/matters |
| Projects | Engineering Designs Proposals Quotations |
| Client Information | Contracts Installation Data Service History Invoicing and quotations General Correspondence |
| Marketing Materials | Brochures Promotional Materials Website Content |

8. PURPOSE OF PROCESSING PERSONAL INFORMATION

The Company processes personal information for the following purposes:

- Fulfilling contracts and service delivery
- Managing clients, suppliers, and employees
- Compliance with legislation (e.g. SARS, labour laws)
- Marketing and communications
- Health, safety, and security measures

| Categories of Data Subjects | Personal Information that may be processed |
|------------------------------------|--|
| Customers / Clients | name, address, registration numbers and/or identity numbers, bank details, VAT numbers, contact numbers, contracts and trade information |
| Suppliers and service providers | names, registration number, vat numbers, address, trading information and bank details |
| Employees | address, qualifications, gender and race, medical certificates, contract specific certificates, contact numbers, remuneration, banking details |

9. RECIPIENTS OF PERSONAL INFORMATION

Information may be shared with:

- Government authorities
- Legal advisors
- IT service providers
- Financial institutions
- Auditors
- Municipalities and Installers
- Tender applications and Contracts

| Category of personal information | Recipients or Categories of Recipients to whom the personal information may be supplied |
|--|---|
| Identity number and names, for criminal checks | South African Police Services |
| Qualifications, for qualification verifications | South African Qualifications Authority |
| Employee medical certificates and contract specific certificates; ID's | Health & Safety Act requirements for specific contracts |

10. SECURITY MEASURES

The Company secures personal data through:

- Password protection and role-based access
- Antivirus and firewall security
- Microsoft Service Agreement
- Confidentiality agreements
- Physical access control to premises

11. TRANS-BORDER FLOWS

Personal data is not transferred outside South Africa unless:

- Required by the data subject
- Legal consent is obtained
- Adequate protection is assured (e.g., cloud hosting via approved vendors)

12. PROCEDURE TO REQUEST ACCESS

Requests must:

- Be made on Form C (available online)

- Include proof of identity
 - Be submitted with the applicable fee (if any)
 - Be addressed to the Information Officer/Deputy Information Officer
- A decision will be provided within 30 days.

13. GROUNDS FOR REFUSAL

The Company may refuse access if:

- It involves confidential third-party information
- Legal privilege applies
- Disclosure poses a security or safety risk
- The request is manifestly unreasonable

14. FEES

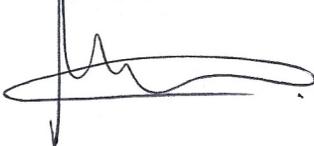
| TYPE | AMOUNT |
|------------------------|-----------------|
| Request Fee | R140.00 |
| Photocopy A4 | R2.00/page |
| Flash Drive/CD | R40.00 – R60.00 |
| Search and Preparation | R145.00/hour |

15. AVAILABILITY OF MANUAL

This manual is available:

- On the company's website
- At the company's registered offices during normal business hours
- By request via email to the Information Officer/Deputy Information Officer
- The Company, will update this manual on a regular basis as required

ISSUED BY:



Philile Radebe

DIRECTOR